Municipal Emergency Management Plan

Frankston City

Municipal Emergency Management Plan

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Introduction

Acknowledgement of Country

The Municipal Emergency Management Planning Committee (MEMPC) acknowledges the Bunurong people of the Kulin Nation as the Traditional Custodians of the lands and waters in and around Frankston City, and value and recognise local Aboriginal and Torres Strait Islander cultures, heritage and connection to land as a proud part of a shared identity for Frankston City. The MEMPC pays respect to Elders past and present and recognises their importance in maintaining knowledge, traditions and culture in our community and is committed to working with Aboriginal and Torres Strait Islander peoples to achieve a shared vision of safer and more resilient communities.

Authority, Governance and Administration

In 2018, the Emergency Management Legislation Amendment Act 2018 amended the Emergency Management Act 2013 to provide for new integrated arrangements for emergency management planning in Victoria at the State, regional and municipal levels; and create an obligation for a MEMPC to be established in each of the municipal districts and Alpine areas 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.

This Municipal Emergency Management Plan (MEMP) has been prepared in accordance with and complies with the requirements of the Emergency Management Act 2013 and the Emergency Management Legislation Amendment Act 2018 (EMLA Act) including having regard to the guidelines issued under s77, Guidelines for Preparing State, Regional and Municipal Emergency Management Plans. Refer to Appendix F for a full list of reference material used in formulating this Plan.

The Frankston City MEMPC has compiled and locally contextualised this document and it is reviewed periodically by the Southern Metropolitan Regional Emergency Management Planning Committee.

The MEMP is developed and owned by the members of the MEMPC; with Frankston City Council undertaking the custodial role. Council's Emergency Management Officer is responsible for the actual administration of the MEMP; all enquiries should be addressed to: Emergency Management Officer, Frankston City Council, PO Box 490, Frankston VIC 3199 or via phone: 1300 322 322

This MEMP makes reference to a number of acronyms, for a full list of acronyms used refer to Appendix A.

Plan Assurance and Approval

Assurance

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted by the MEMPC pursuant to the Southern Metropolitan Region Emergency Management Planning Committee. (SMR-REMPC) Emergency Management Act 2013 (s60AG).

Approval

This Plan was approved by the Frankston MEMPC on the 16th of November 2022.

It was further assured and approved by the Southern Metropolitan Regional Emergency Management Planning Committee on the 23rd of May 2023. This Plan comes into effect upon publishing and remains in effect until superseded by an approved and published update.

Plan Review and distribution

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

- Via a standing item on the MEMPC meeting agenda but must be completely reviewed at least every three years in line with the statutory MEMP self-assurance process
- Following After Action Reviews post 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
- Changes to relevant MEMPC membership

Organisations delegated with responsibilities in this plan are required to notify Council's Emergency Management Officer of any changes of details (e.g. contact information) or changes to capacity to participate in the MEMP arrangements as they occur.

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

Amendments to municipal information and the re-issuing of this MEMP is the responsibility of the MEMPC Chair once endorsed. A record of the updates is maintained by Council.

The amended MEMP and any Sub-Plans (where file size permits) will be distributed via the following methods:

- Email
- Council's website
- Emergency Management Common Operating Picture (EM-COP)
- Crisisworks or other current emergency management coordination IT application

Under the *Victorian Libraries Act 1988*, Council is required to provide a copy of the MEMP to the National Library of Australia and the State Library of Victoria. The Act requires the deposit within two months of every new or amended publication. A link will also be sent to the Australian Emergency Management Library.

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

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

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

This MEMP will be reviewed and updated if necessary and not later than March 2025.

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

Planning Context

This MEMP, prepared by the MEMPC, reflects the shared responsibilities of government, emergency management agencies and the community 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. This Plan is the overarching document for the integrated management of emergencies in the municipal area. It is supported by a range of hazard plans as determined by a risk identification process and a number of response based plans to ensure smooth coordination of service delivery in emergencies.

This Plan is supported by other important 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 and Complementary Plans, including hazard specific Sub-Plans and organisation/agency 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 that lists contact details for all persons and organisations that have a role in this plan, administration details and a list of municipal resources

Plan Aim and Objectives

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

The broad objectives of this MEMP are to:

- Identify and evaluate hazards and implement measures to mitigate the impact and effects of emergencies, using emergency risk management principles and processes
- Manage arrangements for requesting and using municipal resources in response to emergencies
- Manage the process for resource supplementation when resources within the municipality are exhausted
- Assist the affected communities to recover following an emergency
- Compliment and not duplicate other Local, Regional and State planning arrangements

Municipal District Location and Characteristics

Frankston Municipal Location Map

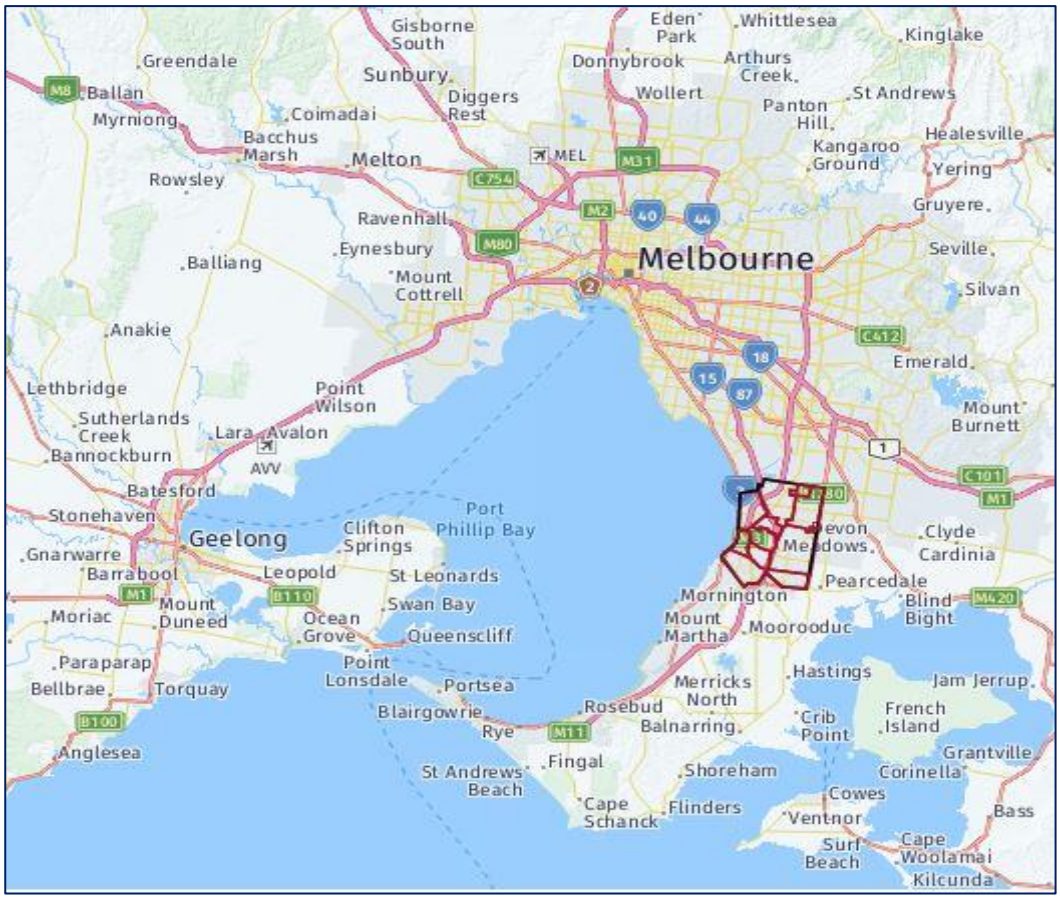


Figure 1 - Municipal Location Diagram (Refer Appendix I for further detailed maps)

Community Profile and Demography

The following links provide accurate and up to date information about the Frankston City municipality:

Council web site - https://www.frankston.vic.gov.au/Our-Community/City-Facts/Demographics

Wikipedia - https://en.wikipedia.org/wiki/City_of_Frankston

Profile ID – https://profile.id.com.au/frankston

Frankston City is situated on the eastern shores of Port Phillip Bay, approximately 40 km south east of Melbourne. The municipality covers an area of about 131 square km from Seaford Wetlands in the north, to Mt Eliza in the south, and the Western Port Highway in the east. The western boundary of the City is 10 km of coastline along Port Phillip Bay.

Once considered a regional centre, Frankston City is strategically placed as an activity hub for the Mornington Peninsula and nearby south east growth corridor of outer Metro Melbourne. Currently, Frankston City provides shopping, education, health, community service, financial, recreation and leisure and entertainment facilities for a population catchment far greater than its municipal boundaries.

Significant services and attractions include a major public hospital, University, TAFE College, Central Activities District, Cultural Centre, Regional Art Gallery, rail link and major public bus hub. Additionally, a number of key government agencies, such as Services Australia, are located in Frankston.

Frankston has a number of special accommodation houses, retirement villages, nursing homes and childcare centres catering for the older, those living with a disability and younger members of the community.

Physical Boundaries

Frankston City is bounded by Port Phillip Bay to the west, Kingston City and City of Greater Dandenong to the North, Casey City to the East, and Mornington Peninsula Shire to the South. These boundaries are physically formed by Eel Race Road and Thompsons Road to the North, Dandenong-Hastings Road to the East and Baxter Tooradin Road, Golf Links Road, Sages Road and Humphries Road to the South. Refer to the maps Appendix I for more details.

The Central Activities District is bordered by Davey Street, Kananook Creek, Beach Street and Fletcher Road and is host to major business and shopping infrastructure.

Residential Areas

Frankston City encompasses the following residential suburbs:

- Carrum Downs
- Frankston
- Frankston North
- Frankston South
- Karingal
- Langwarrin
- Langwarrin South
- Sandhurst
- Seaford
- Skye

The most densely populated residential areas are Frankston, Seaford, Karingal and Frankston South while the least densely populated area is Langwarrin South. However, the areas seeing the most recent growth are the suburbs of Carrum Downs, Langwarrin, Skye, and Sandhurst.

Shopping and Entertainment Areas

Frankston's major shopping and entertainment district, including Bayside Shopping Centre, is located within the Central Activities District.

Other major retail and entertainment areas include Karingal Hub, Carrum Downs Regional Shopping Centre, Carrum Downs Plaza, Langwarrin Gateway and Langwarrin Plaza. Smaller and local strip shopping is scattered throughout the municipality with a major waterfront shopping strip in Seaford.

Main Roads

Main roads entering or exiting the municipality include the Nepean Highway, EastLink, Peninsula Link, Mornington Peninsula Freeway, Moorooduc Highway/ Frankston Freeway and Frankston-Dandenong Road (also known as Dandenong Valley Highway). Dandenong-Hastings Road/ Westernport Highway is also a major road on the City's border. Other main roads in the Municipality include Cranbourne-Frankston Road, Frankston-Flinders Road and Seaford/ Ballarto Road.

Public Transport

Frankston City hosts three railway stations on the Frankston line of Melbourne's metropolitan electric rail network at Seaford, Kananook and Frankston. The Stony Point rail line, a diesel passenger service, extends from Frankston and includes a stop at Leawarra station within Frankston's boundaries.

Major public bus routes extend from Frankston into surrounding municipalities and other key destinations such as Tullamarine Airport.

Parks and Reserves

Frankston is generally considered a green suburb with a wide variety of natural heritage elements. Hundreds of indigenous flora species, including over 20 species of orchid can be found growing within Frankston City.

A number of Council managed parks, gardens and reserves are located throughout the municipality including Studio Park Reserve, Bunarong Park, Frankston Foreshore Reserve, Lower and Upper Sweetwater Creek Reserves, Ballam Park, Beauty Park and the George Pentland Botanic Gardens.

The municipality is also home to the Pines Flora and Fauna Reserve, Langwarrin Flora and Fauna Reserve and the Frankston Nature Conservation Reserve, managed by Parks Victoria.

For more information on parks and reserves within the Frankston municipality visit, https://www.frankston.vic.gov.au/Things-To-Do/Parks-and-Reserves

Industry

Industrial development is primarily located in the City's north in Carrum Downs and Seaford.

The Carrum Downs industrial precinct has grown to become one of the largest and most progressive industrial nodes in Melbourne's south east. The precinct is the economic centre of Frankston City, generating $2.8 billion per annum, up from $2 billion in 2011.

Climate

Frankston has a moderate coastal climate. Storms are reasonably frequent, as the weather can vary considerably near the change of season.

Relevant and up to date climate information can be found at:

https://www.willyweather.com.au/climate/weather-stations/vic/mornington-peninsula/frankston-beach.

http://www.meteorology.com.au/local-conditions/vic/frankston

http://www.bom.gov.au/climate/averages/tables/cw_086371.shtml

Population

The 2021 Australian Census of Population and Housing estimated the total population of Frankston City to be 139,281. The census summarised Frankston's population as 48.9% male and 51.1% female with a median age of 38.

Population highlights can be found at: https://profile.id.com.au/frankston/highlights

Service Age Group	Number	Percentage of Frankston Community	Percentage in Victoria

Babies and pre-schoolers 0-4 Years	8,599	6.2%	5.9%
Primary schoolers 5-11 Years	12,158	8.7%	8.7%
Secondary schoolers 12-17 Years	9,913	7.1%	6.9%
Tertiary education and independence 18-24 Years	10,744	7.7%	8.9%
Young workforce 25-34 Years	19,076	13.7%	16%
Parents and home builders 35-49 Years	29,298	2%	21.5%
Older workers and pre-retirees 50-59 Years	18,114	13%	11.9%
Empty nesters and retirees 60-69 Years	14,991	10.8%	9.5%
Seniors 70-84 Years	13,363	9.6%	8.6%
Elderly aged 85 years and over	3,017	2.2%	2.0%

Table 1 – Population by Age Group

Population forecasts predict Frankston City's population will increase to 163,610 by 2041. From 2011 to 2031 the percentage of population aged under 20 years will decrease from 25.6% to 24.1%, in contrast, the percentage of population aged 65 years of older will increase from 13.6% to 20.3% ('Victoria in Future 2016 – Population and household projections to 2051' – DELWP).

From 2016 to 2021, Frankston city's population increased by 5,130 people, of these, 2144 people are categorized as seniors (70 to 84 years old).

Residents were mostly born in Australia (71.5%) with other common countries of origin being the United Kingdom (6.5%), New Zealand (2.1%), India (1.2%) and the Philippines (0.9%). Frankston continues to see a steady rise in people from culturally and linguistically diverse (CALD) backgrounds.

Education and Internet Access

The 2021 Census shows 18.7% of Frankston's population had a Bachelor or higher degree compared to the Victoria average of 29.2%.

Numbers of residents who have completed a vocational qualification is 8.9%, higher than the Victorian average of 7.9%

The percentage of residents whose highest education was Year 12 or equivalent is 14.8%, slightly below Victoria's average of 14.9%

The 2016 Census also showed that 79.7% of Frankston's population have internet access at home on par with the Victorian average of 79.6%.

Vulnerable Persons (Community Organisations and Facilities)

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

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

Vulnerability factors may include:

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

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

The capacity of a community to support those experiencing some form of disadvantage is recognised in this plan. The groups most vulnerable are categorised below, with particular provisions for each outlined.

Children

The 2021 Census reports 8,599 children aged 0-4 years living in Frankston, or 6.2% of the total population.

Council owns a number of buildings that house Maternal and Child Health (MCH) services and kindergartens.

Non-council community based kindergartens operating in Council owned facilities are responsible for documenting their own Emergency Management Plans (EMP) and providing these to the Department of Education, in line with their policy. Council does not audit or store copies of these plans. Where Council MCH services are co-located with a kindergarten, they are incorporated into that site's Emergency Management Plan.

Council directly operates the Child and Family Centre located in Frankston North. The Emergency Management Plan for this site is developed and maintained by the Children's Services section of Council's Family Health Support Services Department. This plan is located at Frankston City Council and is also available in electronic form.

Older Population

Frankston has an older population with Census 2021 reflecting approximately 16,380 people, or 11.8%, 70 years of age and over. This is higher than the Greater Melbourne average of 10.6% consistent with the Victorian average of 15.6%

Frankston City Council's website provides links to a variety of services and activities for older residents at frankston.vic.gov.au/Our_Community/Active_Ageing

Monitored personal alarms are typically used by older people, and people with chronic conditions and/or disabilities as a tool to assist them to remain living longer in the community with a level of independence. There are two main components - a personal alarm pendant worn by the client, and the alarm unit (which includes a speaker unit).

Smoke alarms installed in accommodation occupied by older people and people with disability should be connected to a personal alarm system. When activated, the smoke alarm should also send an automated alert to the personal alarm monitoring company to enable follow up according to prearranged procedures. The technology allows monitored personal alarms to be interconnected with smoke alarms and this is highly recommended by emergency agencies.

Both Council and a range of private service providers are involved in activities under the Home and Community Care (HACC) and Commonwealth Home Support Program (CHSP) banners to those older people who require and qualify for assistance.

The Frankston Community Register is a volunteer run service supported by Victoria Police that stores details of identified vulnerable residents to be used in personal emergencies. It is for persons over 55 years old or who may have a disability and reside in the municipality. Check in phone calls to those socially isolated are also accommodated upon request. Access to this service is by calling 8770 4126 Mon-Fri between 10-12pm.

Private Residential Care facilities are responsible for documenting their own Emergency Management Plans (EMP) based on their individual risks and capabilities.

People Needing Assistance

The 2021 Census shows 9,014 people, or 6.5% of the population, report needing help in their day-to-day lives due to either some form of disability, or long term health issues.

The Disability Services and Information Resource Guide is a comprehensive guide to disability and community services available to local residents and visitors with disability, their families, carers and disability sector workers in Frankston City. The Guide can be found via the Frankston City Council website and can be downloaded at: https://www.frankston.vic.gov.au/Our-Community/Disability/Disability-and-Carer-Resources

Provisions and resources for tailoring individual emergency preparedness plans for our most at risk residents are available through Council's Municipal Recovery Manager and partner agencies (CFA and ARC) through the Emergency Preparedness Advisory Service using a person centred approach.

See also section below for the Vulnerable Person's Register.

Living Alone

Current statistics indicate that 14,700, or 26.5%, of Frankston residents live alone. People living alone, particularly older persons, may be isolated or lack social support. If they experience difficulty in emergencies, they may not be able to access medical help, or be noticed by others. Social support can be critical during emergencies such as heatwaves, fires and floods. Access to services and the willingness of the community including family and friends to check on vulnerable individuals is important to ensure heat related illness and other issues are treated quickly and effectively.

Ancestry and Cultural Heritage

Overall, 29,797 or 21.4% of the Frankston City population was born overseas. The highest proportions of Frankston City residents were born in the United Kingdom and New Zealand, followed by India and the Philippines.

When compared to metropolitan Melbourne, Frankston has a smaller proportion of people born overseas as well as a smaller proportion from non-English speaking backgrounds.

Culturally & Linguistically Diverse (CALD) Persons

2021 Census figures show that Frankston City has a CALD population, that is persons of a Non-English speaking background of approximately 15,739 people, or 11.3% of the total population.

Of these 1,984 people, or 1.4%, were identified as speaking English not well or not at all. Frankston City has significantly fewer residents who speak English as a second language when compared to the Melbourne statistical average.

Other than English, the most common languages spoken in Frankston (in order of prevalence) are Greek, Mandarin, Italian, Filipino (Tagalog), Malayalam, Spanish, German, Russian, Arabic and Hindi (2021 Census).

Messages and health information delivered to people from culturally and linguistically diverse backgrounds must be in a format that can be interpreted and understood. Agencies, where possible consider the needs of CALD members of the community in communicating messaging effectively by using existing networks and community leaders to translate and effectively pass on important information.

Council have initiated the formation of a CALD network to provide feedback and advocate on CALD community concerns. This network will provide emergency management planning feedback as requested.

Tourists/Visitors

Frankston plays host to an estimated 900,000 visitors annually. In an emergency event this group may become vulnerable due to their lack of familiarity with the local area.

Should specific information relating to evacuation routes or relief centres be broadcast, this group may not be able to follow standard directions, especially if from the CALD community.

Additionally, the transient nature of visitors means that other people (family/friends) may not be aware of their location during an emergency.

The Frankston Visitor Information Centre provides access to emergency preparedness information to visitors in the form of the "Are you prepared for an emergency" booklet. The Centre displays Australian Fire Danger Rating advice throughout the fire danger period and is available to inform and educate visitors to the area.

People with Limited Housing Tenure

Housing tenure may play a role in a person's vulnerability during emergencies. If the housing tenure is insecure, those who are experiencing housing stress, difficulty paying bills or lack of control of their living environment are more vulnerable in the event of emergencies.

Housing Tenure in Frankston		
Tenure type	**Number**	**Percentage (%)**
Fully owned	14,658	26.4
Mortgage	21,966	39.6
Renting - total	14,987	27.0
• Renting – social housing	1,444	2.6

Housing Tenure in Frankston		
Tenure type	**Number**	**Percentage (%)**
• Renting – private	13,457	24.2
• Renting – not stated	86	0.2
Other tenure type	932	1.7
Not stated	2,952	5.3
Total households	52,695	100

Table 2 – Housing Tenure in Frankston (Source 2021 Census)

Homelessness

People sleeping rough in makeshift and transient shelters are often exposed to the elements in all weather conditions including extreme weather events and emergencies. Rough sleepers in Frankston City typically find shelter along the foreshore, in bushland squats, sports stadiums, and public parks or behind local businesses, and are typically hidden from public view.

Current figures identify 57 people as sleeping rough within Frankston City, however accurate statistics on the exact locations and numbers of homeless individuals can be difficult to obtain due to their transient nature and some preferring to remain 'invisible'.

Homelessness is broader than rough sleeping and also includes people sleeping in Rooming Houses, Crisis & Transitional Housing, along with anyone who is couch surfing, sleeping in cars and not having a fixed address of their own. The total number of homeless people within the municipality is estimated at over 500 (all inclusive).

Frankston City has seen a 388 per cent increase in rough sleeping homelessness since 2016 and the Victorian Government has recognised the area as one of nine rough sleeper hotspots in Victoria.

Established by the *Frankston City Strategic Housing and Homelessness Alliance,* a strategic collaboration of 14 agencies, *Frankston Zero* is the culmination of two years of intensive planning to address the rising rates of rough sleeping homelessness in the municipality. *Frankston Zero* includes holistic support including mental health, family violence and trauma support, while working with the person to find secure housing

Hoarding premises

There are residences in the municipality identified as having concerns around the hoarding of items that potentially present a risk to themselves and others in the event of fire. Fire Rescue Victoria is made aware of these homes via atriskgroups@frv.vic.gov.au and their *Hoarding Notification System.*

Individuals or agencies assisting those affected by hoarding should:

- Install smoke alarms and test them
- Unblock exits
- Widen internal pathways
- Check utilities are connected
- Prioritise removing clutter from around cooking area and stove tops as 39 per cent of fires in hoarding homes result from cooking

- Ensure clutter is removed from around heaters and electrical items and discourage the use of open flame as combined these factors account for 44 per cent of fires in hoarding homes.

There is further advice on Hoarding and Squalor on the FRV website: https://www.frv.vic.gov.au/hoarding-and-squalor

Gender considerations

Gender issues are known to compound the damaging effects of disaster on survivors. Gender impact assessments, disaster knowledge and considered emergency planning and response will improve the health and wellbeing of all people affected by disaster. Disasters affect everyone differently, effective recovery and resilience rely on all factors being considered to understand the unique risks and vulnerabilities that people from diverse backgrounds and experiences face during events. The relief and recovery aspects of emergency management especially can be enhanced by considering gender specific issues.

Frankston City Council is required to complete Gender Impact Assessments for all plans and strategies. Gender & Disaster Australia (genderanddisaster.com.au) is consulted to provide training, advice and education around current research and national guidelines which enhances planning at all levels.

Vulnerable Persons Register (VPR)

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

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

This register is only required to be maintained by municipalities wholly or partly in a CFA district. It is managed by DFFH and hosted in Council's emergency incident management system, Crisisworks. Clients are added or removed from the register based on an assessment by an agency funded to provide practical support and care to a client. The agency will assess clients based on the defined criteria and added to the register if eligible. The register is designed to list only the most extremely vulnerable residents. Council acts as the VPR coordinator and manages agency VPR users, not vulnerable people.
During an emergency, Victoria Police have access to the VPR and can use it in planning for evacuation. Each person is advised before being placed on the register that there is no guarantee they will be evacuated during an emergency.

Facilities Housing Vulnerable People Listing

Facilities housing vulnerable persons refers to:

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

The facilities housing vulnerable people list is maintained by Council, contact the Municipal Recovery Manager via mrm@frankston.vic.gov.au for more information.

Essential infrastructure

Essential infrastructure includes those physical facilities, supply chains, systems, assets, information technologies and communication networks which, if destroyed, degraded or rendered unavailable for an extended period, would significantly impact on the social or economic wellbeing of the community.

The range of possible causes of disruptions and hazards has become broader and, due to increasing interconnectedness and interdependencies of infrastructure, the consequences are far greater. The Committee follows an all hazards, resilience approach and recognises that our critical infrastructure is highly interdependent in complex ways, both physically and through a series of information and communications technologies. Where interdependencies are identified we can make better informed decisions at all levels.

Gas and Oil

Main pipelines run in various locations in the municipality and are shown in the Map appendix I. There is a major route just west (750m) of Dandenong-Hastings Road, for the full length of the municipality.

Electricity Transmission Line

A major electricity transmission line traverses the municipality from McClelland Drive to Dandenong Hastings Road between 1 and 2 km South of Cranbourne-Frankston Road.

Water Treatment Plant

Opened in 1975, Melbourne Water's Eastern Treatment Plant on Thompsons Road in Carrum Downs straddles the border road between Frankston City and City of Greater Dandenong municipalities. It is a designated Major Hazard Facility that treats nearly 330 million litres of sewage per day – approximately half of Melbourne's current total waste. Melbourne Water maintains relationships with EM stakeholders including LGAs to ensure adequate consultation in times of emergency.

History of Emergencies

A list of previous significant emergencies is provided below in Table 3.

Emergencies within the Frankston municipality can vary greatly from structure fires and vehicle accidents to minor flash flooding and storm events. Typically, the impacts of these smaller scale emergencies are localised and can be dealt with effectively under emergency services' business as usual procedures.

The municipality is also home to a number of natural reserves, which over the summer periods, are often subject to fires. Typically the impacts of these bushfires are localised and quickly brought under control. These types of events do not generally require activation of the MEMP.

Emergency Date(s)	Emergency Type	Emergency Details/Impacts
1988	Flooding	Heavy rain resulted in a significant number of private and commercial dwellings being inundated.
1994	Oil spill	Kananook Creek was contaminated with a product determined as heating oil. All relevant authorities were in attendance to deal with the situation and the source was traced.
1997	Fire	Langwarrin Studio Park was substantially burnt out.
1998	Fire	The Reserve running parallel to the rail line was burnt and the Nepean Highway blocked.

Emergency Date(s)	Emergency Type	Emergency Details/Impacts
1999	Fire	Langwarrin Military Reserve and Pines Flora and Fauna Reserve were subjected to significant bushfires in 1998/99 respectively, resulting in road blocks and traffic diversions. Whilst no building damage was caused by the Pines fire, two sheds were lost and nursery stock damaged in the Langwarrin fire.
2002	Oil spill/contamination	There were two separate instances of oil spill contaminations contained within Kananook Creek which were dealt with by the relevant authorities.
2008	Power outage	Extensive blackouts lasting 5 days due to storm damage.
2009	Fire	Bypass Reserve between Ballarto Road and Frankston-Dandenong Road was substantially burnt out – with a loss of one home. Two days later, the Boggy Creek Melbourne Water Reserve in Langwarrin (North of the Frankston-Cranbourne Road), in the Pindara Estate, was badly impacted by fire.
2009	Pandemic – swine flu	An outbreak of swine flu in Victoria required Council to activate community support initiatives.
2011	Storm and flooding	Major storm cell causing flash flooding specifically in Seaford, Frankston and Langwarrin. Council received 150 RFA and VicSES 250 RFAs, 9 properties flooded.
2017	Flooding	Heavy rain resulted in a significant number of private and commercial premises being inundated with the activation of emergency management resources to support VicSES
2018	Fire	The Pines Flora and Fauna Reserve was the subject of a major bushfire, with spot fires igniting in residential parts of Carrum Downs. Council activated an ERC at Frankston North Community Centre for residents displaced by the fire.
2019 - 2023	Pandemic – Covid-19	February 2019 saw the beginning of the Covid-19 pandemic, numerous strains of the virus impacted globally with large numbers of fatalities. Locally, the health system was under extreme stress, Council and community organisations provided food and material aid to residents locked down in mandatory quarantine conditions. Economic and Social recovery was especially challenging with mental health and resilience of residents being pivotal contributors.
2021	Storm and flooding	Major storm cell in June causing flash flooding specifically in Seaford, Frankston and Langwarrin. Council received 400 RFA and VicSES 500 RFAs, many properties impacted and a large amount of debris to be cleared.

Table 3 - History of Significant Emergencies in the Municipality

Climate change

Climate change and its direct impacts on emergency management are apparent in Frankston City. Increasing in both severity and frequency, extreme weather events such as heatwaves, flood and storms and extreme fire behaviour will impact the safety, wellbeing and resilience of our residents.

The current emergency management standards and systems may not be adequate for a changing climate and the task of the sector in a changing climate is to, where possible, reduce vulnerability and increase the resilience of the municipality to withstand the anticipated climate variability. Managing risks and adapting to

climate change is a responsibility everyone shares, including all levels of government and business, communities and individuals.
Some of the impacts as a result of climate change for the municipality and wider include:

- An increase in the severity and frequency of many natural disasters
- Increase in insurance premiums for natural disasters increasing under-insurance and putting further burden on governments and communities when disasters occur
- Temperature rises combined with Frankston's aging population are projected to see more residents die from heat related illness. The heat may also contribute to additional cases of food poisoning and the threat of vector borne diseases.
- Significant coastal erosion and damage to infrastructure as a result of sea-level rises & storm surges.

Frankston City Council is a member of the South East Councils Climate Change Alliance (SECCCA) and is committed to advocating, educating and delivering targeted projects to reduce greenhouse gas emissions and build resilience to a changing climate. A Frankston City specific Climate Change Strategy is a priority piece of work, more information can be found at Frankston City - Climate change

For more information on climate change and its relationship with emergency management visit the Australian Disaster Resilience Knowledge Hub website

Emergency Management Planning Arrangements

Victoria's Emergency Management Planning Framework

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

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

Figure 2 below outlines this MEMP's position in Victorian emergency planning hierarchy. This MEMP should be read in conjunction with the SEMP and the REMP where applicable.

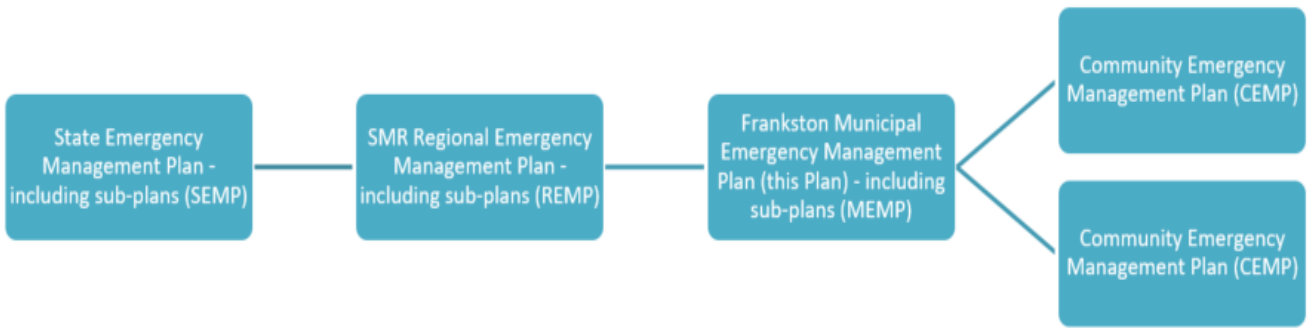


Figure 2 - Victorian Emergency Management Planning Hierarchy

The MEMPC, Sub-Committees and Working Groups

The MEMPC is formed pursuant to Sections 59 and 59F of the Emergency Management Act 2013.

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

The MEMPC reports directly to the Southern Metropolitan Regional Emergency Management Planning Committee.

The current representatives on the Committee are:

- Frankston City Council (Chair)
- Victoria Police
- Country Fire Authority
- Fire Rescue Victoria
- Ambulance Victoria
- Victoria State Emergency Service
- Australian Red Cross
- Department of Families, Fairness and Housing
- Department of Health
- Victorian Council of Churches – Emergencies Ministry
- Community representatives (including an advocate for those living with disability)
- Municipal Emergency Management Officer/ Municipal Recovery Manager

MEMPC responsibilities

The MEMPC is responsible for undertaking:

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

The MEMPC governance arrangements align to EM Planning legislation and are detailed in the MEMPC Terms of Reference (available from MEMPC Chair – Frankston City Council).

Risk specific Sub Committees and Working Groups

The MEMPC may form, or contribute to, special permanent or temporary sub-committees or working groups to plan for the management of hazard specific identified risks or functions which require an additional level of planning. Examples of these include: Municipal Fire Management, Flood and Storms and Municipal Relief

and Recovery. Refer to Figure 3 for the relationship between the MEMPC and its sub-committees/ working groups.

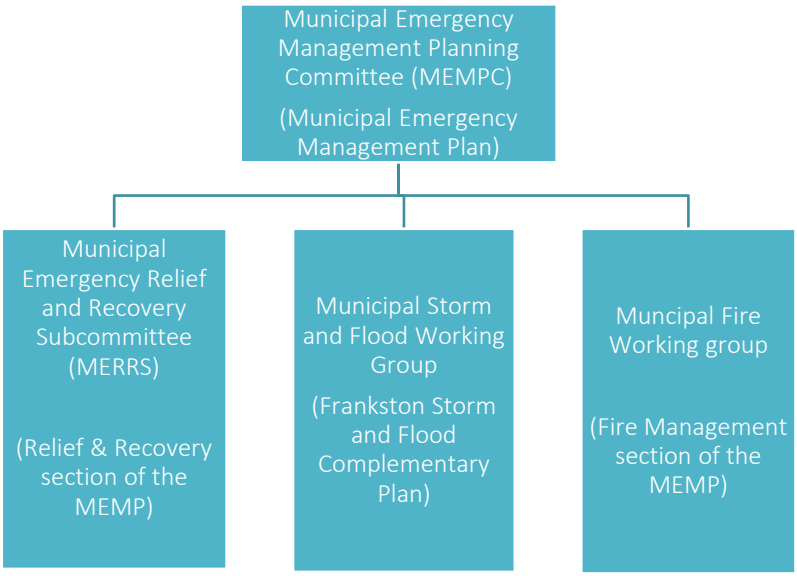


Figure 3 - Frankston MEMPC Hierarchy

Sub-Plans and Complementary Plans

Sub-plans

The MEMPC will determine if a Sub-Plan is required to detail more specific or complex arrangements that either enhance or contextualise this MEMP. All Sub-Plans are multi-agency plans and may be hazard specific where the consequences are likely to be significant.

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

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

Sub-Plans for the MEMP are developed and reviewed to ensure alignment with both state and regional plans. Where required, these plans have been developed by a specifically tasked MEMPC working group. These plans are also supported by operational documents where relevant.

Complementary Plans

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

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

Examples of complementary plans are:

- A plan prepared by a water corporation under the Water Act 1989

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

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

Community Emergency Management

Consultation and collaboration with the community is important to ensure the community's needs are identified and reflected within local emergency management arrangements. Emergency management stakeholders consult with the community regularly in the development of programs and policies as part of their regular service delivery.

Community emergency and recovery plans are considered by the MEMPC, where available, within the municipality. Currently Frankston City does not have any identified emergency management specific community plans however the MEMPC does have community representation within its membership. Residents may submit feedback to the MEMPC regarding emergency management via the Frankston City Council website and are invited to contribute to Council strategic initiatives i.e. the Safer Communities Policy.

Plan Exercising

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

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

For a list of recent exercises refer to Appendix G.

Mitigation Arrangements

Introduction

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

Hazard, Exposure, Vulnerability and Resilience

Hazard

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

The hazards of concern to disaster risk reduction are of natural origin and related environmental and technological hazards and risks.

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

Exposure

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

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

Exposure to potential loss of people, property, systems or environment in Frankston City includes:

- Increased number of residents moving into the municipality (Refer Profile ID)
- Expansion of the CALD community and their needs (Refer Profile ID)
- Ageing population (Refer Profile ID)
- ‘At Risk’ residents with challenges in self-evacuation
- Increased number of high risk accommodation locations, housing large numbers of vulnerable persons
- Residents/businesses located in treed areas or landslide, flood or grass/bushfire zones
- Heat island effects in urban areas
- Potential increased environmental impacts due to climate change

Vulnerability

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

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

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

- Zones of low Socio-Economic Indexes for Areas (SEIFA) rating (Refer Profile ID)
- Homeless people
- Residents living with a disability
- Ageing population (Refer Profile ID)
- People with chronic diseases (Refer Profile ID)
- CALD community not having timely access to appropriate emergency information.
- Critical infrastructure

Resilience

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

Whilst the MEMPC members are focused on building general community-wide preparedness and resilience, the group has identified that there are harder to reach sections of the community that require more targeted support. These include but are not limited to:

- CALD communities
- Disability sector
- Youth/children
- Older Adults
- Homeless
- Indigenous
- Newly arrived

Some of the key strategies to better engage are:

- Community emergency planning
- Council and agency community engagement
- Council and agency notifications through social and print media,
- Using simple language – tailored to audiences
- Multiple engagement channels - focus on audience's existing networks
- Greater regular communications and engagement – audiences reminded and updated
- Outreach preferably in-place – going to where audiences meet on targeted in home services

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

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

Resilience in the municipality is enhanced through engagement, education and support of many agencies, departments and community organisations. The web links below are examples of initiatives and assistance available for preparedness for emergencies.

Community Support Frankston

https://vccem.org.au/

https://emergencyprepare.com.au/

https://www.ambulance.vic.gov.au/goodsam/ and
https://www.ambulance.vic.gov.au/community/community-partnerships/heart-safe-communities/

https://www.cfa.vic.gov.au/plan-prepare

https://www.redcross.org.au/emergencies/

Home - Collaborating 4 Inclusion

Risk Assessment Process and Results

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

Through the use of CERA, the MEMPC member agencies adhere to the AS ISO 31000:2018 (see here for further information) which is the risk management standard for the identification, risk and consequence assessment and treatment of risks. This risk process is an all-hazards approach through the CERA system in collaboration with VICSES. The CERA assessment process helps identify hazards and assess impacts and consequences based upon the vulnerability or exposure of the community using:

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

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

- Whole of community perspective

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

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

The risk assessment process comprises:

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

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

The CERA risk assessment process is summarised below in Figure 4.

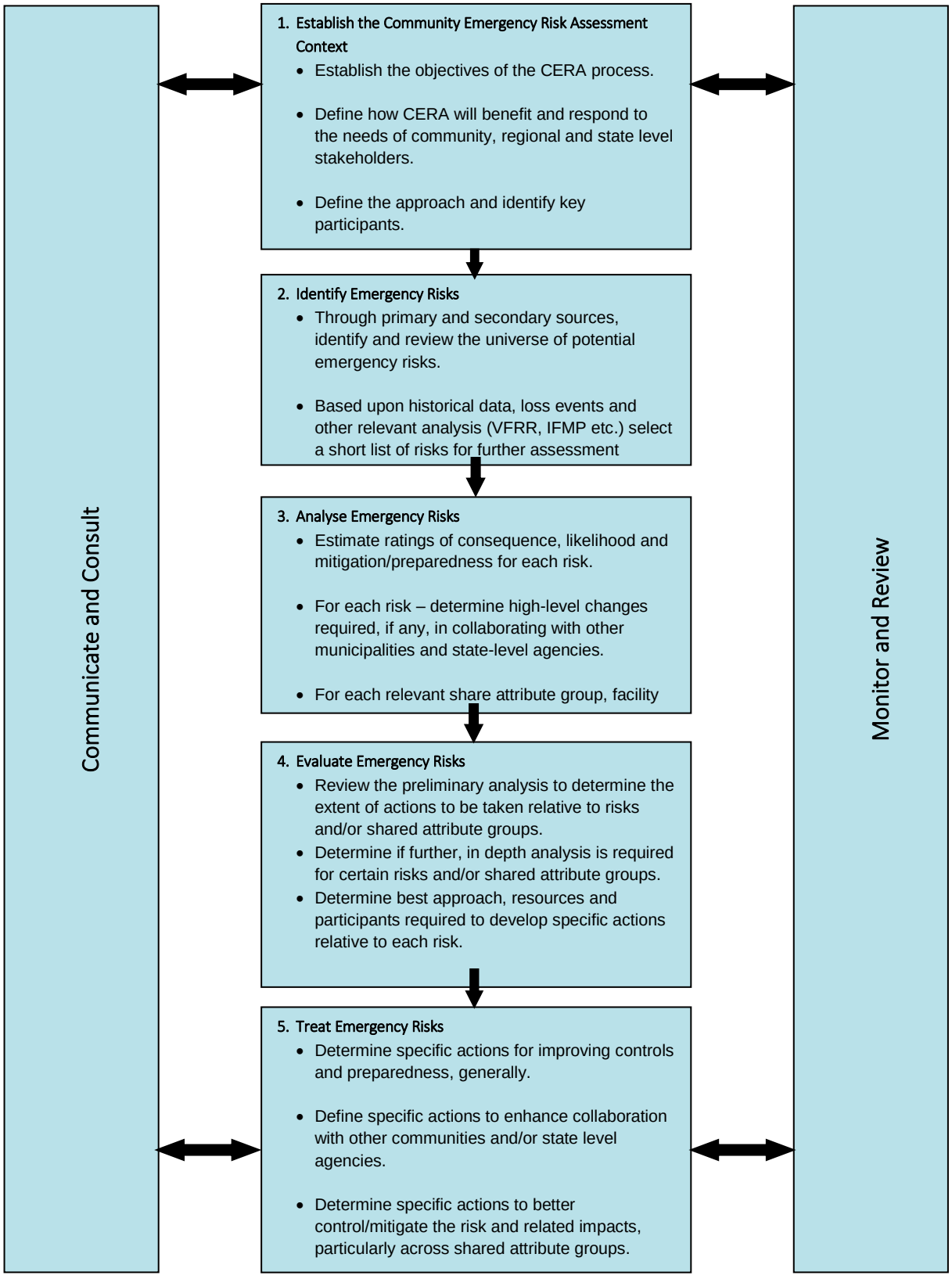


Figure 4 – CERA Risk Assessment Process

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

The resulting list of risks and heat map for the municipal CERA risks rated as Medium or above are shown in Table 4 below.

Risk	Residual Risk Rating	Control Agency
Human Epidemic/Pandemic	High	Department of Health
Heat Health	High	Department of Health
Service disruption Utilities – Extended outage	High	Victoria Police
Flood Storm Extreme weather	High	Victoria State Emergency Service
Transport accident large commercial	Medium	Victoria Police
Bushfire	High	Country Fire Authority/ Forest Fire Management/Fire Rescue Victoria
Hazardous incident (transport & facility)	Medium	Country Fire Authority/Fire Rescue Victoria
Marine Pollution	Medium	Department of Energy, Environment and Climate Action
Terrorism/Massacre	Medium	Victoria Police

Table 4 - Identified Municipal Risks

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

Victorian Fire Risk Register - Bushfire (VFRR-B)

The VFRR-B is a systematic process that identifies assets at risk of bushfire on a consistent state-wide basis using the Australian Risk Management Standard AS ISO 31000:2018

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

The objective of the VFRR-B is to:

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

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

Hazardous materials risk management register

There are no Major Hazard Facilities regulated under Occupational Health and Safety Regulations 2017 within the Frankston municipal boundaries.
The Frankston Hospital, located at Hastings Road, Frankston (Melways Ref 102, E4), is however one facility of relevant significance within the municipality.

Neighbourhood Safer Places (Places of Last Resort) and Community Fire Refuges

Based on an environmental scan, and in consultation with the CFA, the bushfire risk in Frankston City does not constitute a need for Neighbourhood Safer Places - Places of Last Resort (NSP) as described in the CFA Act. The Fire Management Working Group however still considers the need for NSPs on an annual basis.

Community Fire Refuges (CFR) are also not deemed as necessary for Frankston City due to the high urban environment. NSPs and CFRs do not replace having a well thought out and practiced survival plan. For more information on bushfire shelter options, as a component of overall bushfire safety, refer to Emergency Management Victoria's Bushfire Safety Policy Framework.

Treatment Plans

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

Local Response Plans such as those used by the CFA to assist in developing incident action plans in the event of bushfire are available to agencies via EM-COP.

Monitoring and review

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

Primary Emergency Risks

Human Epidemic/Pandemic

Hazard	Human Epidemic/Pandemic
Risk description	Worldwide pandemics occur when a novel virus capable of person to person transmission, emerges to which the population has little or no immunity. Influenza, for example, is a viral illness that attacks the respiratory tract (nose, throat, and lungs) in humans. Not all pandemics are caused by influenza, other types of human disease and viruses can cause a pandemic. The impact of the pandemic on the community will be influenced by the clinical severity and transmissibility of the disease/ virus.
Consequences	Potential consequences of pandemics include: *fatalities and high levels of absenteeism from work; *disruption to essential services, particularly health and education; * economic disruption, including disruption to business and tourism; *physical (i.e. fatalities and illness) and psychological/social impacts; *economic damage, particularly to the agricultural sector and via lost trade; *loss of tourism revenue.
Locally relevant examples	Severe Acute Respiratory Syndrome Coronavirus-2, 2019 - 2023 (COVID-19)
Control Agency/s	Department of Health

What is being done	*Frankston City and other MEMPC agencies have internal specific Pandemic plans that complement and do not duplicate the Plans and directions provided by the State. *Community education programs and Federal/State government rules and regulations and guidelines
What community members can do	Individuals can prepare for pandemics by: *practise good hygiene and regularly and thoroughly washing your hands; *maintain physical distancing, keep at least 1.5 metres away from others; *wear a face mask when required, unless a lawful exception applies; *if you feel unwell do not leave your home to go to work or social events; *follow state health guidelines as appropriate; *monitor any symptoms and escalate any worsening of condition to the appropriate medical practitioner. *receive vaccinations as appropriate to your circumstances to minimise the chance of becoming highly unwell and needing secondary medical aid. *Further information on preparing for pandemics can be found at https://emergencyprepare.com.au/infectious-disease/

Heat Health

Hazard	Heat Health
Risk description	Extreme heat or heatwave is a period of unusual and uncomfortable hot weather that could negatively affect human health. Extreme heat can also affect community infrastructure (such as power supply and public transport) and other services. In Frankston, the risks of heatwave are particularly applicable to specific groups within the community, including older persons, people living with a disability, those socially isolated, people living in caravan parks, lower standard housing, and new refugees/migrants.
Consequences	*increase in hospitalisation and pressure on the health system; *significant impacts for vulnerable persons; *food safety issues may arise with heat and power instability; *extended heatwave can impact power reliability, in turn, cooling appliances such as fans and air conditioning may not function; *heatwave can also trigger an increased risk of bushfire - some community messaging and mitigation actions can compete such as 'leave early'. *increased visitations to the local beaches and mass gathering risks. *increase the risk of heat stress, dehydration, heat stroke and mortality and aggravate chronic conditions including chronic respiratory, cardiac and kidney conditions and psychiatric illness *impacts to wild life and companion animals
Locally relevant examples	Heat health alert issued for 31st December 2021
Control Agency/s	Emergency Management Commissioner
What is being done	The State Government's heat health alert system notifies local governments, hospitals, health and community service providers and the general community of forecast extreme heat/heatwave conditions which are likely to impact our health and wellbeing.

	*Heat Health local arrangements incorporated into Frankston City Council's internal complementary plan *Planning and building strategies and regulations *State Health (and other) Emergency Response Plans *Weather detection and forecasting *Vulnerable client welfare checks *Business continuity plans *SEMP Extreme Heat Sub-Plan
What community members can do	To prepare for a heatwave, the following can be undertaken before the weather gets too hot: *Look at cost effective solutions you can do to make your home cooler, like planning mitigations and installing awnings, shade cloths etc. *Check fans and air-conditioners are clean and in good working order. *Ensure you have adequate food, water and essential medicines, and put ice blocks and packs in the freezer *Ensure your pets have access to fresh water and shade *Check on neighbours or people you know to be isolated or otherwise vulnerable *The Australian Red Cross website has further information on how to prepare for a heatwave. *Consider spending time during the hottest part of the day at shaded and air conditioned community, leisure and shopping precincts such as libraries, pools and shops *You can subscribe to heat health alerts here. *Visit https://www.betterhealth.vic.gov.au/campaigns/survive-the-heat *Check your preparedness at https://emergencyprepare.com.au/heatwave/

Service Disruption Utilities – Extended Outage

Hazard	Service disruption utilities – extended outage
Risk description	Service disruptions can be triggered by a wide range of events, including accidents, natural disasters and malicious acts. An extended outage is a sustained loss of utility/ies for a period greater than 12 hours that is widespread and impacts multiple properties. Protracted disruption to lifelines could result in stress and disruption to the community. Lifelines include: water, gas, electricity, communications or service delivery in relation to sewerage removal and drainage. Cables and pipelines are also vulnerable.
Consequences	*Significant disruptions, including to homes, commerce, and transport *psychological impact and emotional distress *public health issues *Loss of life or injury *disruption to business and industry
Locally relevant examples	October 2021 – Extended power outage affecting Frankston customers due to severe weather event
Control Agency/s	DEECA
What is being done	Various sub plans prepared under the SEMP and found on EM-COP including: *State Operations Plan - Class 2 Gas Emergencies

	*State Operations Plan - Class 2 Electricity Emergencies *Water and Wastewater Service Disruption Response Plan *State Emergency Management Plan - Energy Sub-Plan *Additional outage emergency info and links to gas and electricity distributors can be found at EnergySafe Victoria *Ensuring trees are properly pruned to code and clearances maintained *town planning considerations with utility providers to ensure existing and potential infrastructure is adequate
What community members can do	To prepare for a power outage it is recommended to have an energy plan and kit which includes: *Access to a phone, such as a charged mobile phone or land line that doesn't rely on electricity to operate *Alternate lighting, such as a torch or a battery-operated light *Alternative cooking facilities and heating *A battery-powered radio. Stay tuned to news services to get updates on weather conditions and power outages *Access to fresh water *Further information can be found at the DEECA website or at https://emergencyprepare.com.au/power-outage/

Flood and Storm - Extreme Weather

Hazard	Flood Storm – Extreme weather
Risk description	A severe storm could cause significant damage to infrastructure, people, environment and industry/business. A storm event resulting in heavy rain could cause flash flooding resulting in roads being impassable, traffic congestion and the flooding of properties causing resident displacement. Swollen creeks can result in flooding, causing damage to private property and casualties. Severe winds (compounded by heavy rain falls) may cause trees to uproot and limbs to detach which can cause damage to above ground infrastructure resulting in disruption to service authorities' infrastructure and a disruption of service. Falling trees and limbs also have the potential for casualties and damage to properties and motor vehicles. Some areas are prone to landslide which could create substantial traffic management issues.
Consequences	*Flooding and storm water present risk of injury, loss of life, disruption to agriculture, impacts on food security and changes in the spread of infectious diseases. *significant widespread damage to infrastructure potentially leading to loss of service to the community *loss of utility infrastructure and telecommunications for significant lengths of time; *water inundation to low lying land and traffic disruption.
Locally relevant examples	Severe weather events occurring in both June and October 2021 caused significant issues in the Frankston local area resulting in extended utility disruption and a large number of requests for assistance.
Control Agency/s	VICSES
What is being done	Vic SES Flood and Storm Plan and local flood guides SEMP Storm Sub-Plan SEMP Flood Sub-Plan

	*warnings and community education *preventative maintenance *Emergency evacuation plans *land use planning overlays; *building and planning regulations; *severe weather warning systems; *draining systems, maintenance and inspections; *tree inspections and clearance works.
What community members can do	*The VICSES website contains the information on how to plan for storms and severe weather *Never drive through flood water, just 15cm is all it often takes to cause a vehicle to float and potentially trap the occupants inside. *Plan for what you will do and take with you if you need to evacuate. Find out how to prepare your home and/or workplace, and consider the advice below: Before a storm hits: • Park your car undercover and away from trees • Clean your gutters, downpipes and drains to ensure they are not blocked • Check that loose items such as outdoor furniture, umbrellas and trampolines are safely secured • Be alert to dangerous road conditions when driving, including low visibility, fallen and damaged trees and power lines. Avoid travel if possible • Be prepared - You may be isolated for an extended period of time. Make sure you have essential supplies prepared to last for at least three to five days, including food, drinking water, medications and pet food • Be prepared - You may lose services including power, water, sewerage and gas • Stay informed – monitor weather warnings and forecasts at the Bureau of Meteorology website, and warnings through the VicEmergency app, website, and hotline (1800 226 226) *Visit https://emergencyprepare.com.au/storms/ and https://emergencyprepare.com.au/flood/ to check your preparedness

Bushfire

Hazard	Bushfire
Risk description	Bushfires can start for many reasons, including accidents involving camp fires and bbqs, malicious activity including arson, infrastructure or plant incidents causing sparks and natural causes such as lightning. Hot, dry and windy weather are ideal conditions for bushfires to start and spread. A grass/bushfire could cause widespread loss of life and property / asset loss; may inhibit road access / egress; could impact on tourism and business.

	Bushfires in Frankston are normally fast and short in duration (<24hours) with occasional impact on property and infrastructure. Road closures are likely to the immediate area and minimal impact on tourism is expected.
Consequences	Consequences of bush/grass fires include the risks of burns, smoke inhalation, heat stress, dehydration, trauma and long-term mental health impacts. There can be business interruptions, environmental impacts (direct and indirect), loss of assets, infrastructure and livestock, loss of life; and potentially loss of tourism revenue.
Locally relevant examples	"Blue Wren" fire in Carrum Downs on 6/1/2018, 30 residents were evacuated, the fire was deliberately lit. At the height of the fire, 300 fire fighters and 2 aircraft responded to the event.
Control Agency/s	CFA/FRV, DEECA (FFMVic)
What is being done	*Municipal Fire Management working group – ensures fire content in this plan is up to date, the Victorian Fire Risk Register- Bushfire (VFRR-B) is reviewed annually and individual fire agencies have contemporary, collaborative and relevant action plans in place. *Hazardous tree procedures, criteria for the identification of trees that may pose a hazard to electric lines and the notification of responsible persons are in place through Council's Senior Arborist *Council Bushfire management plans and strategies – reviewed and audited by an external third party *CFA Local Response Plans *Metropolitan Bushfire Management Strategy 2020 *Land use planning controls *Bushfire Management Overlay and Bushfire Prone Area: Risk Assessments Joint fuel management plans *Declared Fire Danger Periods, planned burning/slashing programs *public awareness and education - All agencies involved in fire management continue to play a role in community engagement and education. In particular CFA, FFMVic, FRV and Council engage the local community through various programs and communication channels to prevent the occurrence of fires and to increase the community's preparedness and overall resilience to their impacts. *Council proactive and reactive fire inspection programs – Council inspects privately owned land for potential fire hazards and issues and enforces Fire Prevention Notices under the CFA and FRV Acts *Department of Education maintains and annually reviews a list of schools assessed as at significant risk of bushfire impact – Bushfire At Risk Register (BARR). Schools listed on the BARR are required to compulsorily close on days of Catastrophic Fire Danger Rating. See www.education.vic.gov.au for further information *Arson Prevention Patrols – Council, Parks Victoria and VicPol conduct patrols of reserves and other at risk locations within the municipality on days of increased Fire Danger Rating. *Bushfire management strategy – provides guidance on how Council manages its 58 bush land reserves with respect to fire. High risk locations identified have specific documented fire management plans whilst moderate

	and lower risk reserves have statements containing maintenance methods used and emergency information. *Council fire hydrant maintenance and adopt a hydrant program
What community members can do	A well thought out bushfire survival plan can help if you live or holiday in high-risk bushfire areas of Victoria. Further information on how to prepare for bushfires can be found at https://www.cfa.vic.gov.au/plan-prepare and also https://emergencyprepare.com.au/bushfire-grassfire/ Another option for the community to prepare is through emailing the Community Safety Team at CFA via firesafetyoutreach@cfa.vic.gov.au On high risk days monitor the Vic emergency website and download the app on your smartphone to receive essential notifications.

Response Arrangements

Introduction

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

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

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

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

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

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

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

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

Table 5 - Classification of Emergencies - Emergency Management Act 2013 Section 3

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

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

Table 6 - The Six Cs of Victorian Emergency Management (SEMP)

<table>
<tr><th></th><th>Command</th><th>Control</th><th>Community Connection</th><th colspan="2">Communication</th><th>Consequence Management</th><th colspan="2">Coordination</th><th></th></tr>
<tr><td rowspan="2">Emergency Class</td><td rowspan="2">All Classes</td><td rowspan="2">All Classes</td><td rowspan="2">All Classes</td><td colspan="2">Class 1 or 2 – Emergency Management Commissioner</td><td rowspan="2">All Classes</td><td colspan="2">Response</td><td>Relief and Recovery</td></tr>
<tr><td colspan="2">Class3 - Chief Commissioner of Police</td><td>Class 1 or 2</td><td>Class 3</td><td>All Classes</td></tr>
<tr><td>State Tier</td><td rowspan="4">Agency Chain of Command</td><td>State Control Team</td><td>Emergency Management Commissioner/ Chief Commissioner of Police

State Strategic Comms Cell (SSCC)</td><td>Emergency Management Joint Public Information Committee (EMJPIC)

Public Information Section (PIS) at SCC</td><td>Emergency Management Commissioner/ Chief Commissioner of Police

State Strategic Comms Cell (SSCC)</td><td>State Emergency Management Team (SEMT)</td><td>Emergency Management Commissioner</td><td>Chief Commissioner of Police</td><td>State Relief and Recovery Team</td></tr>
<tr><td>Regional Tier</td><td>Regional Control Team</td><td>Regional Joint Public Information Committee (RJPIC)

PIS at RCC</td><td>Regional Joint Public Information Committee (RJPIC)

PIS at RCC</td><td>SSCC Representative

(If required)</td><td>Regional Emergency Management Team (REMT)</td><td colspan="2">RERC</td><td>Regional Relief and Recovery Planning Committee</td></tr>
<tr><td rowspan="2">Incident Tier</td><td>Incident Management Team (IMT)

(Major Emergencies)</td><td>Incident Joint Public Information Committee (IJPIC)

PIS at ICC</td><td>Incident Joint Public Information Committee (IJPIC)

PIS at ICC</td><td>SSCC Representative

(If required)</td><td>Incident Emergency Management Team (IEMT)

(Major Emergencies)</td><td colspan="2" rowspan="2">MERC / IERC</td><td rowspan="2">Municipal Relief and Recovery Planning Committee</td></tr>
<tr><td colspan="5">Incident Emergency Management Team (IEMT) (Non-Major Emergencies)</td></tr>
</table>

Table 7 - Six Cs Roles and Responsibilities for Emergencies - Emergency Management State Communications Strategic Framework May 2017 and State Emergency Management Plan

Local Response Arrangements and Responsible Agencies

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

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

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

Table 8 below is a list of control agencies and the role that they would undertake during an emergency.

Emergency	Emergency Form	Control Agency
Fire and explosion	Bushfire	FRV / CFA / Forest Fire Management Victoria (FFMV)
Violence/Terrorism	Threats against persons, property or environment	Victoria Police
Earthquake, flood, windstorm or other natural event	Flood	VICSES
	Storm	VICSES
	Heat	EMV
	Landslide	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)

Emergency	Emergency Form	Control Agency
	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/CFA VICSES
Plague or an epidemic or contamination	Human Disease	Department of Health
	Plant disease / pest incursion	Department of Energy, Environment and Climate Action (DEECA)
	Radioactive Materials – Incidents	Department of Health
	Water supply contamination	Department of Health
	Exotic animal disease	Department of Energy, Environment and Climate Action (DEECA)

Table 8 - Emergency Control and Support Agencies - Refer to Appendices for Agency Role Descriptions

Response Escalation

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

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

Public Information and Warnings

It is important to ensure that public information and warnings are maintained at an optimum level. A high level of public information provides the community with the necessary information to develop an understanding and awareness of the issues associated with the prevention of, response to and recovery from emergencies.

Appropriate messaging is to be provided to the community in accessible formats with due consideration being given to CALD and other harder to reach community members.

It is the responsibility of the CA to ensure the dissemination of community information and emergency warnings in the response phase. Support agencies can play an important role in disseminating validated and official information especially via social media channels.

Emergency Response Coordination Roles

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

Table 9 - Emergency Response Coordination Roles and Teams

Control, Coordination and Operations Centres and Areas

Incident and Regional Control Centres

The designated Incident and Regional Control Centres in the Southern Region are listed in Table 10 below.

Control Centre Type	Address
Incident Control	Building G, Level 3, 45 Assembly Drive Dandenong South, VIC 3175
Regional Control	Building G, Level 3, 45 Assembly Drive Dandenong South, VIC 3175

Table 10 - Designated Incident Control Centres

Municipal Emergency Coordination Centre(s) (MECC)

Activation and operation of Municipal Emergency Coordination is detailed in the Complementary document *FCC SOP - Operating in a MECC Handbook*.

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

Some considerations as to whether MECC activation should occur include:

- Nature and scale (including potential scale) of the event/impact level
- Council resources required to respond
- Displacement of residents
- Asset losses
- Scale of required recovery

The purpose of the MECC is to provide a physical location for Council to coordinate its response functions and recovery activities. It is **not a control centre** for an emergency. An incident control centre may be separately established by the Control Agency at their discretion.

The MECC may be activated to:

(a) Coordinate the provision of Council resources to support the response to emergencies within the municipal area
(b) coordinate the provision of Council resources to support neighbouring municipalities
(c) support emergency relief centres and other relief activities in the municipality
(d) Provide a location for key Council staff and support agencies to begin planning for community recovery needs

Tasks required for the activation of a MECC are contained in Council complementary documents *Role Statements and Checklists for the EMCG*.

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

The designated Municipal Emergency Coordination Centres for the municipality listed in Table 11:

MECC Type	Address
Primary MECC	Frankston City Council's Civic Centre, 30 Davey Street, Frankston – Acacia Room (level 1)
Secondary MECC	Frankston City Council's Operations Centre - 3R Buna Avenue, Seaford (Meeting room)

Table 11- Designated MECC Locations

Crisisworks

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

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

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

Emergency Management Common Operating Picture (EM-COP)

EM-COP is a web-based information gathering, planning and collaboration tool that runs on any full screen device with a modern browser such as desktop computers, laptops and tablets. It is designed to provide users with a simple way to gather, organise, create and share emergency management information between emergency managers at no cost to agencies. It also acts as a portal for 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 and provide essential mapping with key infrastructure and vulnerabilities for managing evacuation by Victoria Police.

Municipal Resource Provision

Frankston City Council is responsible for the provision and coordination of its municipal resources in support of the response to, and recovery from, emergencies that affect the municipality. Municipal resources include those owned by Frankston City Council, and those under its control. Frankston City Council is also responsible for the coordination of community resources in relief and recovery from emergencies.

A list of available Frankston City Council owned plant and equipment as well as identified private resources is included in a Restricted Contact list available to the MEMO.

Under the SEMP Roles and Responsibilities the suggested activities of Council during the response phase can include:

(a) provision of available Frankston City Council resources to support the Control Agency during response and recovery phases of an emergency
(b) provision of facilities for emergency services staging areas
(c) coordination of emergency relief services to affected persons during an emergency
(d) assisting in the delivery of public information and warnings as issued by the Control Agency
(e) provision of information to the public and media
(f) clearance of blocked drains on local roads
(g) tree removal on local roads
(h) supporting VicRoads with road closures and determining alternative routes

Council also provides assistance to agencies during the response to and recovery from emergencies through provision of an Emergency Management Liaison Officer (EMLO) at the Incident or Regional Control Centre (ICC/RCC).

In order to carry out their emergency management functions, Frankston City Council utilises its EMCG comprising of the Municipal Emergency Management Officer (MEMO), Municipal Recovery Manager (MRM) and the Victoria Police Municipal Emergency Response Coordinator (MERC).

Further information on Council's role in the response phase is detailed within Frankston City Council internal Standard Operating Procedures, checklists and EMCG role descriptions.

Supplementary Emergency Response Resources

Supplementary supply at a municipal level occurs where an emergency agency (including the CA) requires a resource for emergency response that is neither owned nor controlled by that agency. Supplementary resources can include personnel, equipment and services.

Requests for supplementary resources are directed to the MERC who may contact the MEMO and/or MRM to consider. The request is actioned by the MEMO if within Council's capacity.

The EMCG will then process the request for municipal resource provision where such request is viable. If the resources requested are available, the MEMO will arrange for their provision. The provision and use of municipal resources for this purpose may be subject to limits and constraints, e.g. the use of some types of equipment may be limited to a timeframe due to the expense of its operation. The EMCG will make such limits and constraints known to the requesting agency.

Financial Considerations

Control Agencies are responsible for all costs involved for that agency to respond to an emergency. Government agencies supporting the Control Agency are expected to 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.

Where an agency's expenditure is to fulfil its own responsibilities, the agency is responsible for the costs, including services and resources sourced from others. An agency cannot transfer its responsibility for the

cost of undertaking its roles/responsibilities if the activity is in compliance with the direction of request of a response controller from another agency.

The owners of resources are responsible for providing adequate insurance for resources used for supplementary emergency response.

Private owners of equipment used for emergency response operations on a non-contracted (ad hoc) basis may be insured for a range of risks under the Emergency Resource Providers Support Scheme (EmRePSS). EmRePSS is special insurance cover provided by the Victorian Managed Insurance Authority (VMIA) for all municipal councils and number of participating State government agencies with emergency management responsibilities (refer to vmia.vic.gov.au/insurance/policies-and-cover/emrepss for further information).

State government agencies not participating in EmRePSS may have similar insurance that extends to cover for privately owned resources used in emergency response operations.

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.

Operations Centres/Staging Areas/Marshalling Points

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

Staging areas and marshalling points are strategically placed areas where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency. They are predominately managed by the CA, 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.

As emergencies can occur in any location, it is not viable to list all possible staging area locations within this document. The MEMO will advise the CA of the most suitable location available taking into consideration all available intelligence of the event.

Planning for Cross Boundary Events

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

Regional Emergency Management Planning Committee (REMPC)

At least one MEMPC member is represented at the Southern Metro REMPC. The REMPC undertakes planning activities to support capability and capacity across the ten municipalities of SMR including:

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

Southern Metropolitan Municipal Emergency Management Enhancement Group (SM MEMEG)

Frankston City is a member of SM MEMEG, a collaborative and professional forum whereby Councils across the region participate to promote consistency and best practice. There is a focus on resource sharing and advocacy as well as a comprehensive action plan that outlines the way forward together. It has developed position papers for advocacy and meets regularly to collaborate on a range of emergency management issues.

SM MEMEG comprises of the following Southern Metropolitan Region municipal Councils:

- Bayside
- Casey
- Cardinia
- Frankston
- Glen Eira
- Greater Dandenong
- Kingston
- Mornington Peninsula
- Port Phillip
- Stonnington

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

- Developing, reviewing and following an appropriate action plan relevant to their needs
- Effectively collaborating on Emergency Management matters amongst Councils, with existing partners and any new groups identified
- Advocating on relevant emergency management matters
- Developing and improving common ways of working for consistency of approach – planning for shared risks
- Building capacity and capability through joint training, exercises and other forms of professional development
- Developing processes to enable effective activation of the MAV Protocol for Inter-Council Emergency Resource Sharing

Resource Supplementation and Sharing Protocols

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

Frankston City Council is a signatory to the MAV Protocol for Inter-Council Emergency Resource Sharing. The Protocol provides an agreed position between Victorian Municipal Councils for the provision of inter-Council assistance for response and recovery activities during an emergency. This Protocol is most commonly enacted for emergency support staff requests to fulfil MECC and ERC shifts. Requests for resources will be made by the MRM or MEMO of the affected Council with approval from their Chief Executive Officer (CEO) to the CEO (or the officer with the delegated authority to action requests for support) of the assisting Council.

Requests need to be made in writing using the resource request form and, in most cases, will be logged in Crisisworks.

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

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

Relief Arrangements

Introduction

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

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

Relief operations and recovery planning begin when an emergency occurs and many response, relief and recovery activities are undertaken concurrently. Typically, relief is provided during and in the immediate aftermath of an emergency. Recovery is generally a longer term process for affected individuals and communities.

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

Figure 5 illustrates the integrated prevention, response and recovery model linking emergency activities.

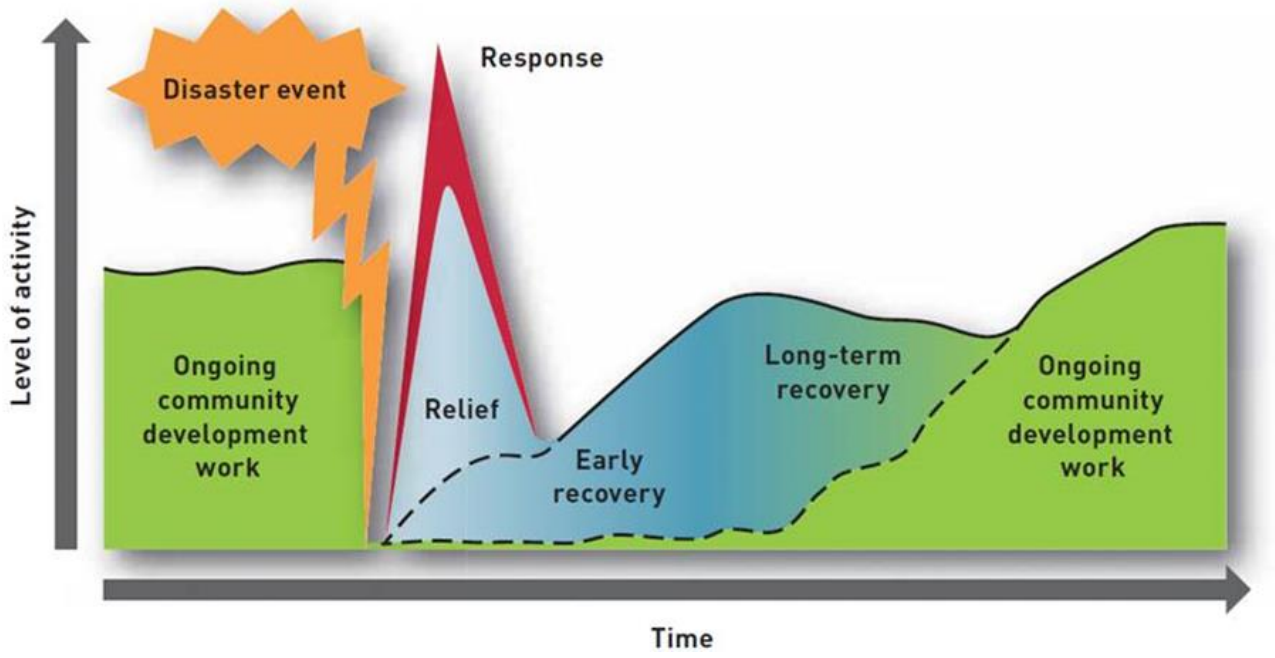


Figure 5 - Relationship between Preparation, Response, Relief and Recovery

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

Principles and Scope of Relief

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

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

Relief encompasses:

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

Non-Major Emergency Relief Assistance

For Impact Level One (small impact/ single incident) emergencies such as a single house fire or localised flood, it may not be feasible for the MRM to fully activate the emergency relief arrangements described in this document. Emergency relief will be arranged for displaced person/s in accordance with Council's *FCC SOP – Non-Major Emergency Relief*

Relief Management Structure

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

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

Council is responsible for the coordination and provision of relief services for an affected community during times of emergency. Complementary documents to this plan include the *FCC SOP ERC Activation*

Escalation

Relief and recovery coordination commences at a local level and as required, can escalate to regional or state level:

- when requested, because capacity is exceeded
- where an emergency has affected multiple municipalities in one region, or multiple regions within the state
- where an emergency has a significant community-wide impact, in which case the Victorian government may establish an event specific relief or recovery coordination structure to oversee a whole-of-sector response

In the event of an emergency being escalated (to regional or state level), the escalation will build on existing local arrangements, not replace them, in line with the SEMP.

In the event of escalation to Commonwealth Government level, cooperative arrangements exist, and the Commonwealth Government may provide assistance to coordinate functions, fulfil requests; provide financial assistance to individuals and local government through the Australian Government Disaster Recovery arrangements.

Note, Commonwealth Government support can still be triggered under the Natural Disaster Relief and Recovery Arrangements (NDRRA) if eligibility thresholds are met even for a local event without having to escalate the event to regional or state tier.

Evacuation

Evacuations are to be conducted in accordance with the Guidelines contained in the Joint Standard Operation Procedure (JSOP) J03.12 – Evacuation for Major Emergencies. Evacuation is a risk management strategy that involves the movement of people to a safer location. However, to be effective it must be correctly planned and executed.

Victoria Police are responsible for evacuation. The decision to evacuate rests with the CA in conjunction with Police and available expert advice. Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend. There are five stages in the evacuation process: decision; warning; withdrawal, shelter and return.

The Municipality's EMCG must be notified of the decision to evacuate at the earliest opportunity available, via either the MERC or MEMO. Municipal councils are responsible for the provision of emergency shelter and for managing Emergency Relief Centres (ERCs), which will become part of the overall evacuation plan. The location of the ERC will be determined by the EMCG in consultation with the Incident Controller.

The EMCG will advise the Control Agency once the ERC is open and ready to begin accepting community members so that this can be communicated to the public. The EMCG can also arrange resources to support evacuation such as traffic management equipment & signage, subject to capacity.

Assistance in an evacuation may be available through the following agencies:

- Ambulance Victoria
- Victoria State Emergency Service
- Country Fire Authority
- Fire Rescue Victoria

Emergency Relief Operations

The MRM and/or deputy will manage and coordinate the relief process within the municipality to the extent that both Frankston City Council and the nominated relief service providers have the capacity to do so.

In the event of a requirement for any or all of the functional services of emergency relief, the request must be channelled through the MERC to the MEMO who will activate the MRM accordingly.

Emergency Relief Centre arrangements are dealt with separately within Council's internal SOPs. Council may be required to coordinate the provision of relief services at locations other than a dedicated emergency relief centre.

Community Information

Dissemination of community information as part of emergency relief assists the community to remain safe and understand support and services available to them.

Where the formal transition from response to recovery has not yet occurred, the provision of community information remains the responsibility of the CA, however it should include localised emergency relief information. To facilitate this, Council's Communications Coordinator in consultation with the EMCG will prepare information about the relief support available. The EMCG shall ensure the Control Agency receives this information for inclusion in public information and warnings.

For further information on emergency communications refer to *FCC SOP Emergency Communications*

Animal Management

The Frankston municipality has a large population of companion animals as well as areas that are home to livestock. Under the *Prevention of Cruelty to Animals Act 1986,* animal owners have the responsibility to protect their animals from unreasonable pain or suffering. Animal owners should have plans in place for their animals' welfare in the event of an emergency.

DEECA is the lead agency for the welfare of companion animals and livestock in relief and recovery and are supported by the Victorian Farmers Federation, RSPCA, Australian Veterinary Association and municipal councils.

DEECA is the lead agency for the welfare of wildlife and are supported by RSPCA, Australian Veterinary Association and municipal councils.

Municipal councils are the lead for housing displaced companion animals and lost/stray animals.

Persons presenting at an ERC will normally consider their animals as part of the family. Relief staff should strike a balance between being sensitive to people's desire to keep their animals with them and the need to ensure the safety and wellbeing of all individuals at an ERC and the limited capacity for animals to be housed on site. Council will consider the need to temporarily re-home displaced companion animals at a suitable pound or boarding kennel/cattery or setup a shelter for animals at the ERC site.

Operational arrangements for emergency animal management are contained in *FCC SOP Emergency Animal Management*

Spontaneous Volunteers and Donations

Council or emergency service agencies are not in a position to accept and manage donated goods and/or food items from the community. Community members wishing to donate goods can do so through relevant existing local charities or through Givit via https://www.givit.org.au/donate-items

Council may establish a fund to collect monetary donations for the affected community if a suitable organisation has not already established an appropriate fund. Council will consider including this information in public communications about relief and recovery services if appropriate.

Persons wishing to assist during and after an emergency will be referred through to the local organisation responsible for managing volunteering in the municipality - Impact Volunteering. More information on this organisation can be found at https://www.impactvolunteering.org.au/

Emergency Relief Support Agencies

The following organisations can normally provide information, support and advice following an emergency. Some private businesses may also have a capacity to provide relief services. These should be explored at the time – depending on the nature and scale of the emergency.

Some of the agencies listed below are voluntary groups whose ability to provide support is largely dependent on the level of charitable donations and support available at the time. In consultation with agencies, it is not reasonable to have a blanket understanding between Council and the agency for set service levels as the capacity of these groups will vary from week to week and even by the day depending upon donation levels and demand for support.

Role/Service	Relief Agency
Accommodation (emergency relief/short term only)	• FCC – ERC facility • Local hotel providers (small accommodation needs only)
Bedding and linen at the emergency relief center	• Salvation Army
First Aid at ERC	• Ambulance Victoria • St John Ambulance

Role/Service	Relief Agency
Provision of food and water within the emergency relief center (including ERC staff)	• Australian Red Cross
Information and general assistance to affected individuals	• Frankston City Council (FCC) • Department of Families, Fairness and Housing
Language translation services and assistance with Auslan signage	• Translating & Interpreting Service
Liaison with local support agencies, including members of the Frankston Emergency Relief Providers (FERP) group to provide: • Needs assessments of affected individuals • Provision of emergency relief funds • Provision of advice, information, personal support/counseling to affected individuals	• Community Support Frankston
Material Needs (clothing, food parcels and bed linen)	• Community Support Frankston (including FERP) • St Vincent de Paul • Salvation Army • Brotherhood of St Laurence (limited clothing supplies available)
Medical/pharmaceuticals coordination	• Ambulance Victoria
Meet and greet function at the emergency relief center	• Victorian Council of Churches Emergencies Ministry (VCCEM) • Australian Red Cross
Personal support/counseling (as distinguished from immediate psychological first aid needs)	• Peninsula Health, Community Health Team • Services Australia, Social Workers • Salvation Army
Psychological First Aid	• VCCEM • Australian Red Cross
Public health and food contamination risk assessments	• FCC, Environmental Health Unit
Register. Find. Reunite (registration of displaced persons)	• Australian Red Cross on behalf of Victoria Police
Volunteer Coordination	• FCC, Volunteer Coordinator
Companion animals – housing those displaced	• FCC, Compliance & Safety Team

Role/Service	Relief Agency
Financial assistance/access to savings, loan options	• Banks
Financial hardship support	• DFFH (personal hardship assistance payments and emergency re-establishment assistance) • Salvation Army (disaster relief payment)
Welfare payments/benefits	• Services Australia

Table 12 - Relief Support Agencies

Emergency Relief Resources and Centres (ERC)

An Emergency Relief Centre (ERC) is a place where the essential needs of community members displaced by an emergency can be met by bringing together the appropriate relief service providers. These services can include provision of food, water, basic material needs (clothing and basic toiletries), psychological support services and registration services.

Frankston City Council will coordinate the provision of immediate needs provision/emergency shelter in the form of an ERC or Community Information Centre should the need be determined by the EMCG (MERC, MEMO and MRM) in consultation with the Incident Controller and control agencies.

Historically, Frankston City emergency events tend to be short in duration. We are fortunate to have an emergency management trailer that can be used to provide some relief services in place of a full scale ERC where required. The trailer can be situated close by to an incident location in order to establish an accessible place for residents to attend and receive event information, ask questions and charge their devices (in times of power infrastructure failure). Relief support agencies are also able to provide services through this mechanism. Community Information Recovery Centres (CIRC) may also be considered as an effective option.

Further information on the operations and staffing of an ERC is found within *FCC SOP Operating in an ERC*

Recovery Arrangements

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

Recovery commences at the onset of an emergency, however services that are not deemed immediate needs (i.e. within the first 72 hours after an emergency event) such as financial and insurance assistance, are considered recovery services. Emergency Recovery Victoria (ERV) is responsible for regional recovery coordination.

Some of the emergency relief services established during response may evolve into recovery services. The MRM is to initiate recovery services based on the needs of the affected community. The MRM will, most likely, be notified of the emergency by the MEMO, MERC or the Regional Relief Coordinator from DFFH.

Principles and Scope of Recovery

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

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

Recovery Management Structure

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

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

Recovery Environments

The recovery process involves cooperation between all levels of government, non-government, community organisations and the private sector, in four broad environments as shown below, to ensure:

- the emotional, psychosocial, spiritual, financial, and physical wellbeing of individuals and communities – social environment
- the revitalisation of the economy to ensure as far as possible that the wellbeing of the community is increased, and the restoration of affected agricultural activities – economic environment
- the restoration of essential and community infrastructure – built environment
- the rehabilitation of the natural environment – natural environment

It is important to ensure that the recovery process is coordinated from the very start. There are five primary phases or steps in emergency recovery operations that are related to a time continuum. The recovery services required in each phase will vary in type or activity. The phases include:

1. Immediate (1 – 7 days)
2. Short Term (2 – 4 weeks)
3. Medium Term (2 – 3 months)
4. Long Term (4 months +)
5. Stand down process

Government Assistance

Individuals, families, businesses etc. are able to source other government assistance from agencies such as Services Australia, DFFH, etc. Information about these services is available through the MRM or at the Recovery Centre.

Transition to Recovery

Relief and recovery activities are integrated with response and managed under response arrangements until such time as a transition to recovery is required. Response agencies may be required after transition to support recovery.

The Emergency Management Coordination Group (EMCG) plays a key role in transition discussions relevant to planning, timing, resources and expectations. Transition decisions will be impacted by considerations that include the risk of a recurring threat, the need for a staged or prolonged transition, the extent of known loss and damage, ongoing relief needs (these may be better delivered under recovery arrangements if response activities have ended) and availability of resources for effective recovery.

At the transition from response to recovery, the responsibilities of Victoria Police as the response coordinator are handed over to local government as the responsible agency for municipal recovery coordination. It is the responsibility of the MRM to ensure recovery management structures are defined and in place at handover so as to ensure a smooth transition. It is the responsibility of the Emergency Response Coordinator (Incident, Municipal or Regional - Victoria Police) to advise all agencies involved in the emergency at the time of the transition from response to recovery and the associated transition of responsibilities.

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

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

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

- The nature of the emergency and what ongoing specialist resources are required
- Whether a recurring threat is likely to occur compounding the impact on the community
- The extent of the impact on communities, as this may determine the length of the transition period
- The level of loss/damage and the extent to which this has been validated (the stage of impact assessment reached e.g. if phasing into secondary/post impact stages may indicate transition requirements)
- The extent to which the community requires emergency relief services
- The resources required for the activation of recovery arrangements

- The transition agreement will be developed at the appropriate level between the response agency Incident Controller, MERC, MEMO, MRM and the recovery agency coordinator (typically ERV)
- Emergency Management Victoria (EMV – EM-COP) Transition from Response to Recovery – Emergency Management Template to authorise the transition from the response agency to Council

Handover of Resources

In some circumstances, it may be appropriate for facilities and goods obtained under emergency response arrangements during response to be utilized in recovery activities. In these situations, there would be an actual handover to the Recovery Manager of such facilities and goods and the details should be included in the transition agreement. This handover will occur only after agreement has been reached between response and recovery managers. Payment for goods and services used in the recovery process is the responsibility of the MRM through the MEMP arrangements.

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

Impact Assessments

One of the critical factors in the management of an effective recovery program following an emergency is to gain early, accurate information about the impact of the event upon individuals, the community and physical infrastructure.

Initial Impact Assessment

The initial impact assessment is an early appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency or disaster. It is undertaken by the CA. To determine service, staffing, resource and general recovery requirements, it is necessary to obtain an initial assessment of the emergency and the needs of the community. This can include:

- The number, location, circumstances, and special needs of affected people
- Identification of the number of dwellings destroyed or made uninhabitable
- Identification of the loss of essential infrastructure
- Establishing the extent to which essential services have been disrupted

Municipal Secondary Impact Assessment

A Municipal Secondary Impact Assessment (MSIA) determines the long term needs of the community. It builds on the information provided in the Initial Impact Assessment by understanding the detailed personal needs of affected individuals. A Secondary Impact Assessment is a detailed appraisal of the extent of damage and disruption to individuals, families and household groups affected by the emergency. The MSIA is often guided to commence in the worst affected areas identified in the Initial Impact Assessment.

Council coordinates this assessment at the local level through the nominated MSIA Coordinator. The complementary document and its accompanying templates *Municipal Secondary Impact Assessment Guidelines* is referred to in this instance.

The MSIA Coordinator may co-opt persons within Council and the community with the appropriate expertise to assist with the required tasks. The MSIA describes scale and characteristics of the impact on the four environments: natural, built, social, and economic and is generally completed within four weeks of the

incident onset when the area is safe to enter. Teams undertaking Municipal Secondary Impact Assessments should consider the provision of psychological first aid if interacting with community members.

Information collected from the MSIA form requires validation against the rates database where possible. This information should then be consolidated for referral to DFFH where applicable, to enable processing of relevant grants.

Post Emergency Needs Assessment (PENA)

Following the Initial Impact Assessment and more detailed Municipal Secondary Impact Assessment, a Post Emergency Needs Assessment (PENA) will be managed by the MRM at the local level. If the event is escalated to region, the PENA will be coordinated by the Regional Recovery Coordinator from ERV (building on information provided by Council).

A PENA is a longer-term, more thorough estimate of the effects and consequences of the emergency on the health and wellbeing of the community, property, the economy and the environment. The PENA assists in informing Government's considerations with regard to impact mitigation, economic considerations, recovery support and community planning. It is completed to regional level (ERV) within twelve months depending on the scale of the event.

Where recovery is not escalated to the region, a PENA Manager will be appointed by the MRM to coordinate all agencies interested in collecting data from emergency affected people. This collaborative approach will avoid multiple visits to the same affected people by different organisations all seeking to collect similar data. The MRM and PENA Manager will liaise with the Regional Recovery Coordinator (ERV) on timing and frequency of reporting.

This would include the information gained from the Initial and Municipal Secondary Impact Assessments, and should also include the following tasks:

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

Should the emergency extend beyond the boundaries of Frankston City, the impact assessment process may be merged with that of the other affected municipalities.

Recovery Operations

The Victorian Government Emergency Recovery Resource Portal provides operational guidance in the recovery space. The Australian Disaster Resilience Knowledge Hub is also a significant resource for information on disaster recovery.

Incident Specific Recovery Plan

In consultation with the affected community, the Internal Recovery Committee should consider developing an Incident Specific Recovery Plan. The Incident Specific Recovery Plan will be written, implemented and monitored by the MRM or delegate with input from agencies on the municipal recovery committee across

the four environments. (Note, the Community Recovery Committee will oversee implementation of the Incident Specific Recovery Plan, where established. It is important that the relevant agencies with expertise across the four environments contribute to the plan; particularly with regard to identifying impacts and recovery activities that might be needed).

Community Information Sessions

Community Information Sessions are an important avenue for the community to share their experiences, to have these heard and acknowledged, and to understand how the event is being managed. The informal sessions are also an opportunity to identify issues that may require additional advice or clarification as part of the recovery process. Information sessions should be continued throughout the recovery process to ensure that the community's expectations regarding consultation and feedback are met.

Recovery Centres/Information Centres

Depending on the scale, nature and location of an emergency, Frankston City Council may set up a recovery centre or community information/recovery centre. Generally this will involve transitioning the emergency relief centre (if established) accordingly. This provides a single point for community members to attend to access a range of services and assistance such as insurance advice; hardship grants and information; personal support (such as counselling); planning and building information.

Essential Water Replacement Scheme

Replacement of essential water taken as part of bushfire operations is a CFA and DEECA managed process. Council assists in this process as per the *Replacement of Essential Water Used during Bushfire Fighting Operations Policy* available at: https://www.ffm.vic.gov.au/recovery-after-an-emergency/public-land-recovery.

Withdrawal of Services

One of the last significant tasks to be undertaken in any recovery management process is the withdrawal of services. While the emphasis of any recovery program should be on community involvement and self-management, the cessation of formalized support services from outside agencies will nevertheless be a critical time in the affected community's recovery. Organically, community recovery programs will transition into mainstream services and activities which in turn shift the focus from recovery to community development.

Community Recovery Support Agencies

The following organisations, grouped into the four recovery environments, can normally provide information, support and advice following an emergency. Depending on the situation, an organisation may be represented on the Municipal Recovery Committee. Some private businesses may also have a capacity to provide recovery services (e.g. Bendigo Bank, etc.). These may assist in various environments, and should be explored at the time – depending on the nature and scale of the emergency.

Some of the agencies listed below are voluntary groups whose ability to provide support is largely dependent on the level of charitable donations and community support available at any given time. In consultation with agencies, it is not reasonable to have an understanding between Frankston City Council and the agency for service levels because the capacity of these groups will vary from week to week and even by the day depending upon donation level and demand for support experienced.

The table below is a repeat of the table provided in the "Relief Arrangements" section however contains further services and agencies that support in the recovery phase.

Role/Service	Relief/Recovery Partner
Social Environment	
Accommodation (mid to longer term options)	Salvation Army, Frankston (referral services only) DFFH
Information and general assistance to affected individuals	Frankston City Council (FCC) DFFH
Financial hardship support	DFFH (personal hardship assistance payments and emergency re-establishment assistance) Salvation Army (disaster relief payment)
Language translation services and assistance with Auslan signage	Translating & Interpreting Service
Liaison with local support agencies, including members of the Frankston Emergency Relief Providers (FERP) group to provide: Needs assessments of affected individuals Provision of emergency relief funds Provision of advice, information, personal support/ counseling to affected individuals	Community Support Frankston
Material Needs (clothing, food parcels)	St Vincent de Paul , Salvation Army Community Support Frankston (including network) and Brotherhood of St Laurence (limited clothing supplies available)
Medical/pharmaceuticals coordination	Ambulance Victoria
Meet and greet function at the recovery center	Victorian Council of Churches - Emergencies Ministry (VCCEM) and Australian Red Cross

Role/Service	Relief/Recovery Partner
Personal support/counseling (as distinguished from immediate psychological first aid needs)	Peninsula Health, Community Health Team, Services Australia, Social Workers and Salvation Army
Psychological First Aid	VCCEM and Australian Red Cross
Public Health and food contamination risk assessments	FCC, Environmental Health Unit
Register. Find. Reunite (registration of displaced persons)	Australian Red Cross
Volunteer Coordination	FCC, Volunteer Coordinator
Economic Environment	
Agricultural assets and livestock loss and needs assessments; Advising individuals, communities and government agencies on re-establishment of rural enterprises or alternative strategies for economic recovery; Administering specific relief subsidies; Advising distribution bodies (such as VFF) on need for donated fodder	DEECA and DJSIR
Business community links	Frankston Business Network and FCC, Economic Development
Companion animals – housing those displaced	FCC, Compliance & Safety Team
Financial assistance/access to savings, loan options	Banks
Insurance (assisting community with insurance providers)	Insurance Council of Australia and Legal Aid
Livestock/farming issues (including treatment or humane destruction of livestock); contamination and	DJPR

Role/Service	Relief/Recovery Partner
revegetation issues in relation to farming	
Tourist information (marketing Frankston to tourists post emergency to assist local business recovery	Tourist Information Centre
Welfare payments/benefits	Services Australia
Built Environment	
Building safety assessments	FCC, Municipal Building Surveyors Team
Communications network restoration	Telstra
Electricity network restoration	United Energy
Gas network restoration	AusGas Network
Major waterways	Melbourne Water
National Broadband Network (NBN) issues	Faults to phone/internet provider and NBNCo. (infrastructure issues)
Public infrastructure restoration	DJSIR and FCC (if FCC assets)
Rail infrastructure restoration	Metro Trains/V-line and Public Transport Victoria
Road network issues	VicRoads and FCC, Infrastructure Department
Waste and sewerage network	South East Water
Natural Environment	
Contamination/revegetation issues in relation to reserves	DEECA and Parks Victoria
Vegetation/flora/fauna on appropriate parks (depending on land manager)	DEECA, Parks Victoria and FCC - Natural Reserves Team
Recovery of natural reserves/parks	Friend's Groups
Wildlife rescue and rehabilitation	DEECA, AWARE, Zoo Marine rescue

Table 13 - Recovery support agencies

In addition to the above there may be additional community based organisations that can bring significant knowledge, experience and connections to the local community. Such community organisations can include:

- Local community health and mental health services
- Housing support
- Child, family and youth services
- Family violence services
- Financial counselling services
- Aged and disability support
- CALD Community support services
- Groups such as Rotary, Lions Club etc.

After Action Review

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

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

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

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

Agencies and Council are responsible for staff psychological debriefing.

Roles and Responsibilities

Agency Roles and Responsibilities

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

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

The roles and responsibilities outlined in this plan are specific to the municipality and are in addition to, or variations on, what is outlined in the SEMP and REMP.

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

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

Table 14 provides links to agency roles and responsibilities as detailed in the SEMP.

Agency	SEMP Roles and Responsibilities Link
Ambulance Victoria (AV)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/ambulance-victoria
Australian Red Cross (ARC)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/aus-red-cross
Country Fire Authority (CFA)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/cfa
Department of Energy, Environment and Climate Action (DEECA)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/delwp
Department of Families Fairness and Housing (DFFH)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/dhhs
Department of Health (DH) - (including regional health services)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/dhhs

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

Table 1 - Agency Roles and Responsibilities Detailed in the SEMP

Community and Business Organisation Roles and Responsibilities

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

The Frankston MEMPC membership agreed to incorporate a community representative to advocate for those residents at higher risk in emergencies such as those who require varied support to remain in their own homes.

A full list of Business and Community representative members on the MEMPC is listed in the MEMPC Terms of Reference (Available from MEMPC Chair - Council).

Appendices

Appendix A – Acronyms

Acronym	Description
AIIMS	Australasian Inter Service Incident Management System
BOM	Bureau of Meteorology
BPA	Bushfire Prone Area
CEO	Chief Executive Officer
CERA	Community Emergency Risk Assessments
CFA	Country Fire Authority
CFR	Community Fire Refuges
CIG	Community Information Guides
CMT	Crisis Management Team
DEECA	Department of Energy, Environment and Climate Action
DE	Department of Education
DFFH	Department of Families. Fairness and Housing
DH	Department of Health
DJSIR	Department of Jobs, Skills, Industry and Regions
DTP	Department of Transport and Planning
EMC	Emergency Management Commissioner
EMCG	Emergency Management Coordination Group
EM-COP	Emergency Management Common Operating Picture
EMLO	Emergency Management Liaison Officer
EMT	Executive Management Team
EMV	Emergency Management Victoria
ERC	Emergency Relief Centres
ERV	Emergency Recovery Victoria
FFMV	Forest Fire Management Victoria

FRV	Fire Rescue Victoria
ICC	Incident Control Centre
IEMT	Incident Emergency Management Team
IERC	Incident Emergency Response Coordinator
IIA	Initial Impact Assessment
JSOP	Joint Standard Operating Procedure
LG EMLO	Local Government Emergency Management Liaison Officer
LGV	Local Government Victoria
MAV	Municipal Association of Victoria
MEC	Municipal Emergency Coordination
MECC	Municipal Emergency Coordination Centre
MECG	Municipal Emergency Coordination Group
MEMG	Municipal Emergency Management Group
MEMO	Municipal Emergency Management Officer
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Resource Coordinator
MFPO	Municipal Fire Prevention Officer
MOU	Memorandum of Understanding
MRM	Municipal Recovery Manager
NERAG	National Emergency Risk Assessment Guidelines
NSP	Neighbourhood Safer Places - Places of Last Resort
PENA	Post Emergency Needs Assessment
REMP	Regional Emergency Management Plan
REMPC	Regional Emergency Management Planning Committee
REMT	Regional Emergency Management Team
RERC	Regional Emergency Response Coordinator

SCC	State Control Centre
SEMP	State Emergency Management Plan
SEMT	State Emergency Management Team
SIA	Secondary Impact Assessment
SMR	Southern Metropolitan Region
SMR MEMEG	Southern Metropolitan Region – Municipal Emergency Management Enhancement Group
SOP	Standard Operating Procedure
TOR	Terms of Reference
VCC EM	Victorian Council of Churches – Emergencies Ministry
VFRR-B	Victorian Fire Risk Register - Bushfire
VICSES	Victorian State Emergency Service
VPF	Victorian Preparedness Framework
VPR	Vulnerable Persons Register

Appendix B - Document Distribution List

The most up to date amended versions of this MEMP will be distributed by the Council Coordinator Emergency Management by:

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

Organisation	Recipient Officer	Contact Email	Distribution Method
EMV	N/A	N/A	• EMV Document Library
Council	MEMO	mrm@frankston.vic.gov.au	• Council Website Council document management system
REMPC	REMPC Executive Officer		• Email
Regional Municipal Partners	MEMOs and MRMs		• Email with link to Council web-site
Crisisworks	Officers with Crisisworks access	EMO to refer to Crisisworks contact directory	• Crisisworks document library
All MEMPC members	All MEMPC members	Via FCC MEMPC secretariat	• EM-COP

Appendix C - Restricted Information

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

Summary of the restricted information (including location within the MEMP, e.g. page or section number)	Restriction Reason	Agencies that hold this information in full	Contact point/s
Contact List	Personal Information	Municipal Council	MEMO – FCC memo@frankston.vic.gov.au
MEMPC Terms of Reference	Personal Information	Municipal Council	MEMPC Chair memo@frankston.vic.gov.au
Vulnerable facilities register	Personal Information	Municipal Council	Coordinator EM – FCC mrm@frankston.vic.gov.au
Operational documents	Commercially sensitive	All agencies	Coordinator EM – FCC mrm@frankston.vic.gov.au

Appendix D - Contact Directory

Emergency Service Contact Details

The Contact Directory contains restricted information and as such is available to agencies only. To access, contact the Municipal Emergency Management Officer at Frankston City Council. The following is a list of emergency contacts, this list is not exhaustive.

EMERGENCY SERVICES		24 hours
	24 Hour Emergency	000
	STATE EMERGENCY SERVICE (VICSES) 24 Hour Emergency - Windstorm or Flood Damage	132 500

ADDITIONAL EMERGENCY SERVICES	24 hours
Australian Red Cross	1800 232 969
South East Water	132 812
VicRoads	131 170

Appendix E – Sub-Plans and Complementary Plans

Complementary/ Sub-Plan Name	Plan Type Complementary/Sub-Plan	Emergency Type	Plan Revision Date	Responsible Agency	Link (If exists)
MECC Standard Operating Procedures	Complementary	General	2022	Council	
SMR ERC Standard Operating Procedure	Complementary	General	2022	Council	
Evacuation Plans	Complementary	General		Victoria Police	
Municipal Bushland Reserve Fire Management Plans	Complementary	Fire	2023	Council	
Municipal Storm and Flood Emergency Plan	Complementary	Storm and Flood	2022	VICSES	
Municipal Local Flood Guides	Complementary	Flood	2022	VICSES	https://www.ses.vic.gov.au/plan-and-stay-safe/flood-guides & Frankston+and+Seaford+Local+Flood+Guide
Municipal Public Health and Wellbeing Plan	Complementary	Health	2023	Council	
Emergency Animal Welfare Plan	Complementary	General	2022	Council	

A copy of many Sub-Plans and Complementary Plans can be found on EM-COP - Frankston Management Plans - A copy may be obtained from the MEMO at Frankston City Council via an email request to memo@frankston.vic.gov.au

Appendix F – References

Reference Document	Emergency Type	Plan Revision Date	Responsibility	Link (If exists)
Guidelines for Preparing State, Regional and Municipal Emergency Management Plans	General	Sept 2020	Issued by the Minister for Police and Emergency	EMV Website https://www.emv.vic.gov.au/how-we- help/emergency-management-planning/planning-guidelines
Emergency Risks in Victoria Report	General	Feb 2014	Dept. of Justice and Community Safety	DJCS Website https://www.justice.vic.gov.au/safer-communities/emergencies/emergency-risks-in- victoria-report
Regional Emergency Risk Profile, Southern Metropolitan	General	April 2015	Emergency Management Victoria	EMCOP https://files-em.em.vic.gov.au/IEMP/Regions/SMR/Management-Plans/SMR-Management-Plans.htm?v=1646023847704
Victoria's Climate Science Report 2019	General	2019	Dept. of Energy, Environment and Climate Action	https://www.climatechange.vic.gov.au/data/assets/pdf_file/0029/442964/Victorias-Climate- Science-Report-2019.pdf
Southern Metro Environmental Scan	General	Aug 2020	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/em-planning-resource-library/regional-level-resources/southern-metro-environmental-scan
Resilient Recovery Strategy	General	Nov 2019	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/how-we- help/resilient-recovery-strategy
Victorian Emergency Operations Handbook	General	Dec 2019	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/publications/victori an-emergency-operations-handbook
Victorian Preparedness Framework	General	May 2018	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/how-we- help/emergency-management-capability-in- victoria/victorian-preparedness-framework

Reference Document	Emergency Type	Plan Revision Date	Responsibility	Link (If exists)
Victorian Emergency Management Strategic Action Plan	General	Apr 2019	Emergency Management Victoria	EMV Website https://files-em.em.vic.gov.au/public/EMV-web/Publications/EMV_Strategic_Action_Plan_ 2018-2021.pdf
Regional Relief and Recovery Plan	General	Dec 2022	DFFH, ERV	EM-COP https://files-em.em.vic.gov.au/IEMP/Regions/SMR/Management-Plans/SMR-Management-Plans.htm?v=1646024156818
Victorian State Emergency Management Plan	General	Sep 2020	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/responsibilities/se mp
MEMPC Document Template	General	Oct 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/mempc-document-template
Advisory Material for the Development of a Municipal Emergency Management Plan	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/advisory-material-for-the-development-of-a-municipal-emergency-management-plan-memp
Advisory Material for the Development of a Municipal Emergency Management Planning Committee Terms of Reference	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/advisory-material-mempc-terms-of-reference
Fact Sheet: Integrated Emergency Management planning	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/fact-sheet-integrated-emergency-management-planning
MEMPC Written Reports to REMPC Template	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/mempc-written-report-to-the-rempc

Reference Document	Emergency Type	Plan Revision Date	Responsibility	Link (If exists)
Statement of Assurance Template for MEMP or MEMP Sub-Plan	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/statement-of-assurance-template-memp-or-memp-Sub-Plan
Fact Sheet: Municipal Level Planning	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/fact-sheet-3-empr-municipal-level-planning
Fact Sheet: Changes to Council Functional Roles	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/fact-sheet-changes-to-council-functional-roles
Transition Guide for Reforming Municipal Emergency Management Planning Arrangements	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/how-we-help/emergency-management-planning-reform-program/resource-library/transition-guide-for
Municipal Risk Assessment (CERA Online)	General	Nov 2021	Frankston MEMPC	https://www.ses.vic.gov.au/em-sector/community-emergency-risk-assessment-cera

Appendix G - MEMP and Sub-Plan Exercise Record

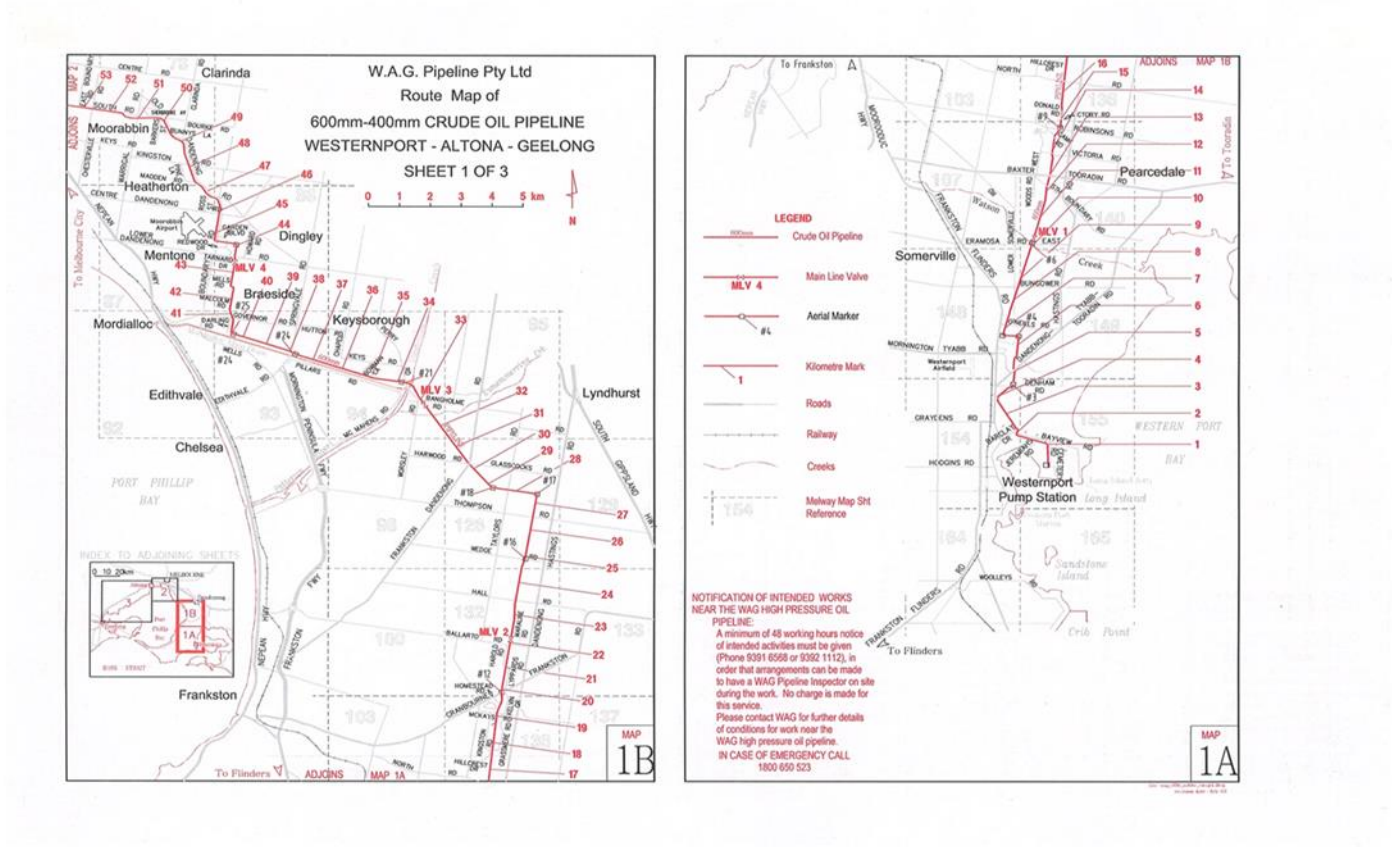
Exercise Date	Exercise Type	Part of MEMP Exercised	Participants
16-06-2015	Heatwave Emergency Exercise	Part 2, 3, 4, 5, 8, 10	Stakeholders from FCC, VicPol, SES, CFA, observer from Morn Pen and Integrated Resilience Solutions
28-10-2015	MECC Set-Up Exercise	Part 2, 3, 4	MECC staff from FCC
9-12-2015	ERC Workshop & Stand up / down	Part 3, 5, 6, 7, 10	ERC staff from FCC, MERC
15-12-2015	MECC Crisisworks 4	Part 2, 3, 4, 10	MECC staff from FCC, MERC, CFA, DHHS
7-10-2016	Mornington Peninsula Shire Exercise – Exercise Guyeem	Part 2, 3, 4, 5	Deputy MERO (now known as Deputy MEMO) acting as FCC EMLO – liaison back to Council with MECC and ERC staff
11-10-2016	Frankston Police Exercise – Exercise Evolve	Parts 2, 3, 4, 5	MERO (now known as MEMO) and Deputy MERO (now known as Deputy MEMO), VicPol, CFA
10-11-2016	ERC tabletop exercise	Part 2, 5, 6	ERC staff from FCC, Parks Vic, Red Cross, MERC & Deputy, VCC, DHHS
10-01-2017	Crisisworks	Part 2, 3, 4, 5	ERC and MECC staff from FCC
16-03-2017	Crisisworks	Part 2, 3, 4, 5	ERC and MECC staff from FCC, SES EMLO
	EMLO Course Exercise		MRM and Deputy MRM, other agency and council participants
23-11-2017	ERC Overview	Part 7	15 FCC staff with ERC roles
11-5-2018	MECC Overview and equipment set-up activity	Part 2, 3, 4	12 FCC Staff with MECC roles
4-09-2019	ERC and MECC full operational Exercise 'Latham's Snipe'	Part 3, 5, 6, 7, 10	FCC, DHHS, Victoria Police, VCC-EM, Australian Red Cross, VicSES
2020	Exercise did not occur due to Covid-19 pandemic lockdown and capacity restrictions		
2021	Vic Pol Evacuation Exercise – scenario based	Part 2, 3, 4, 5	VicPol, CFA, FRV, DFFH, DH, VicSES, ARC, Parks Vic, DET, VicRoads, FFMVic, VCC-EM, FCC staff MEMO & MRM
2022	Exercise Apollo – Discussion Exercise - all agency	All arrangements	VicPol, CFA, FRV, DFFH, DH, VicSES, ARC, DELWP, AV, Pen Health, VCC-EM, FCC staff MEMO & MRM, EPA, Melbourne Water, ERV

Appendix H - Amendment History

Version	Author	Update Details	MEMPC Approval Date
V1.0	Allie Guegan – FCC EMO	Changes throughout the entire MEMP, endorsed by the MEMPC. Outlines of the changes are captured in MEMPC meeting minutes and supporting documents maintained in ReM.	21 Nov 2018
V1.1	Allie Guegan – FCC EMO	Adding CEO and MEMO signatures to the Municipal Adoption section following the Council adoption of the MEMP at their 18 February 2019 Ordinary Meeting	21 Feb 2019
V2.0	Allie Guegan – FCC EMO	Changes to Parts 4, 5 & 6 based on feedback received from MEMP Audit in March 2019 endorsed by the MEMPC at the 10 July 2019 meeting.	16 July 2019
V2.1	Allie Guegan – FCC EMO	Updates to 1.3.2 MEMPC membership, updates to 1.4.2 MERRC membership and updated DEDJTR to DJPR throughout document. Endorsed by the MEMPC at the 11 June 2020 meeting.	12 June 2020
V2.2	Zack McBride-Bishop – FCC CPO	The following were changed: updated references to MERO, DHHS, Metropolitan Fire Bridge, and the Emergency Management Manual Victoria to comply with new legislation and machinery of government changes.	12 July 2021
V3.0	Veronica Foster – FCC CEM	Complete re-write of the MEMP based on the Eastern Region MEMP Template to align with new legislation, doctrine, EMLA Act and assurance criteria contextualised to the Frankston municipality	22 February 2022
V3.1	Veronica Foster – FCC CEM	Addition of fire planning mapping and information to amalgamate and discontinue the fire sub plan, review of all demographic and other content to provide updates where possible. Machinery of government changes as at January 2023	30 January 2023

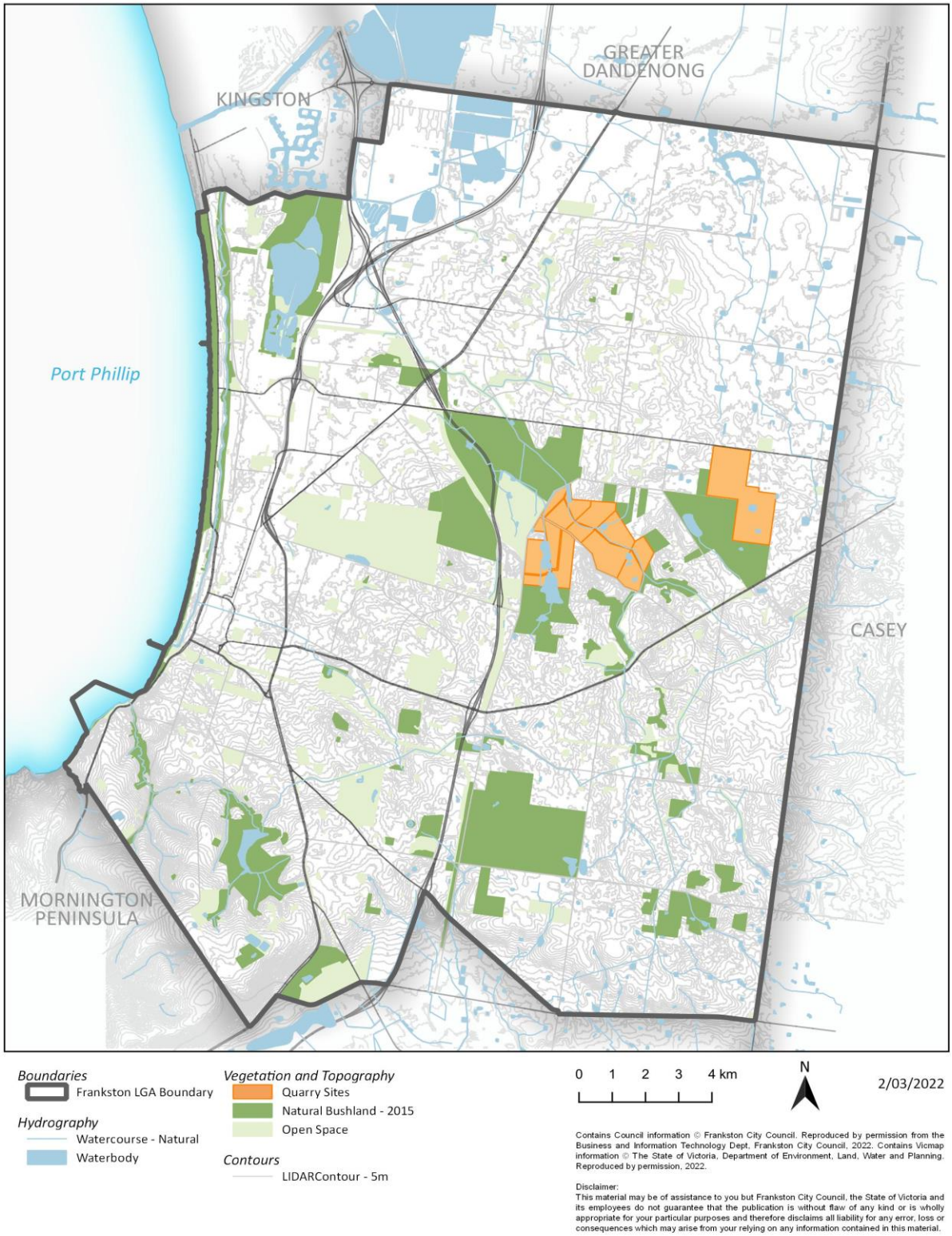
Appendix I – Maps

Extract from Oil Pipeline Map



Frankston City Council

Vegetation and Waterways



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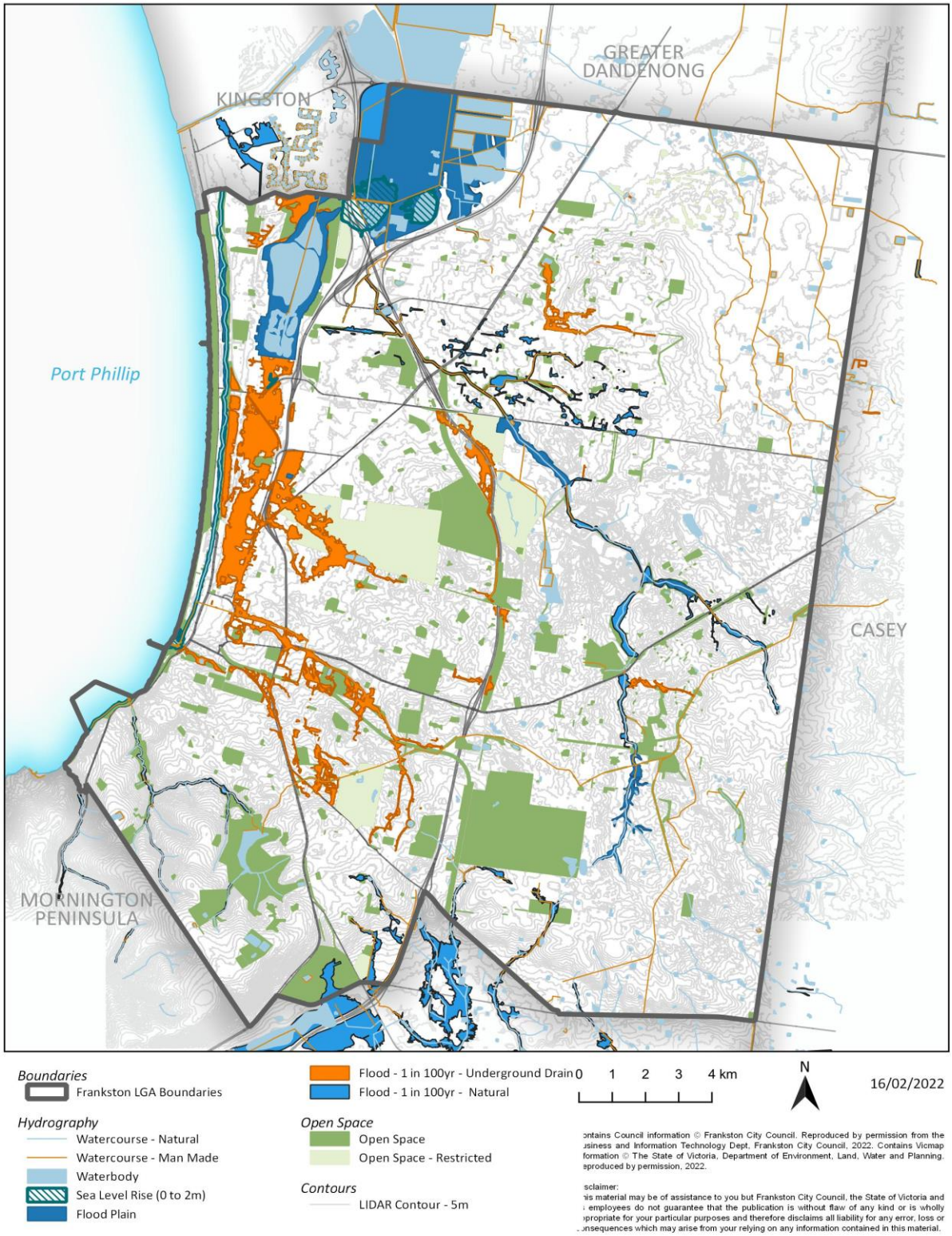
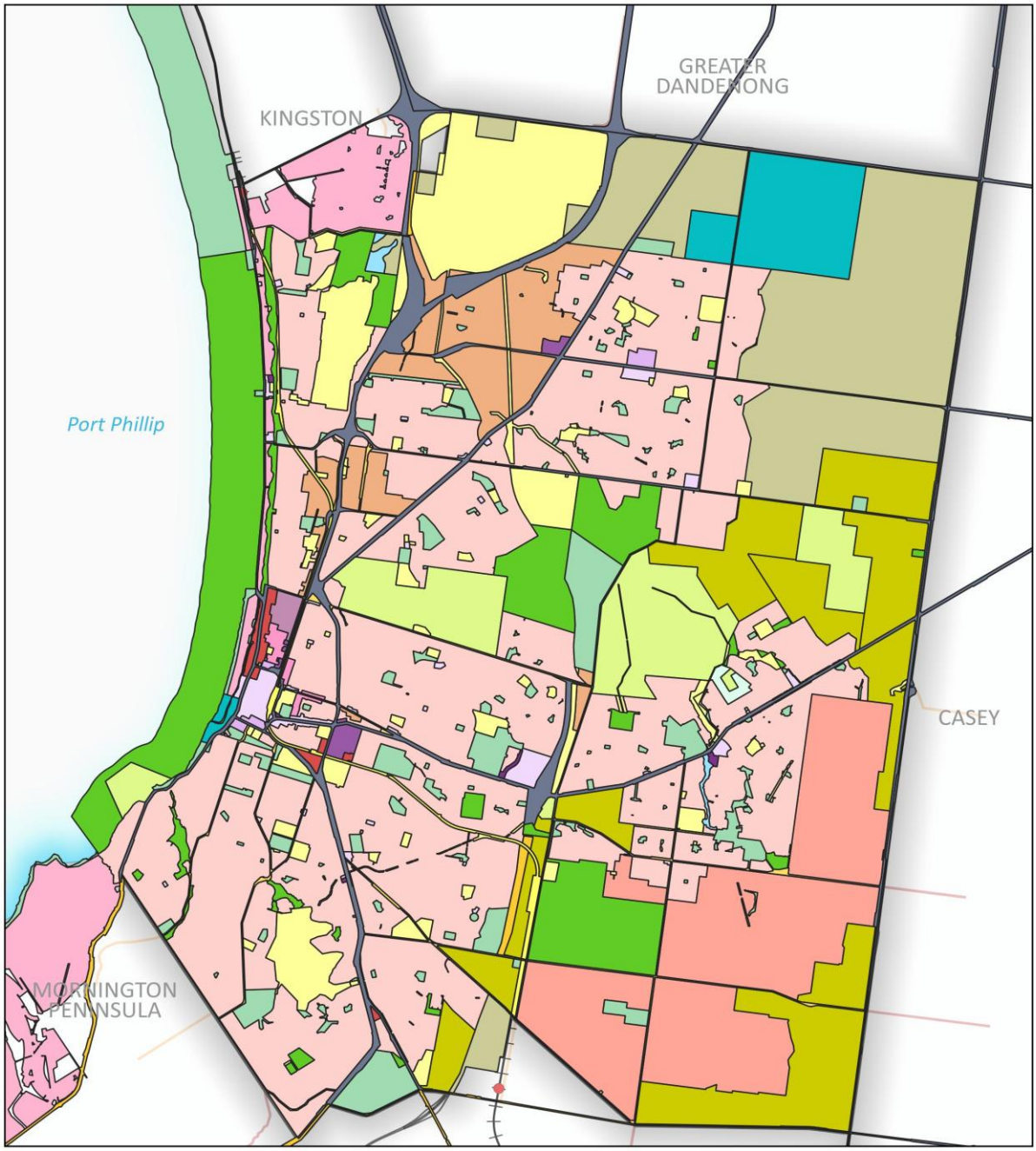
Frankston City Council

Topography and Waterways



Frankston City Council

Land Use



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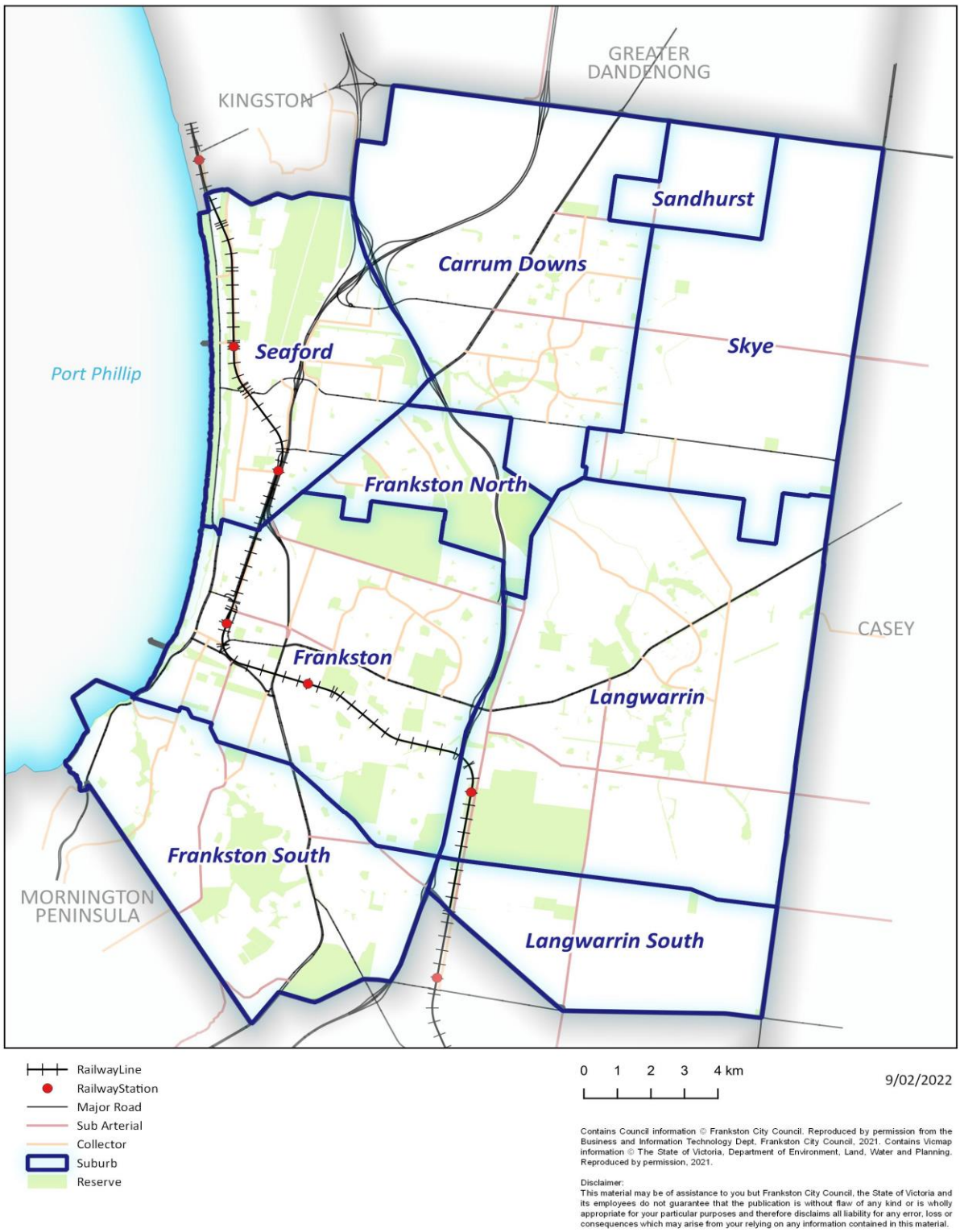
Suburb



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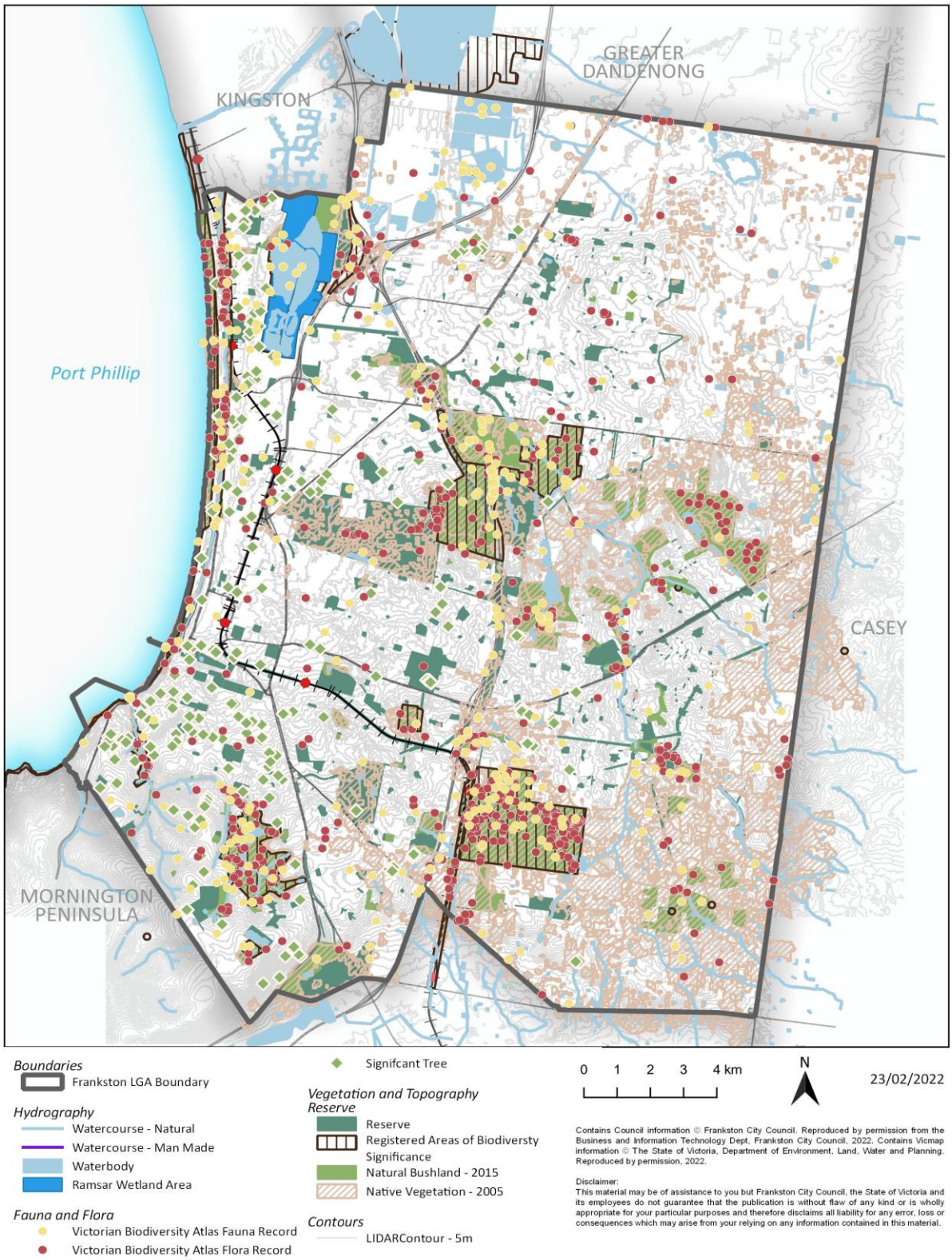
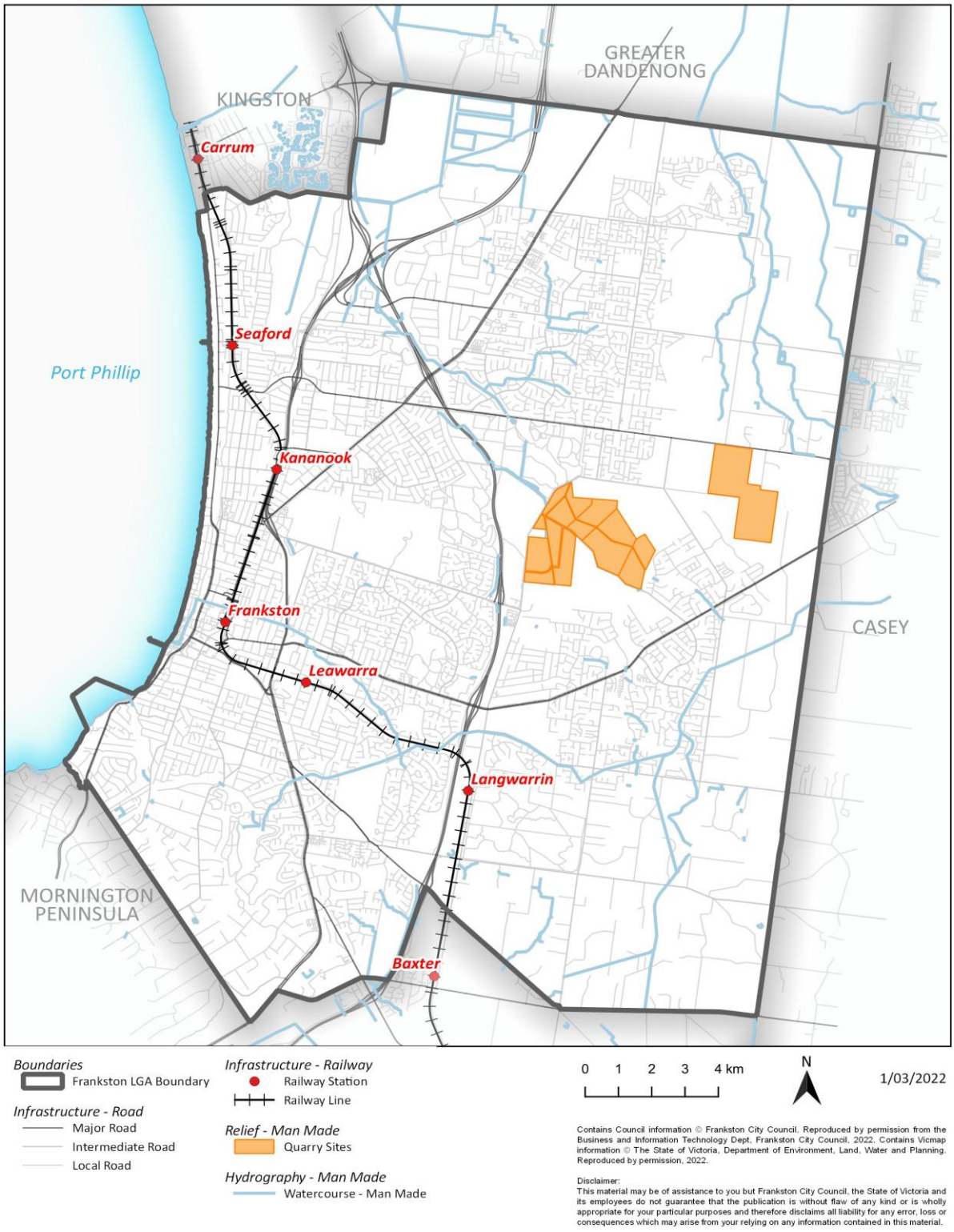
Frankston City Council

Significant Natural Features



Frankston City Council

Significant Man Made Features



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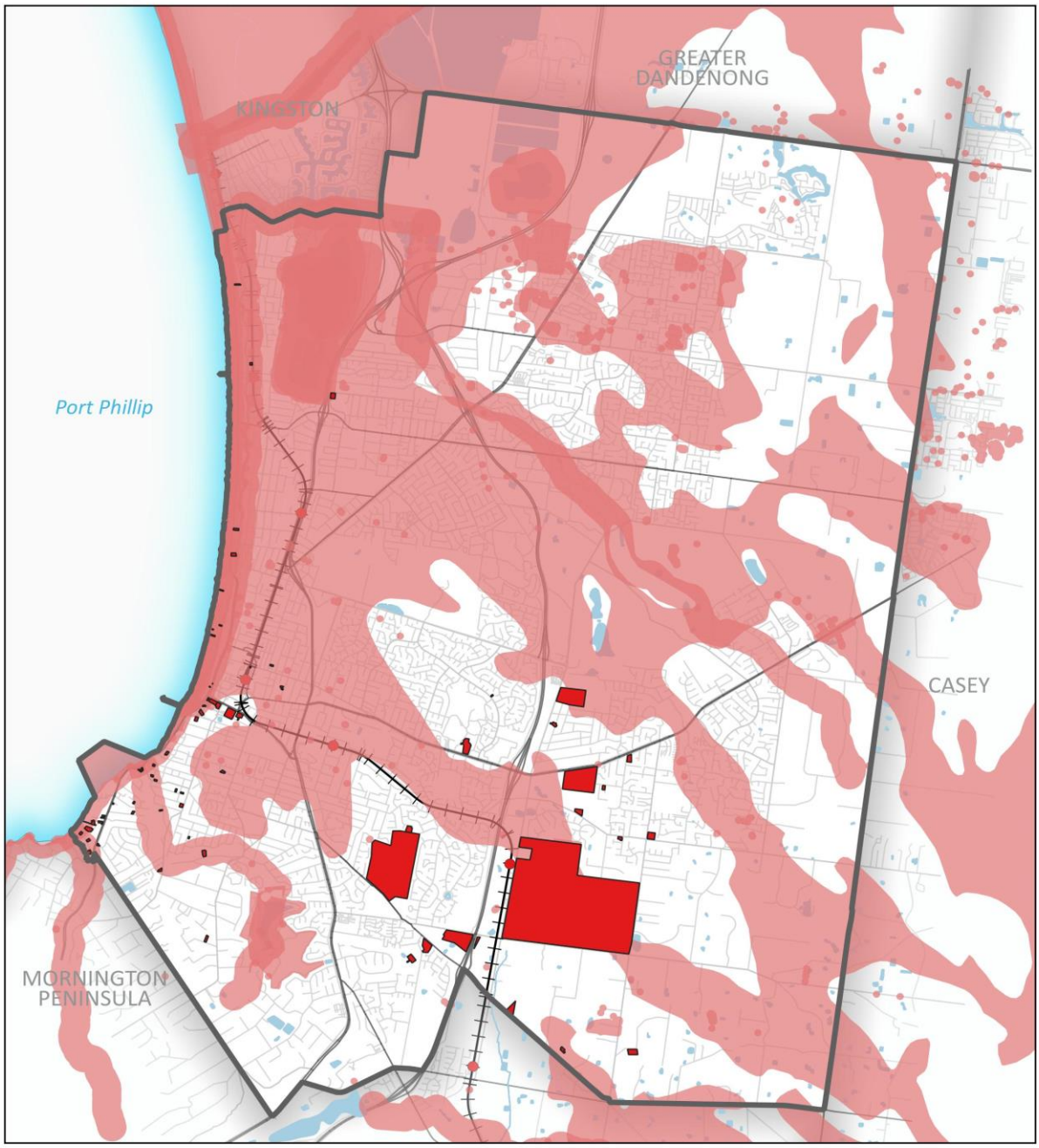
Frankston City Council

Cultural, Indigenous Hertiage Sites



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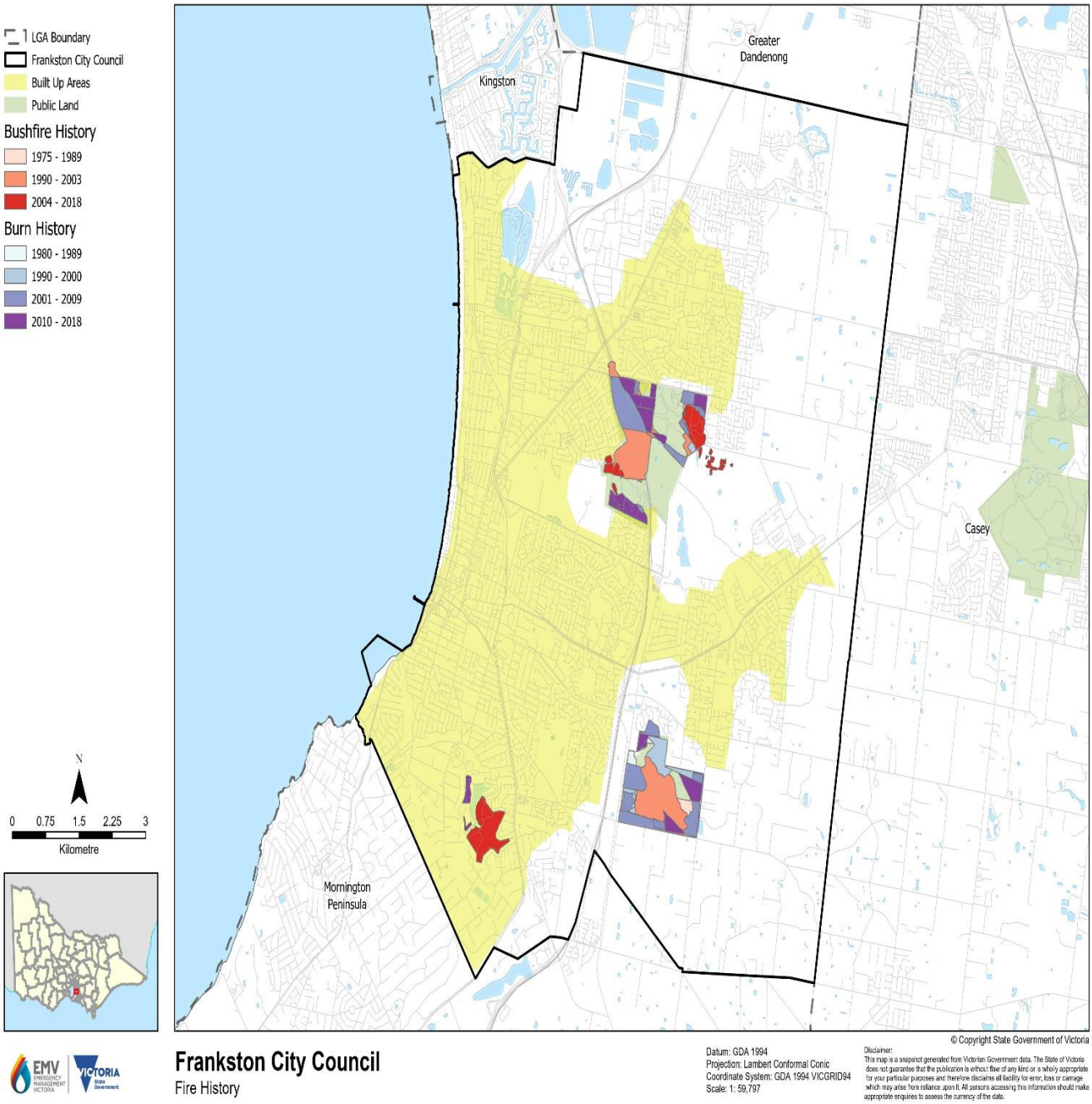
LGA Boundary
Frankston City Council
Built Up Areas
Public Land
Bushfire History
1975 - 1989
1990 - 2003
2004 - 2018
Burn History
1980 - 1989
1990 - 2000
2001 - 2009
2010 - 2018
Kingston
Greater Dandenong
Casey
Mornington Peninsula
N
0 0.75 1.5 2.25 3
Kilometre
Frankston City Council
Fire History
Datum: GDA 1994
Projection: Lambert Conformal Conic
Coordinate System: GDA 1994 VICGRID94
Scale: 1: 59,797
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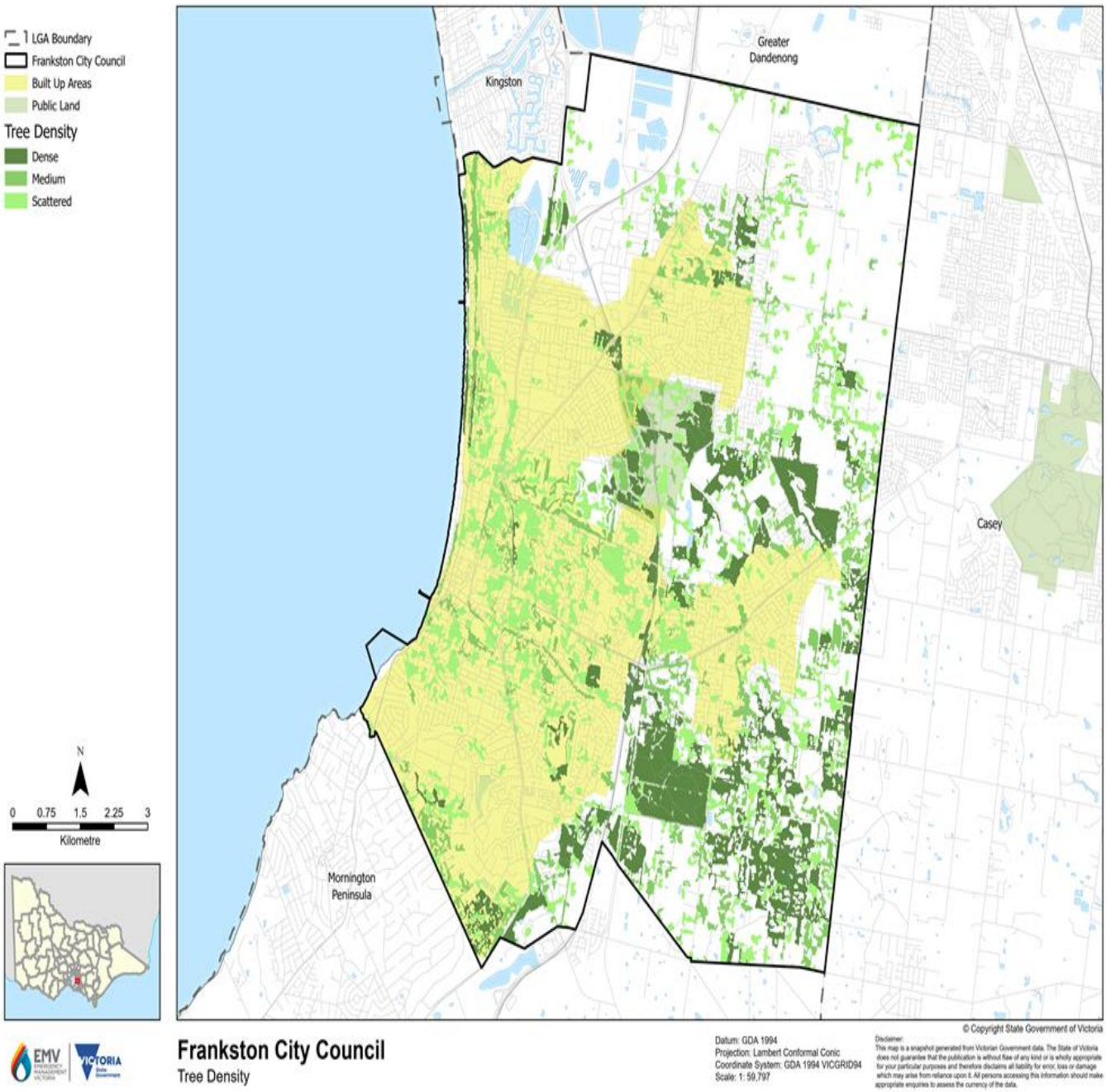
LGA Boundary
Frankston City Council
Built Up Areas
Public Land
Tree Density
Dense
Medium
Scattered
Kingston
Greater Dandenong
Casey
Mornington Peninsula
N
0 0.75 1.5 2.25 3
Kilometre
Frankston City Council
Tree Density
Datum: GDA 1994
Projection: Lambert Conformal Conic
Coordinate System: GDA 1994 VICGRID94
Scale: 1: 59,797
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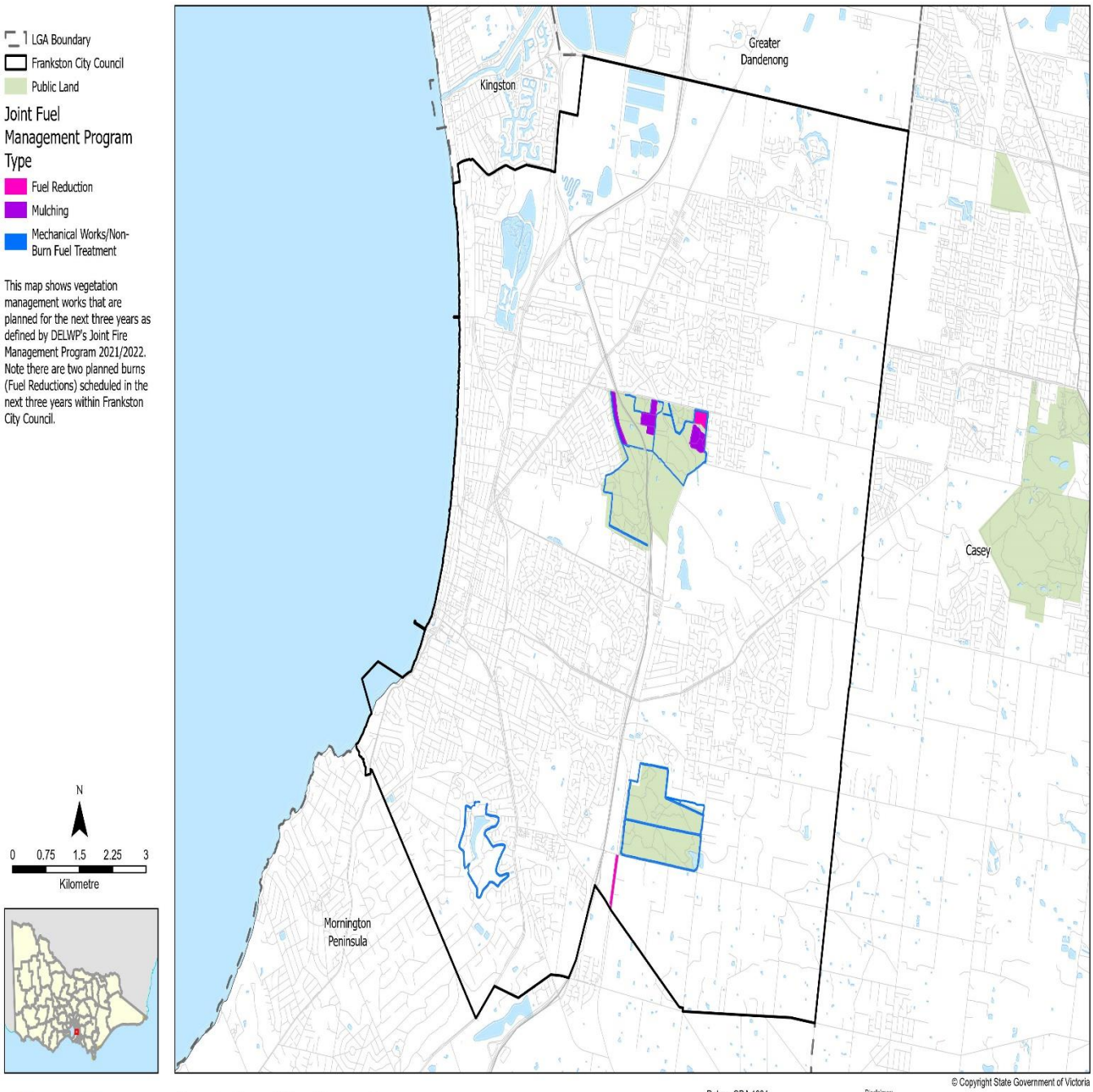
LGA Boundary
Frankston City Council
Public Land
Joint Fuel Management Program Type
Fuel Reduction
Mulching
Mechanical Works/Non-Burn Fuel Treatment
This map shows vegetation management works that are planned for the next three years as defined by DELWP's Joint Fire Management Program 2021/2022. Note there are two planned burns (Fuel Reductions) scheduled in the next three years within Frankston City Council.
Kingston
Greater Dandenong
Casey
Mornington Peninsula
N
0 0.75 1.5 2.25 3
Kilometre
Frankston City Council
Joint Fuel Management Program
Datum: GDA 1994
Projection: Lambert Conformal Conic
Coordinate System: GDA 1994 VICGRID94
Scale: 1: 59,797
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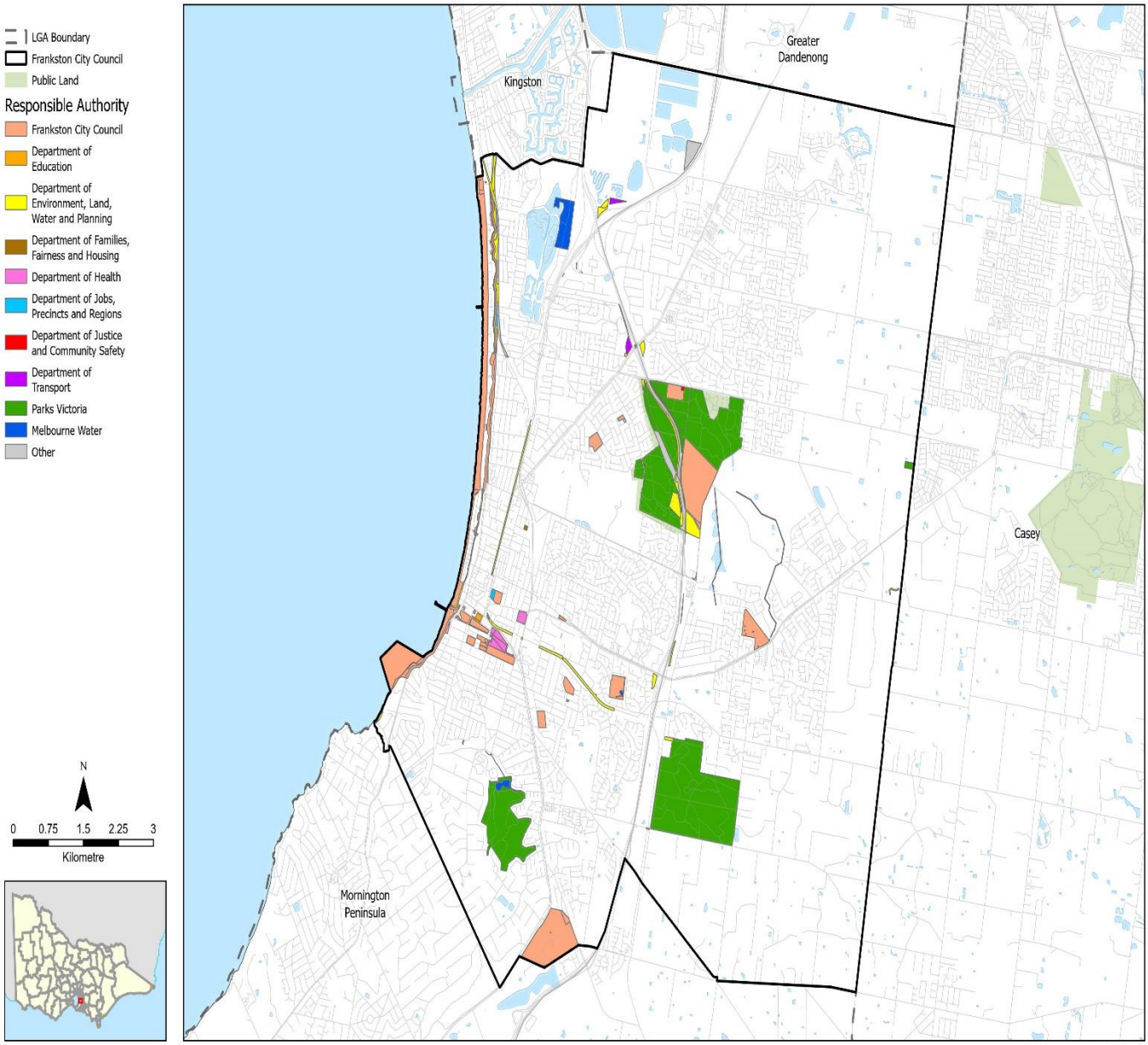
LGA Boundary
Frankston City Council
Public Land
Responsible Authority
Frankston City Council
Department of Education
Department of Environment, Land, Water and Planning
Department of Families, Fairness and Housing
Department of Health
Department of Jobs, Precincts and Regions
Department of Justice and Community Safety
Department of Transport
Parks Victoria
Melbourne Water
Other
Kingston
Greater Dandenong
Casey
Mornington Peninsula
N
0 0.75 1.5 2.25 3
Kilometre
Frankston City Council
Land Tenure
Datum: GDA 1994
Projection: Lambert Conformal Conic
Coordinate System: GDA 1994 VICGRID94
Scale: 1: 59,797
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