MEMPC
SURF COAST SHIRE MUNICIPAL EMERGENCY
MANAGEMENT PLANNING COMMITTEE

Surf COAST SHIRE

Municipal Emergency Management Plan 2023-2026

Collaborative and multi-agency emergency management planning.

Version 1.1 April 2023

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1 INTRODUCTION

1.1 Acknowledgement of Country

Surf Coast Shire acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the lands we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community. We are committed to working with Aboriginal and Torres Strait Islander communities to achieve a shared vision of safer and more resilient communities.

1.2 Authority

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

This plan has been prepared as part of an integrated MEMPC approach by the Surf Coast Shire MEMPC in accordance with the requirements of the Act including having regard to the guidelines issued under s77, Guidelines for Preparing State, Regional and Municipal Emergency Management Plans.

1.3 Plan Assurance and Approval

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted to the REMPC pursuant to the Act (s60AG).

This Plan is approved by the Barwon South West Regional Emergency Management Planning Committee (BSW REMPC). This Plan comes into effect when it is published and remains in effect until superseded by an approved and published update.

1.4 Plan review

To ensure the plan provides for an effective, current, integrated, coordinated and comprehensive approach to emergency management, it will undergo a major review at least every three years. In addition, the plan will be reviewed annually and when any major event occurs.

Urgent update of this Plan is permitted if there is significant risk that life or property will be endangered if the plan is not updated (Act s60AM). Urgent updates come into effect when published on the municipal council website and remain in force for a maximum period of three months.

This Plan will be reviewed not later than January 2026.

This Plan is current at the time of publication and remains in effect until modified, superseded or withdrawn. Access to the most recent version of the MEMP, appendices, sub plans and complementary plans is through the Crisisworks platform. Contact Surf Coast Shire Council's Emergency Management Officer for access. The MEMP is also available on the Council website www.surfcoast.vic.gov.au/About-us/Council/Policies-plans-strategies-and-reports/Plans-and-strategies.

The MEMPC within the Surf Coast Shire will establish a working group who meet weekly over a 4-month period to complete a review of this MEMP prior to January 2026. The working group will consult with the MEMPC twice to develop concepts and gain direction. The draft MEMP will also undergo a consultation period to gain feedback from relevant agencies and community groups.

Refer to Appendix 1 for document administration.

1.5   Emergencies and privacy

In accordance with the Privacy and Data Protection Act 2014, an organisation can only use or disclose personal information for the primary purpose it is collected.

Personal information collected as part of responding to an emergency will be treated in accordance with Part VIA of the Privacy Act 1988. The Privacy Act is not a barrier to necessary information sharing in a declared emergency or disaster, however, entities that collect, use or disclose personal information about individuals affected by the declared emergency or disaster need to comply with Part VIA.

Visit the Office of the Australian Information Commission website for information about privacy during an emergency www.oaic.gov.au/privacy/guidance-and-advice/emergencies-and-disasters

1.6   Planning context

The Surf Coast Shire Municipal Emergency Management Plan (MEMP) has been prepared within the context of the objectives of the Emergency Management Act 2013 to:

- foster a sustainable and efficient emergency management system that minimises the likelihood, effect and consequences of emergencies; and
- establish efficient governance arrangements that—
    - clarify the roles and responsibilities of agencies; and
    - facilitate cooperation between agencies; and
    - ensure the coordination of emergency management reform within the emergency management sector; and
- implement an "all communities—all emergencies" approach to emergency management in line with the Victorian Preparedness Framework; and
- promote community resilience; and
- establish integrated arrangements for emergency management planning in Victoria.

The MEMP should be read in conjunction with the Victorian State Emergency Management Plan (SEMP) and the Barwon South West Regional Emergency Management Plan (BSW REMP).

1.7   Aim and objectives

The aim of the Surf Coast Shire MEMP is to detail the agreed arrangements for the prevention of, preparedness for, response, relief and recovery from emergencies that could occur in the Surf Coast Shire.

The objectives of the MEMP are to:

- Identify, evaluate and manage potential risks that could impact the Surf Coast Shire communities.
- Implement measures to prevent or reduce the likelihood or consequences of emergencies.
- Provide assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency;

- Manage support that may be provided to or from adjoining municipalities. – consider and plan for cross boundary events resource sharing;
- Assist the affected community to recover following an emergency.
- Frame all planning, preparation, response and recovery activities around the needs of the community and their ongoing resilience.
- Complement other local, regional and state government planning arrangements.

1.7.1 Audience

Our MEMPC has determined that the MEMP audience are (in no particular order):

- The Surf Coast MEMPC and other MEMPCs across Victoria
- Barwon South West Emergency Management Planning Committee and Assurance Team
- Other members of the Emergency Management Sector
- Surf Coast Shire Community

2   ABOUT THE SURF COAST SHIRE

The Surf Coast Shire is located in south western Victoria, one hour from Melbourne, twenty minutes south of Geelong and the official start of the Great Ocean Road. It is among the fastest growing regional municipalities in Victoria (av. 3.06% annually for past 15 years). It covers an area of 1,562 km2 with approximately 27% of this being crown land.

Large numbers of holidaymakers and visitors stay in the Shire at peak season. The Great Ocean Road, which starts in Torquay, attracts over 2.5 million travellers annually.

The permanent population on the Surf Coast is 36,278 (2021 Census) which more than trebles at peak holiday times.

The Municipality's main population centre is Torquay with a permanent population of 18,543. Surf Coast Shire includes the localities of:

Aireys Inlet	Boonah	Gnarwarre	Ombersley (part)
Anglesea	Breamlea (part)	Inverleigh (part)	Paraparap
Bambra	Buckley	Jan Juc	Pennyroyal (part)
Barrabool	Connewarre (part)	Lorne	Torquay
Bellbrae	Deans Marsh	Modewarre	Wensleydale
Bells Beach	Eastern View	Moggs Creek	Winchelsea (part)
Benwerrin	Fairhaven	Moriac	Winchelsea South
Big Hill	Freshwater Creek	Mount Duneed (part)	Wurdiboluc
Birregurra (part)	Gherang	Mount Moriac	

A significant number of Surf Coast dwellings are holiday homes which causes the area's population to grow considerably on weekends, public and school holidays with holiday home owners and guests coming to stay.

Snapshot profiles for the largest five townships in the shire have been prepared and are available in Appendix 5.

More details can be found on Council's website: www.surfcoast.vic.gov.au/About-us/About-the-Shire

2.1   Topography

The Shire is strongly influenced by physical and topographical features, which impact on urban development and land use management. It is characterised by a diverse range of environments including coastline, native forests, rural plains and significant rivers, lakes and wetlands.

There are three distinct bioregions within the Surf Coast Shire, known as the Otway Ranges Bioregion, Otway Plain Bioregion and Victorian Volcanic Plain Bioregion.

- The Otway Plain Bioregion includes the coastal plains and dunes, the foothills with river valleys and swamps in the lowlands. The ridges seen today mark the positions of the difference to successive shorelines as the ocean has retreated from these areas over time to where it is today.
- The Otway Ranges Bioregion consists of moderate to steep slopes that are deeply dissected blocks of alternating beds of sandstone, siltstone and shales and swampy alluvium in the lowlands.
- The Victorian Volcanic Plain Bioregion contains highly significant remnant vegetation communities that are supported by volcanic deposits that form an extensive flat to undulating basaltic landscape.

Due to its landscape, the Surf Coast Shire is recognised by the Country Fire Authority (CFA) as being one of the most fire prone areas in the State of Victoria. The Great Otway National Park has been classified as one of the most vulnerable bushfire prone regions in the world.

Whilst bushfire is a major concern, this MEMP is designed to cater for any form of emergency which may impact the Shire. There are a number of concerns regarding bushfires, which are unique to this region:

A bushfire during the holiday period, where up to 100,000 people could be visiting, is particularly alarming. Public awareness and information programs therefore must cater not only for residents, but also visitors.

The main escape route from a major bushfire sweeping down from a northerly direction towards the coast is the narrow, winding Great Ocean Road. This route is extremely vulnerable to blockages (accidents, rock falls etc) which could result in many thousands of people being stranded in coastal towns, or, more alarmingly, along the roadside.

Despite these concerns, there are a number of positive factors in the Shire's favour when dealing with a major emergency including the close proximity to Geelong and the relative speed with which additional assistance can be deployed to various control agencies.

2.1.1 Climate

Surf Coast Shire is in a mild temperate zone with definite seasons of summer, winter, autumn and spring. Winters are generally mild to cool and have low humidity, often with coastal winds and driven rain. Summers are usually hot or very hot with moderate humidity and high bushfire risk. Autumn and spring are generally the most comfortable seasons, however the location of Surf Coast Shire in southwest Victoria means the weather is highly changeable.

2.1.2 Climate Change

Climate change is a threat to our health, wellbeing and environment, and also poses economic risks to our local businesses and industry. The Surf Coast climate is changing – we now live in a hotter, drier climate compared to just 30 years ago, with an increased threat of more frequent and severe extreme weather events, particularly bushfires.

A continuation of current climatic conditions and trajectories are indicating a future that is unsafe for us as human beings, and for many of the plant and animal species we live alongside.

In August 2019, Surf Coast Shire Council declared a climate emergency recognising that immediate action is needed to reduce the emission of harmful greenhouse gases and adapt to a changing climate. Council must play its part to help the community and environment to thrive in a safe climate for generations to come. The Climate Emergency Corporate Response Plan 2021-2031 sets out Council's commitments to:

- Mitigate the impacts of climate change by reducing greenhouse gas emissions;

- Adapt to the impacts of climate change that we are already experiencing and will continue to increasingly experience; and
- Mobilise staff and the community to respond

Enhancing the resilience of Council, the community and environment to prepare for the impacts of our changing climate is a priority focus area of Council's Climate Emergency Corporate Response Plan. The Surf Coast Shire is already experiencing climate change impacts – to our ecosystems, health, water, food security, built environments and economy. Learning to adapt well to these impacts, as organisations and communities, is critical to thriving in a changing climate. With our bushfire threat being amongst the highest in the world, continuing our existing emergency management and bushfire preparedness programs are a priority for adaptation.

2.2   Demographics

The Surf Coast Shire Community Profile is available online at www.surfcoast.vic.gov.au/About-us/About-the-Shire. Where possible all data is obtained through the latest Census. Data included in this plan is sourced from the 2021 Census where available. In areas where the 2021 Census is not yet available, 2016 Census data has been referenced and will be updated when 2021 data is made available.

2.2.1   Population

AREA	2021 Census	DWELLINGS	INDIGENOUS		REQUIRES ASSISTANCE		OVER 70	
Anglesea	3,208	3,014	7	0.2%	135	5.3%	706	22.1%
Jan Juc, Bellbrae, Bells Beach	5,645	2,574	32	0.6%	102	2.2%	735	13%
Deans Marsh & Districts	1,449	661	6	0.4%	39	3.1%	161	11.1%
Lorne	1,368	1,815	17	1.3%	49	4.2%	324	23.7%
Aireys Inlet, Fairhaven & District	1,533	1,865	3	0.2%	41	3.3%	279	18.1%
Moriac & District	3,423	1,255	25	0.7%	73	2.3%	376	11%
Torquay	18,534	8,362	119	0.6%	419	3.2%	2,050	11.1%
Winchelsea	2,534	1,137	36	1.4%	173	8.6%	376	14.8%
TOTAL SURF COAST SHIRE	**36,278**	**20,681**	**238**	**0.6%**	**1,043**	**3.5%**	**5,020**	**13.3%**

2.2.2   Permanent population

The usual resident population of Surf Coast Shire in 2021 was 36,278, living in 20,681 dwellings with an average household size of 2.57 and population density of 23.38 persons per square km.

Surf Coast Shire exhibits strong permanent population growth past, present and future and significant peak and part time populations in coastal towns. The latest available official figures show:

- The Surf Coast Shire is among the fastest growing regional municipalities in Victoria with a 4.36% increase from the previous year to 2021.
- The permanent population of the Surf Coast is 36,278 (2021 Census) which more than trebles at peak holiday times.
- Large numbers of holidaymakers and visitors stay in the Shire at peak season. The Great Ocean Road, which starts in Torquay, attracting over five million travellers annually.

2.2.3   Socio-economic disadvantage (health, disadvantage and vulnerability)

Surf Coast Shire is one of the least disadvantaged municipalities in Victoria, and was ranked 75 amongst the 79 other local government areas, using the SEIFA (socio-economic indexes for areas) index of disadvantage.

However, there are local variations and Winchelsea has the lowest SEIFA index in the Shire. The index is derived from Census characteristics such as low income, low educational attainment, high unemployment, and jobs in relatively unskilled occupations. SEIFA Index of Disadvantage for Surf Coast Shire in 2016 was 1,077.

2.2.4   Fluctuating population

The population fluctuates in a unique manner due to the high proportion of holiday homes and visitors which results in the temporary population trebling during peak periods such as Christmas summer holidays and Easter. These peak visitation periods coincide with the peak fire danger period.

In 2019, more than three million people visited the Surf Coast Shire with the growth in visitor numbers being greater than nights or expenditure. The Surf Coast accounts for 45% of visitation to the Great Ocean Road Region. A five-year trend shows that visitor numbers, nights and expenditure is increasing. However, the length of stay has reduced from 2.8 nights to 2.4 nights per visitor. The largest visitor market is Victorians coming either on a day trip or overnight visit. Day trip visitors are those who travel for a round trip distance of at least 50 kilometres, are away from home for at least 4 hours and do not spend a night away from home.

International visitors account for 2% of the overall tourism visitation, this includes people from a broad range of cultural backgrounds. Tourists from non-English speaking background may not be as aware of the water and bushfire risks or know how to find information in an emergency. Currently, the UK accounts for the largest number of international visitors (17%) closely followed by Germany (10.5%) and China (9.86%). It is important that any emergency information uses simple language and symbols where possible.

2.2.5   People with a disability in Surf Coast Shire

In 2021 there were 1,409 people or 3.7% of the population identified in the Census as requiring assistance due to disability. This data relies on self-evaluation, (or from carers), as requiring need of assistance.

2.3   Liveability

Hospitals and healthcare providers	Lorne Community Hospital, 1 Albert Street, Lorne Hesse Rural Health, 8 Gosney Street, Winchelsea Torquay Community Health Centre, 100 Surf Coast Hwy, Torquay Anglesea Community Health Centre, McMillan Street, Anglesea
Transport	The VLine service from Geelong to Warrnambool cuts across the northern part of the Shire, with one stop in Winchelsea. VLine and VicTrack manage the parcel of land either side of the track and carry out vegetation management works within four kilometres of townships. Public Transport Victoria runs bus services between Geelong and Torquay/Jan Juc and a V/Line bus service operates along the Great Ocean Road between Geelong and Apollo Bay.
Major roads	Great Ocean Road Princes Highway Lorne Deans Marsh Road Hendy Main Road Anglesea Road Surf Coast Highway Cape Otway Road Mt Duneed Road
Telecommunications	In 2016, 73.5% of homes in Surf Coast Shire had an internet connection. The nbn™ network is available across all properties in Surf Coast Shire and depending on where you live in the Shire, the community can access either Fibre, Fixed Wireless or Satellite internet. Mobile blackspots have been identified as an issue in the Shire. Throughout the Otway Ranges, mobile coverage is intermittent. There are multiple communications towers scattered across the district. Additional information regarding telecommunications coverage is available on carrier websites.

Education, family and childcare	A list of schools in the Surf Coast is available on the Council website www.surfcoast.vic.gov.au/Community/Families-and-children/Schools
Housing	In Surf Coast Shire in 2021, 75% of households were purchasing or fully owned their home, 16.8% were renting privately, and 0.5% were in social housing. Of the people who work in Surf Coast Shire 67.4% also lived in the area in 2016.

2.3.1   Culture and heritage

The Wadawurrung People and the Guilijan and Gadubanud Peoples of the Eastern Maar, are the traditional custodians of the land we now call Surf Coast Shire. The Wadawurrung and Eastern Maar have active communities across the Surf Coast Shire. There are a number of culturally significant sites in the Shire which will need to be taken into consideration during emergency events. The 2021 Census noted 239 Aboriginal and Torres Strait Islanders living in the Surf Coast.

The three largest ancestries in Surf Coast Shire in 2021 were Australian, English and Irish. 17.2% of people in Surf Coast Shire were born overseas similar to the regional average. 53% of Surf Coast Shire residents reported having no religion, with the most prominent religion being Catholic with 18.8%.

2.3.2   Industry and economy

Surf Coast's $2.7 billion regional economy has developed based on: migration from major cities such as Melbourne, continuing population growth; the surf industry; the visitor economy; agribusiness and coastal and hinterland housing developments and lifestyle.[1] 90% of businesses in the Surf Coast Shire are micro to small businesses that employ four people or less. Any prolonged closures of the Great Ocean Road would have a significant economic impact on the municipality.
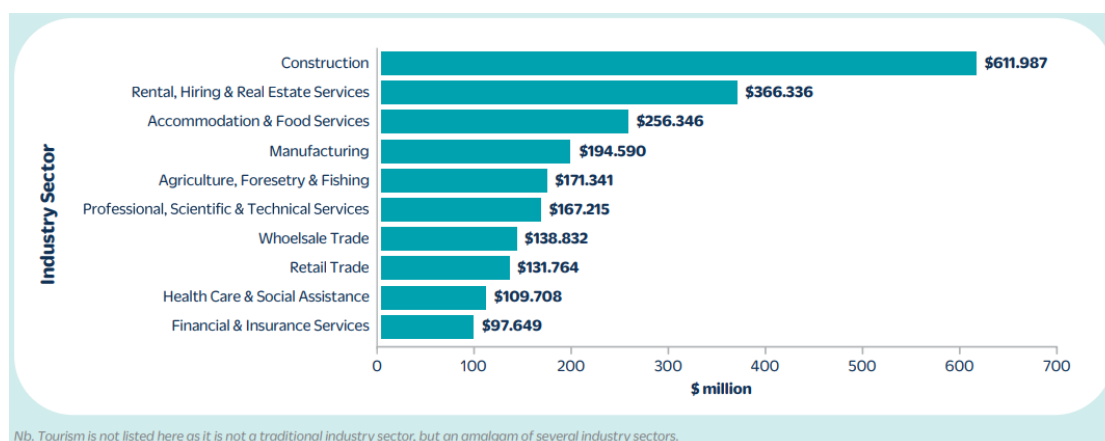
Figure 1 – Major Industries of the Surf Coast Shire

2.3.3   Agriculture

Agriculture, forestry and fishing and the agribusiness support sector contribute 6.5% of the Surf Coast economic output. Agribusinesses make up 5.32% of the total number of businesses in the Shire. Of these, 70% of AFF businesses are involved in livestock production, 15% in cropping without livestock, and 11% in support industries. Livestock and cropping businesses are situated throughout the hinterland, with a higher

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[1] www.surfcoast.vic.gov.au/Community/Businesses/Economic-Development-Strategy-2021-2031

proportion of cropping businesses in the north-west of the Shire due to larger parcel size and less undulating topography.

The livestock carrying capacity of the shire is largely low to moderate, with unimproved carrying capacity of 12-14 Dry Sheep Equivalent (DSE). Irrigation for agriculture is currently limited and is largely based around recycled (Class C) water proximate to Black Rock Water Treatment Plant and Winchelsea Water Treatment Plant.

2.3.4   Community development

Residents enjoy a high-quality lifestyle across the townships of the Surf Coast Shire. Each township displays its own unique identity with a keen sense of community and strong desire to nurture the environment common to all.

Surf Coast Shire communities demonstrate a vibrant community network, where strong social capital is demonstrated. Both Council and agencies seek to build strong relationships with community.

The Surf Coast Shire Council Community Development approaches seek to harness all the potential resources at the disposal of communities by bringing together individuals, community groups, social enterprises, businesses, government departments and regional bodies to make a positive difference in the development of healthy, vibrant and sustainable communities. Local volunteer organisations play an important role in an emergency, as well as providing valuable assistance with emergency preparedness, response and recovery.

Investing in Community Development supports Surf Coast Shire Council to meet its commitments under various Acts of Victorian state government by enabling an environment that supports and strengthens the capacity of the community and individuals to achieve best outcomes for the municipal community, including future generations with respect to the economic, social and environmental sustainability of the municipal district (Local Government Act 2019).

2.3.5   Visitation and events

Surf Coast Shire and the Geelong Region are major event and holiday destinations for the state and indeed the world with extensive access to camping, nature reserves, 4wd, mountain biking, surfing, beach activities, sightseeing. Surf Coast sees approximately 3 million annual tourists visit each year.

Events are uploaded to EM-COP (Emergency Management Common Operating Picture) for local and regional planning and incident control purposes. https://cop.em.vic.gov.au/sadisplay/nicslogin.seam

More than 200 events are held in the Surf Coast Shire each year, including major events, sporting events, festivals and community celebrations. Major events attracting over 5,000 people will be posted on the EM-COP events calendar and the Municipal Emergency Management Officer (MEMO) will provide current details of events being held over the peak summer period to the Incident Control Centre (ICC). Major annual events held in the Surf Coast include:

- Pier to Pub & Mountain to Surf – Lorne, January
- Rip Curl Pro Bells Beach – Bells Beach, Easter April
- Cadel Evans Great Ocean Race (includes Race Torquay) – Torquay, January
- Amy's Great Ocean Road Gran Fondo – Lorne, September
- By the C – Torquay, February

2.3.6   Community connections

See Appendix 4 for list of established community groups and networks.

2.4   History of emergencies

2.4.1   Fire

The last large bushfire to impact Surf Coast Shire was Ash Wednesday, 16 February 1983. Annually, crews respond to one to two grass fires. CFA brigades across the Surf Coast Shire are responding to an average of 400 fire calls per year ranging from structure fires, incidents, rural fires, and motor vehicle accidents. With the growth in the township populations and vehicle movements it is anticipated that this number will grow.

Recent fire events:

- Winchelsea grass fire – March 2021 (350ha)
- Buckley grass fire – February 2022
- House fires x 2 – Winter 2020
- A list of emergencies is located in Appendix 11

2.4.2   Flood and storm

Over the past few years there have been many cases of riverine flooding within the Surf Coast Shire, refer to flood history in the Municipal Flood Emergency Plan (MFEP) and in the local flood guides section of the SES website .

The major river and creek systems that are subject to periodic flooding are along the coast, with the exception of the inland catchment of the Barwon River. The coastal river and creeks consist of sand blocked estuarine systems that are occasionally opened naturally, but in general need to be manually opened. The other listed rivers and creeks can be subject to flash flooding. There are a number of Barwon Water storage dams throughout the municipality.

There is the potential that heavy rainfall will result in flooding across multiple suburbs of the catchment within the municipality that, in turn, will inundate homes and businesses over floor and key infrastructure; damage roads, bridges and agriculture.

Recent flood /storm events:

2022, January 28 2021, May 3	Heavy rain events (100-115mm) due to La Nina weather conditions	Painkalac Creek artificial openings increased (2021-22)
2022, January 28	100mm rainfall event	Anglesea age care facility flooded, requiring evacuation of residents. Flash flooding across Anglesea and Aireys Inlet
2021, October	Storm event	Trees down across the shire, 15 residential properties impacted
2021-ongoing	Ross River Fever	Mitigation actions on Anglesea River
2015	Torquay tornado	Extensive damage to roof of Bunnings store

A list of emergencies is located in Appendix 7

2.4.3   Pandemic

The COVID-19 pandemic has had an unexpected and significant impact on the Surf Coast, namely the economic impact on the tourism industry and subsequent consequences to the community. The Surf Coast was the 18th (out of 534) local government area most reliant on JobKeeper in Australia. Visitation levels to the area decreased by 62% of the previous six years on average because of Covid between January and June 2020.

Covid restrictions on tourism visitation and business operations had a very significant impact on tourism, one of the Surf Coast's largest traditional sectors of the economy. Across Australia, the Surf Coast had the 18th highest average median fall in employment of −3.5%. The need for relief support increased with food relief providers in the municipality experiencing higher than usual demand. Council, health services and support agencies worked closely to ensure testing, vaccination and appropriate healthcare was available and accessible for community. Covidlive.com.au reported vaccination rates for the Surf Coast Shire at 24 March 2023 at >95% for second dose.

2.4.4   Other emergencies

In recent years communities across the Surf Coast have experienced storms, fires, the Covid-19 Pandemic and also:

Recent emergency events:

2022, January 28 2021, May 3	Heavy rain events (100-115mm) due to La Nina weather conditions	Painkalac Creek artificial openings increased (2021-22)
2022, January 28	100mm rainfall event	Anglesea age care facility flooded, requiring evacuation of residents. Flash flooding across Anglesea and Aireys Inlet
2021, October	Storm event	Trees down across the shire, 15 residential properties impacted
2021-ongoing	Ross River Fever	Mitigation actions on Anglesea River
2015	Torquay tornado	Extensive damage to roof of Bunnings store
2021 <date>	Cliff collapse and fatality	Multiple incidents between Anglesea and Torquay including a fatality
2019 December	Torquay, Pintail Drive Dam Leak	120 residents evacuated due to risk of catastrophic failure of dam
2021 <date>	Torquay, Grossmans Road hazardous chemical event	** residents physically affected

A list of emergencies is located in Appendix 7

2.5   Vulnerable Persons

During an emergency or imminent threat of an emergency, special consideration must be given to vulnerable people in the community. There are many people in our community who would be considered vulnerable depending on the emergency event, these may include the elderly, young people and people with a disability. This is distinct from people who have been individually assessed and recorded in the Vulnerable Persons Register (see section 2.5.1 below).

2.5.1   Vulnerable Persons Register

As per state guidelines the Vulnerable Persons Register has been established for consenting community members who are socially isolated, without any other supports and unable to understand or take appropriate action in an emergency.

Surf Coast Shire Council coordinates a local Vulnerable Persons Register as per Department of Families, Fairness and Housing guidelines through the municipal council administered Crisisworks emergency management system.

Funded agencies are responsible for entering and maintaining information for any of their clients who have been identified as vulnerable. All efforts will be made to support the safe evacuation of residents listed on the Vulnerable Persons Register by Victoria Police.

The Vulnerable Persons Register is accessible to authorised Victoria Police representatives, for consideration in planning and exercising, and for responding to emergencies. The Vulnerable Persons Register records the

location of the vulnerable person as well as any special requirements in order to facilitate the evacuation of that person. Records are revalidated twice a year in April and October.

2.5.2   Vulnerable Facilities Register

Details of facilities where vulnerable people are likely to be situated, for example, aged care facilities, hospitals, schools and childcare centres is included in the appendices. This list is updated annually by Surf Coast Shire Council and is available on Crisisworks.

The Department of Families, Fairness and Housing Vulnerable People in Emergencies Policy provides further guidance on planning for the needs of vulnerable people.

Appendix 12: Vulnerable Community Facilities

2.6   Municipal location
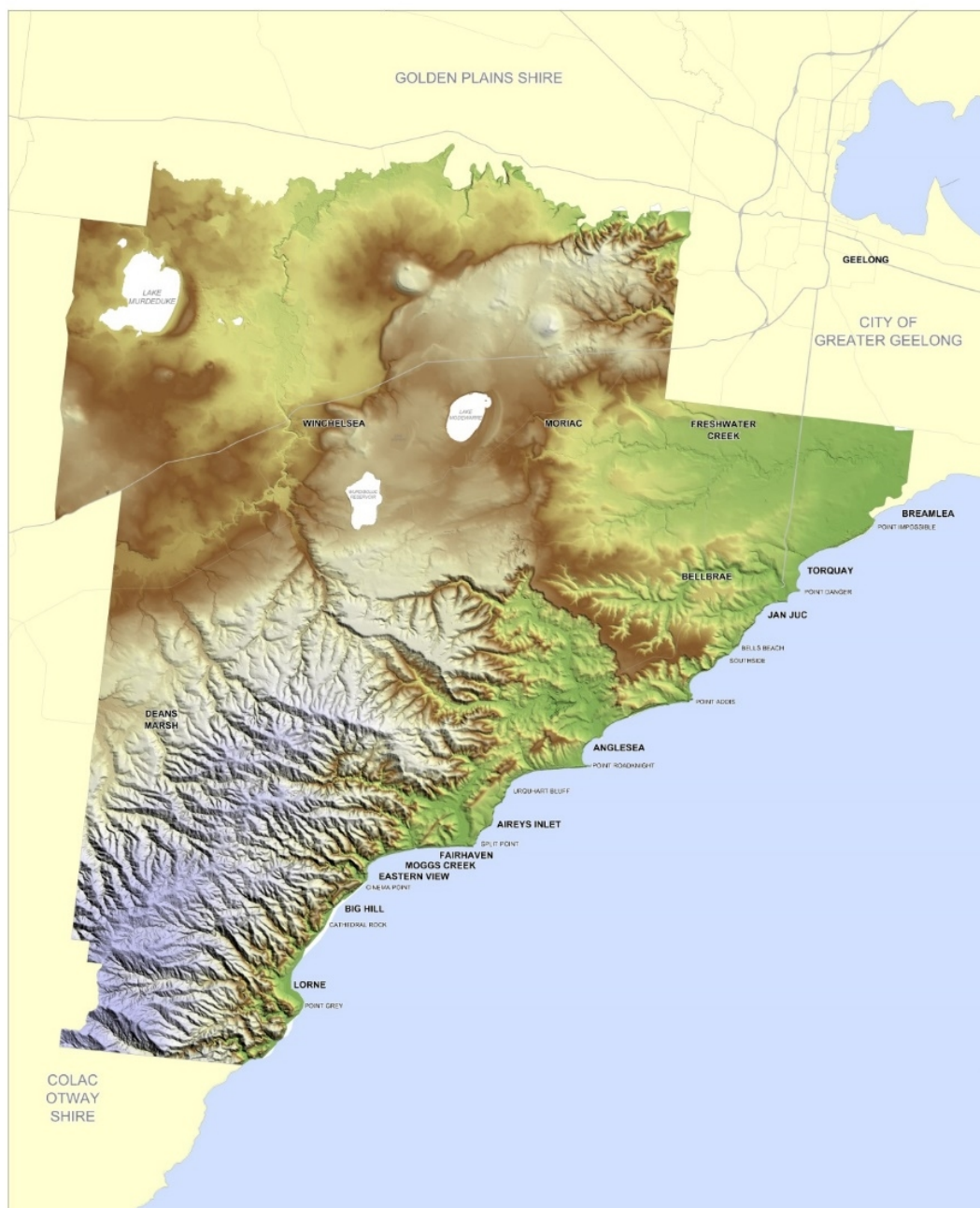
3 PLANNING ARRANGEMENTS

3.1 Victorian Emergency Management Planning Framework

This plan supports holistic and coordinated emergency management arrangements within the Barwon South West Region. It is consistent with and contextualises the State Emergency Management Plan (SEMP) and Barwon South West Regional Emergency Management Plan (BSW REMP). The BSW REMP is a subordinate plan to the SEMP and the MEMP is a subordinate plan to the BSW REMP.

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

The Victorian Preparedness Framework outlines framework for Emergency Management Planning.

This Plan should be read in conjunction with:

- The SEMP www.emv.vic.gov.au/responsibilities/semp; and
- The BSW REMP www.emv.vic.gov.au/responsibilities/emergency-management-planning/remps/barwon-south-west-remp
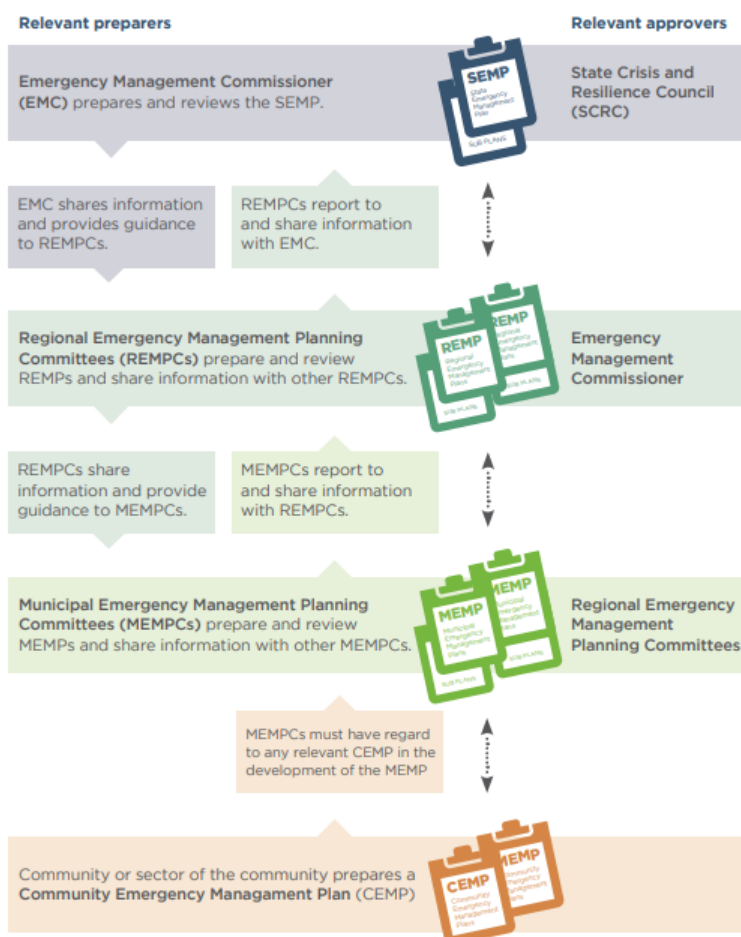
Figure 2 – Framework for emergency management planning, Source: State Emergency Management Plan

Community Emergency Planning is a community led approach driven by each community. Several townships in the Surf Coast are working on community emergency planning. These plans however formal are community

owned plans and not a sub-plan to the MEMP. The process of community led planning is seen as community development, resilience building and community preparedness for emergency.

The Community Emergency Management Plans are communicated to the MEMPC for awareness and integration into municipal planning through the Council members of the committee.

3.2 Municipal Emergency Management Planning Committee (MEMPC)

The Surf Coast Shire MEMPC is formed pursuant to the *Emergency Management Act 2013* (S59).

The MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of developing a comprehensive emergency management plan for the municipality. The Committee's Terms of Reference is included in Appendix 10.

The Surf Coast Shire MEMPC comprises the following members (May 2021):

Chair

- Municipal Emergency Manager, Surf Coast Shire Council

Core committee

- Victoria Police (MERC)
- Victoria State Emergency Service
- Country Fire Authority
- Department of Families, Fairness and Housing
- Ambulance Victoria
- Red Cross Australia

Council

- Municipal Emergency Management Officer (MEMO)
- Municipal Recovery Manager (MRM)
- Surf Coast Shire Council Emergency Management Officer (Secretariat)

Government department representatives

- Department of Energy, Environment and Climate Change
- Parks Victoria
- Department of Transport
- Emergency Recovery Victoria

Community, recovery and other representatives

- Independent Community Representatives

3.3 Sub-Plans and Complementary Plans

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

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

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

The following is a list of Sub-Plans:

- Otway District Strategic Fire Management Plan
- Surf Coast Shire Flood Emergency Plan
- Municipal Emergency Relief and Recovery Plan - Otway District Relief & Recovery Collaboration
- Municipal Public Health Emergency Management Sub Plan
- Influenza Pandemic Sub Plan
- Heatwave Plan
- Neighbourhood Safer Places Plan
- Municipal Flood Emergency Plan

Complementary plans are prepared by industry/sectors or agencies for emergencies that do not fall within the Act 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 Plan and are not subject to approval, consultation and other requirements under the Act.

3.4   Restricted information

Section 60AI(2) of the EM Act 2013 allows the MEMPC and Emergency Management Victoria to exclude information from this published plan that is related to critical infrastructure, personal information or information that is of a commercially sensitive nature.

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	Reason for restriction	Agency that holds this information in full	Contact point
Appendix 3 – Barwon South West Contact Directory	Personal Information	Department of Families Fairness and Housing	EMCOP
Appendix 4 – Community Network Contacts	Personal information	Surf Coast Shire Council	Municipal Emergency Management Officer, SCSC
Appendix 6 – Maps (part restricted)	Operational information	Surf Coast Shire Council	Municipal Emergency Management Officer. SCSC
Appendix 10 – MEMPC Terms of Reference	Agency representative contact details	Surf Coast Shire Council	Municipal Emergency Management Officer, SCSC
Appendix 12 – Vulnerable Community Facilities	Information that is commercially sensitive in nature	Surf Coast Shire Council	Municipal Emergency Management Officer. SCSC
Appendix 15 - Emergency Relief Centre locations	Operational information	Surf Coast Shire Council	Municipal Emergency Management Officer. SCSC

4 MITIGATION ARRANGEMENTS

4.1 Introduction

Emergency risk management is a process which aims to reduce risks within a community. This can be done by identifying the risks that a community faces, assessing the vulnerability of the community to those risks and providing options to reduce or eliminate the risks.

Emergencies of some kind or another occur every day within a municipality. The aim of emergency risk management is to promote public safety and reduce the impact of these emergencies.

4.2 Hazard, Exposure, Vulnerability and Resilience

The concept of risk for natural hazards or emergencies combines an understanding of the likelihood of a hazardous event occurring with an assessment of its impact. Risk is the outcome of interactions between a specific hazard (for example bushfire) and assets or functions that are of value to the human system. The extent of the impact from this interaction will be dictated by the exposure and vulnerability of each specific asset, value or function.

4.2.1 Hazard

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

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

This MEMP, informed by the Community Emergency Risk Assessment (CERA), includes identified hazards that would lead to sources of risks in the Surf Coast Shire. Risk statements were generated to establish a credible relationship between a source of risk and an element of risk. Below is an overview Surf Coast's CERA risks, and detailed information is included in the CERA Online platform. For agencies to gain access, contact VICSES.

4.2.2 Exposure

Exposure refers to people, property, systems, or other elements present in hazard zones that are thereby 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.

4.2.3 Vulnerability

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.

4.2.4 Resilience

Resilience can be defined as the ability of a system, community or society exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions.

4.3 Risk assessment process and results

The aim of emergency risk management is to promote public safety through awareness and mitigation and reduce the impact of emergencies.

The Surf Coast Shire MEMPC takes a risk management approach to emergency preparedness. This involves identifying the most significant risks that a community faces, assessing the vulnerability of the community to those risks and providing options to reduce or eliminate the risks.

The MEMPC plays a key role in prevention via the identification of potential hazards and their associated risks and consequences. These identified risks and consequences are then considered and specifically planned for during the development and implementation of plans, policies and procedures. Control agencies, in collaboration with the MEMPC, are responsible for ensuring and undertaking the review of their allocated risks.

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend greatly on the level of resilience the people affected inherently have. The municipality, through its MEMPC, and its sub-committees, will promote and support appropriate prevention and awareness programs and work towards building the resilience of the Surf Coast Shire communities.

Prevention is defined as the development and implementation of strategies and associated measures to reduce the occurrence of and mitigate the consequences of identified emergency risks on the community and environment.

Preparedness focuses on ensuring the risks and management strategies identified in prevention planning are utilised to assist and facilitate the local community to be aware of their risks and the potential consequences of a resulting emergency event, to inform and equip them with tools to implement resilience strategies for their own homes and families.

Through the Community Emergency Risk Assessment process (CERA), the MEMPC has identified a number of strategies that exist or could be undertaken to eliminate or reduce the likelihood or consequences of an emergency.

4.3.1 Hazard review

The Community Emergency Risk Assessment (CERA) is an all hazards, all agencies integrated risk assessment approach developed and maintained by the VICSES is designed to systematically identify hazards, determine risks and prioritise actions to reduce the likelihood and effects of an emergency.

The CERA process is consistent with:

Australian Standard AS/NZS ISO 31000 2018 Risk management – principles and guidelines
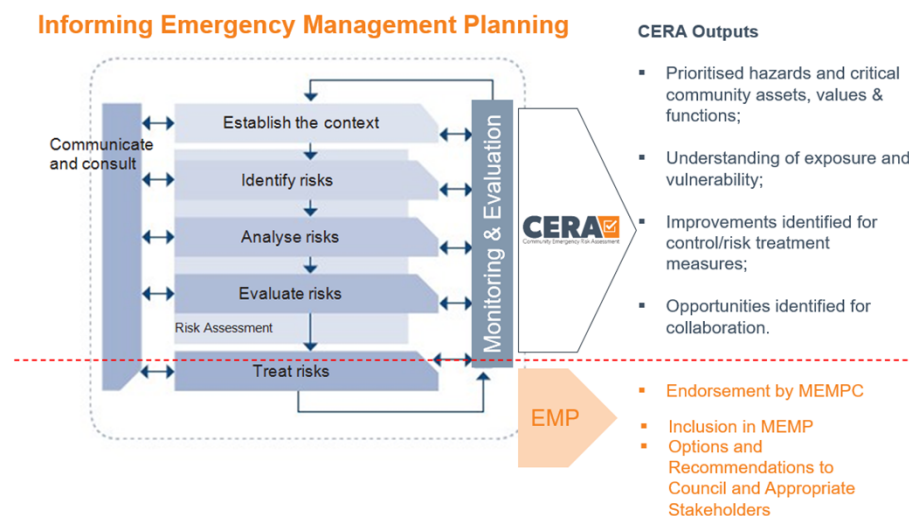
Figure 3 – National Emergency Risk Assessment Guidelines (NERAG)

CERA provides the MEMPC with a framework for considering and improving the safety and resilience of the community from hazards and emergencies.

The outputs of the assessment process are used to inform the MEMP, introduce risk action plans and ensure that communities are aware of and better informed about hazards and the associated emergency risks that may affect them.

The MEMPC and key stakeholders from the major emergency service/support organisations identified the top risks in the municipal area. These risks are regularly reviewed on an ongoing basis.

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

The six highest risks in the municipality area were identified as being:

- Bushfire
- Drowning/Rescue
- Earthquake
- Human Epidemic/Pandemic
- Storm
- Extreme temperature – Heatwave

The CERA process predominantly involves a focus on 'conventional' incidents such as storm, fire and transport accident etc. and not on human behaviour-based risks such as drug and alcohol abuse and assault and robbery incidents.

Figure 4 – Count of hazard categories for Surf Coast Shire

One or two of the risks are reviewed at each MEMPC meeting to ensure the risk ratings remain current. This is also an opportunity to identify and explore any emerging risks.

4.4   Major Risk Snapshot

A summary of the six highest CERA risks assessed is provided in the tables below.

RISK						
BUSHFIRE – LARGE, REGIONAL						
Description						
Large scale bushfire, impacting a large area and / or threatening communities within the Surf Coast Shire, including human lives, homes and other buildings, public infrastructure, livestock and the local economy						

Causes	Lightning strikes Deliberate human activity (arson, unattended campfire) High fuel loads Weather conditions (prolonged heat, strong winds)			Machinery, electrical incidents (faulty or fallen power lines) Campfire Waste disposal (cigarette butts, glass) Vehicle overheating or accident Escaped burn off (private property)		
Consequences	Loss of life or serious injury, personal trauma, community cohesion Damage or loss of private property, community infrastructure, utilities, roads, power supply Loss or damage to commerce/business, tourism, agriculture, power outage			Loss or damage to flora and fauna, parks, public land, waterway and land degradation and contamination Loss and damage to livestock, farmland, fencing Drinking water catchments – reduction in quality and/or quantity of potable water availability potentially for weeks/months		

Community Engagement	Engagement level:		High			
	Action:		Inform, Consult, Involve, Collaborate			

Controls	Spectrum				Responsible Agency
	Prevention	Preparedness	Response	Recovery	
Community Education Stop Bushfire Arson campaign; AELO (Arson Explosive Liaison Officer); Local CIU detectives trained in arson investigation; Operation Firesetter high visibility arson prevention campaign in bushfire prone areas; Bushfire Arson Strategy Action Group (BASAG); Crimestoppers bushfire arson program; Fire-CAP (Firelighter Consequence Awareness Program) Public awareness campaigns; Warnings incorporated into messaging for Total Fire Bans and Fire Danger Ratings					CFA, COUNCIL, VICPOL
Monitoring – Increased arson investigation, intelligence gathering and enforcement					VICPOL
Public Area Maintenance – Roadside vegetation management (RRV and Council); Vegetation management program; Powerline Inspection Program; Timber crossarm replacement ongoing; Undergrounding/modification of powerlines					RRV, COUNCIL
Emergency Management Plans					SFMP
Community Warnings & Advice – Safety messaging					CFA
Traffic Planning – Close access to Erskine Falls					DEECA, PV
Planned Burn – Fuel Reduction Programs					DEECA
Planning Permit Overlays – BMO and other fire planning overlays; BAL assessments					COUNCIL
Fire Breaks – Cross Tenure Burning Program completion and implementation					CFA, DEECA, COUNCIL
Inspections – Strategic Fire Detection Activities; Aerial patrols; Mapping					CFA, DEECA, COUNCIL
Emergency Services Response Framework – Bushfire response					EMV
Maintain Equipment – Machinery modifications and maintenance program					DEECA, CFA
Council Regulations – Council Burning Off Guidelines; Permit to Burn System					COUNCIL
Fire Prevention Notice – Fire Prevention Activities					CFA, COUNCIL
Collaboration – Interaction with qualified CFA staff in relation to advice on site mitigation works, suitable shelter in place, evacuation routes and locations					CFA, DET

RISK						
DROWNING/RESCUE						
Description						
The definition is dependent upon the area and the type to be analysed, death from asphyxia due to suffocation caused by water entering the lungs and preventing the absorption of oxygen. Risk areas are: swimming pools, recreational facilities, pools and beaches.						

Causes	Human influence – skill (swimming), education, recklessness, alcohol/drugs Unpatrolled beaches/bodies of water Weather Water condition – swell, rips, currents, snags, easterly winds	Unsupervised children Accident – boating diving, fishing, floods Peoples' inability to swim Education – Austswim Unfenced swimming pools
Consequences	Loss of life or serious injury Loss or damage to community confidence impacting industry/business (tourism/economic)	

Community Engagement	Engagement level:	Medium
	Action:	Inform, Consult, Involve

Controls	Spectrum				Responsible Agency
	Prevention	Preparedness	Response	Recovery	
Legislation/Regulations – pool fencing, boating restrictions and licensing					STATE GOVERNMENT
Patrolled Beaches/Pools					LSV
Awareness Campaigns – look before you leap, alcohol & water, supervise children, don't drive through flood water, swim between the flags					LSV
Community Education – interaction with beachgoers informing of risks about swimming					LSV
Extended Beach Patrols – extended to known hazardous beaches when conditions are known to be bad					LSV
Surf Coast Shire Surf Safety Working Group					LGA
Signage – warning, safe beaches, patrolled waterway					COUNCIL, PV
Weather Forecasting and Monitoring					BOM
Swimming Education – Austswim					LSV
Emergency Services Response Framework					EMV

RISK						
EARTHQUAKE						
Description						
Shaking and vertical and / or horizontal vibration at the surface of the Earth caused by underground movement along a fault plane or by volcanic activity. It is generally accepted that an earthquake greater than 4 is the trigger point for significant damage.						

Causes	Rocks break and move as a result of stresses caused by tectonic plate movements Volcanic activity Melting ice sheets – less pressure on underlying rocks	
Consequences	Loss of life or injury Disruption to essential services – health services, schools Damage or loss of infrastructure, utilities or private property Loss of business/industrial output Results in landslide, avalanches, fires, tsunamis, floods	May lead to disease and lack of basic necessities – food, water Seismic induced failure of dam walls leading to downstream flooding, potential life risk, long term water availability impact in some catchments

Community Engagement	Engagement level:	Medium
	Action:	Inform, Consult

Controls	Spectrum	Responsible Agency

	Prevention	Preparedness	Response	Recovery	
Earthquake Monitoring					VICSES
Community Education Programs – QuakeSafe					VICSES
Development of a Regional Earthquake Plan					VICSES
Building Regulation/Planning					COUNCIL, STATE GOVT
Dam Design in Accordance with National Guidelines, Dam Safety Emergency Plans and Dam Safety Surveillance Program					BARWON WATER
Evacuation Planning					VICSES, HOUSEHOLDERS, BUSINESSES
Public Warning Announcements					VICSES
Dam Assessments/Strengthening					OWNERS, DEECA

RISK
HUMAN EPIDEMIC/PANDEMIC
Description
There is a risk that a major outbreak of infectious disease may be transmitted via person-to-person such as influenza and colds as well as vaccine-preventable diseases which can result in an epidemic or worldwide pandemic outbreak. Another risk of a major outbreak is food poisoning as a result of poor food safety practices, which could also be further transmitted by affected persons.

Causes	Cross species transmission of a new virus strain Air travel to endemic areas/breakout areas Aerosol spread or direct contact	Lack of personal hygiene Lack of immunisation within the community Poor food safety
Consequences	Mass fatalities: significant morbidity and mortality Illness or injury: life threatening and/or cause life-long impairment Social isolation Social/cultural implications: major social disruption, public disorder, riots Economic impact: loss of productivity, economic disruption, reputation of municipality Essential service failure or disruption The provision of services may be affected, both increase in demand on some services and reduced community group-related services	Health and Medical facilities overwhelmed: ability of health and emergency systems to respond effectively is put under extreme pressure by the rapid increase of illness Closure of facilities such as children's services and schools leading to parents needing to stay home to look after their children rather than attend work. This may impact on business, industry and community services

Community Engagement	Engagement level:	High
	Action:	Inform, Consult, Involve

Controls					Spectrum				Responsible Agency
	Prevention	Preparedness	Response	Recovery					
Invasive Plants and Animals Policy Framework – SHERP									STATE GOVT
Regular review of MEMP and sub-plans									MEMPC
Influenza Pandemic Plan									DH, COUNCIL
Community Education – coordinated multilingual media messaging provided to council, health services and agencies by DHHS; provision of information to affected communicates and individuals regarding cross infection, prevention and management of infection									DH, COUNCIL
Infection Control Measures – quarantine restrictions; enact existing environmental health protocols for management of gastroenteritis outbreaks in consultation with DHHS; medical intervention; children's services and schools have hygiene plans in place									DH, COUNCIL

Vaccination Programs					DH, COUNCIL
Investigation and containment strategies					DH, COUNCIL
Business Continuity Planning					BUSINESSES, COUNCIL, BARWON WATER

RISK	
STORM	
Description	
Storms in this context may include wind storms, dust storms, tornados, hail storms and severe thunderstorms including hail storms and heavy rain leading to flash flooding. A severe storm event such as high winds, hail, torrential rain, lightning, etc. could cause traffic congestion, resident displacement, damage to infrastructure, disruption to service delivery and potential casualties. Recent events have impacted large segments of the municipality and taken significant time to reinstate.	

Causes	Atmospheric disturbances – low pressure system (east coast lows), thunderstorms (including hail, wind, lightning, heavy rain) Subject to intensification due to climate change Topography – vegetation, land use Blockages of drainage systems – build-up of leaves/rubbish Extensive tree cover and undulating/hilly areas Conservation type areas with larger native trees	Large number of homes with established large trees and street trees planted post-WW2 Difficulty in accessing inspection pit lids on private property due to landscaping, development over underground infrastructure, or owners not being present to allow access
Consequences	Loss of life or serious injury Damage or loss of key infrastructure – roads, rails, public buildings, utilities. Damage or loss of private properties	Damage or loss of industry/business, business continuity plans Damage to environment
Community Engagement	Engagement level:	High
	Action:	Inform, Consult, Involve, Collaborate

Controls	Spectrum				Responsible Agency
	Prevention	Preparedness	Response	Recovery	
Community Education Programs – StormSafe, FloodSafe					VICSES, COUNCIL
Community Access to VicSES storm information via linkages on Council website					VICSES, COUNCIL
Flood Emergency Plan					VICSES, COUNCIL
Warnings and Community Education					VICSES, COUNCIL
Land Use Planning and Vegetation Management					COUNCIL, STATE GOVT
Anti-erosion measures along all waterways					COUNCIL, PV, DEECA
Public area maintenance – parks, gardens, trees, vegetation and public area management/maintenance					COUNCIL, PV
Permits and registration for public events – hazard tree identification and treatment, temporary structures					COUNCIL, LAND MANAGERS
Building regulations – building controls, planning regulations, enforcement					COUNCIL
Drainage strategy/capacity standard/regulation					COUNCIL
Tree Maintenance					COUNCIL, LAND MANAGERS
Weather Warnings					BOM, VICSES

RISK	
EXTREME TEMPERATURES (HEAT AND COLD)	
Description	
Extreme Temperature Heatwave: There is a risk that a period of unusual and uncomfortable hot weather could impact on human health, community infrastructure (such as the power supply and public transport), and services. The Victorian Department of Health has a	

	technical definition of a heatwave based on the minimum temperature threshold over a 24 hour period that is likely to impact on the health of a community, known as the heat health temperature threshold. The average temperature is calculated from the forecast daily maximum and the forecast overnight temperature, which is the daily minimum for the following day. The average temperature threshold for the Central Weather District is 30c. (Refer State Heat Plan 2014)			
Causes	Atmospheric conditions – subject to intensification due to climate change Topography – Vegetation, land use Pre-existing illness Age – under 4 or over 65 years Urban planning – environment (heat sink affect) People exercising or working outdoors on hot days		Failing to keep cool, not running air conditioners due to cost impact Dehydration due to not drinking enough water Activity levels inappropriate to climatic conditions, failing to stay out of sun Individuals on medication/substances that may affect the way their body reacts to heat Infrastructure failure due to heat	
Consequences	Loss of life or serious illness Damage or loss of key infrastructure – public health services, buckled train tracks and loss of services Disruption to services – I.e transport, power (brown outs and black outs due to excessive demand) Increase in demand on health systems including ambulance service due to increase in heat related illnesses requiring treatment		Outbreak of gastroenteritis due to poor food handling and storage following power disruption Lack of capacity to deliver services – business continuity Disruption to children's services and schools	

Community Engagement	Engagement level:	Medium
	Action:	Inform, Consult

Controls	Spectrum				Responsible Agency
	Prevention	Preparedness	Response	Recovery	
Emergency Services Response Framework – VicPol coordinate response in accordance with 2014-15 BSW regional Interim risk and consequence plan for bushfire, heatwave and flood. Surge capacity for AV and health service managed in accordance with the SHERP					VICPOL
Monitoring – surge capacity and planning; prioritisation of delivery; active monitoring of meals on wheels clients					EMV, COUNCIL
Community Education – community education programs and engagement; warnings; food safety education; encouraging appropriate behaviour in extreme temperatures					EMV, COUNCIL
Local Heatwave Plans and strategies including provision of pre-identified cool locations					COUNCIL
WHS Policies for working on hot days					COUNCIL, BUSINESSES
Code Red Plans – plan for staff shortages on code red days					COUNCIL, BUSINESSES
Community Warnings and Advice – Heat Health Alerts forwarded to children's services and schools to ensure they are aware of conditions and able to alter programs if necessary; statewide messaging distributed ahead of heat events so organisations can activate heatwave plans					STATE GOVT
Weather Detection/Forecasting – radar, observation, modelling					BOM

4.5   Community education and awareness

Community education is a vital component of prevention and preparedness. The development of relevant and appropriate community education resources and activities empower the community and enhance their resilience through being well informed and therefore equipped emotionally and physically for an emergency. Resilient communities are well prepared, better able to respond to an emergency, and therefore better able to recover from the impacts of an emergency. Surf Coast Shire Council, together with emergency management services/agencies actively engage the community through a range of mechanisms including community programs and projects, media releases, advertisements, Council's website and newsletters.

The MEMPC is currently undergoing a governance review process and may review the subcommittee structure to better reflect community representation, education and awareness.

SES Local Flood Guide has been developed for Aireys Inlet Aireys Inlet Local Flood Guide.

The CFA website has Local Area Information for each of the Surf Coast townships, detailing current fire danger ratings, social media links, maps, Neighbourhood Safer Places, Brigades and current events and meetings. Go to www.cfa.vic.gov.au/plan-prepare/your-local-area-info-and-advice/cfa-local-find-local-area-information.

Agencies have also created Local Response Plans to ensure a collaborative approach to on ground response at a township level for Anglesea, Aireys Inlet, Lorne and Jan Juc-Bellbrae. These Local Response Plans can be accessed on EMCOP (/desktop/BSW/plans).

4.5.1   Community led planning

Surf Coast Shire Council in partnership with agencies and organisations are supporting and working with a range of communities within the Shire to better connect, share ideas and increase resilience before during and after emergencies. Communities are given opportunities to lead, while inviting people from emergency services, government, business, industry, non-government organisations and the not-for-profit sector to also participate in decision making processes that affect them. The following key focus areas are provided to guide these processes and build on combined strengths:

- connect people and networks
- use local knowledge
- identify stresses and shocks, including emergencies
- develop goals and solutions, and
- continue to learn, share and improve

Additionally, the joint DEECA/CFA Safer Together Community Based Bushfire Management Program (CBBM) has engaged with the Lorne and Airey Inlet communities for a number of years and has delivered a range of community awareness and preparedness initiatives. As of 2022 the CBBM program is ongoing.

Outside the formal structure of CBBM the communities of Wensleydale and Anglesea are also working through community emergency planning initiatives, to better prepare themselves in the face of an emergency with support from Council and Agencies.

4.6   Monitoring and review

4.6.1   Risk review

The process of Risk assessment includes a continuous improvement approach through monitoring and reviewing the risks identified or that are emerging. This is undertaken through committee meetings, led by each Control Agency with support from the Risk and Consequence Subcommittee. This ensures each risk is reassessed within a three year cycle.

4.6.2   MEMP review

Emergency planning is based on knowledge and assumptions collected during the planning process at a point in time. The MEMP requires continuous review and updates throughout the life of the plan.

Updates may be due to:

- changing planning context
- changing risks
- changing community vulnerability and strengths
- evolving community expectations
- new technology
- new and emerging entities
- new legislation
- entity changes in staffing and resources
- lessons learned from implementing the emergency plan in an exercise or event
- lessons learned from other emergency events.

The MEMPC is responsible for ensuring the plan and sub plans are reviewed. Changes to the plan are recorded in Appendix 1 – Document Administration. The MEMPC may form a working group to undertake a complete review of the plan within three years.

Exercises can be used to assist in:

- validating the effectiveness of the plan
- identifying opportunities to improve the emergency plan
- validating that an emergency plan has remained contemporary, meeting the changing needs of stakeholders
- testing the capability and capacity of those in the plan.

The MEMP will be exercised during the planning life cycle to test the MEMP and/or sub-plans. The MEMPC will be responsible for identifying and implementing exercising opportunities and incorporating the learning from any exercise into the MEMP.

5   RESPONSE (INCLUDING RELIEF)

5.1 Introduction

The State Emergency Response Plan Part 3 defines Emergency Response as the action taken immediately before, during and in the first period after an emergency to reduce the effects and consequences of the emergency on people, their livelihoods, wellbeing and property; on the environment; and to meet basic human needs.

Emergency response is based on a set of arrangements which are always in effect, which means there is no need for activation of response. Agencies or strategies may be activated when needed. Emergency response arrangements operate for any emergency, no matter how small, in which more than one organisation is involved in emergency response.

The State Emergency Management Plan (SEMP) outlines the arrangements for emergencies as directed from the Emergency Management Acts. The Emergency Management Commissioner leads the response to major emergencies in Victoria and is accountable for ensuring the response to emergencies in Victoria is systematic and coordinated.

The response management arrangements provide for the structure of appropriate resources to manage emergencies throughout the state. It also provides for requests for assistance from the Commonwealth when State resources have been exhausted.

5.2 Response management arrangements

Emergency events are categorised using three parameters:

- Operational Tier
- Class of Emergency
- Classification

5.2.1 Operational Tier

Victorian response management sits within three tiers:

- Incident
- Regional
- State

Emergencies are managed at the lowest tier until the event requires escalation to a higher tier.

The SEMP outlines the State level arrangements and the BSW REMP outlines the Regional level arrangements. For further details refer to State Emergency Management Plan (SEMP) and Barwon South West Regional Emergency Management Plan (BSW REMP).

5.2.2 Class of Emergency

The State Emergency Management Plan categorises emergencies into three classes:

Class 1 Emergency* – a major fire; or any other major emergency for which Fire Rescue Victoria, the Country Fire Authority or the Victoria State Emergency Service Authority is the Control Agency under the SEMP.

Class 2 Emergency* – a major emergency which is not a Class 1 emergency; or a warlike act or act of terrorism, or a hi-jack, siege or riot.

Class 3 Emergency* – means a warlike act or act of terrorism. Class 3 emergencies may also be referred to as security emergencies.

Non-major emergencies* – any emergency that is not a major emergency.

The most senior member of Victoria Police at the first response to a non-major emergency is the incident emergency response coordinator (IERC). For a minor incident or in the absence of the Municipal Emergency Response Coordinator (MERC) the IERC performs the coordination role of the MERC. The IERC is assisted by the MERC if required. Responsibilities of the IERC are listed in the SEMP.

Municipal Recovery Managers (MRM) within Council are responsible for recovery coordination for non-major emergencies. They are assisted by Regional Recovery Coordinators within Department of Family Fairness and Housing (DFFH) as required.

Many small events that meet the definition of emergency are managed by community members or through the normal or business continuity arrangements of industry, agencies or government and the roles and responsibilities listed in the SEMP.

Appendix 13 – Non-major emergency assistance

* Detailed arrangements for Roles and Responsibilities for Response are set out in the SEMP Roles and Responsibilities

5.2.3   Classification

There are three classifications of emergencies response:

Level One – Small Scale Emergency (less than 24-hour impact) – level one normally requires the use of local or initial response resources.

Level Two – Medium Scale Emergency (more than 24-hours) – A level 2 incident is more complex in size, resources or risk than level one. It is characterised by the need for:

- Deployment of resources beyond initial response
- Sectorisation of the emergency
- The establishment of functional sections due to the level of complexity or
- A combination of the above.

The incident control centre may be activated to coordinate the multi-agency response to the event.

Level Three – Large Scale Emergency (multi days impact) – A level three incident is a large-scale emergency and is characterised by the levels of complexity that will require the activation and establishment of an ICC. This level of emergency will require forward planning as the emergency continues and will specifically require recovery planning during the early stages of the response phase of the emergency.

5.3   Command, Control, Coordination

Emergency response management is based on the functions of *Command, Control and Coordination. Including* Communication *Consequence*, and *Community Connection* into this well-established and tested

emergency management system is the next logical step to better focus on the community being central to everything we do in emergency management.

It is also one that supports resilience in communities and in the Emergency Management sector.

Command – the internal direction of personnel and resources of an agency, operating vertically within the agency.

Control – the direction of response activities in an emergency, operating horizontally across agencies.

Coordination – the bringing together of agencies and resources to ensure effective preparation for, response to and recovery from emergencies.

Communication – the engagement and provision of information across agencies and proactively with the community to prepare for, respond to and recover from emergencies.

Consequences – the management of the effect of emergencies on individuals, the community, infrastructure and the environment.

Community Connection – The understanding of and connecting with trusted networks, trusted leaders and all communities to support resilience and decision making.

These functions are detailed further in the Response section of the State Emergency Management Plan (SEMP).

5.4   Incident Controller and Structure

The Incident Controller is appointed and deployed through defined arrangements for a Class 1 and Class 2 emergencies. They have overall responsibility for incident response operations even when some of their responsibilities have been delegated.

The Incident Controller will establish a control structure to suit the circumstances and monitor its performance. This may include an Incident Management Team (IMT) and an Incident Emergency Management Team (IEMT).

The IMT supports an Incident Controller to perform their control function. The IMT is usually part of an overall incident management system adopted by the agency for the specific class of emergency. Members of the control and support agencies provide the Incident Controller with support in functions that could include:

- Planning
- Intelligence
- Public information
- Operations
- Investigation
- Logistics
- Finance

The IEMT supports the Incident Controller in determining and implementing appropriate incident management strategies for the emergency. Their focus is on managing the effect and consequences of the emergency. If the emergency is large enough to require an ICC the IEMT would exist as an Emergency Management Team (EMT) with the same purpose.

The SEMP outlines which agencies have responsibilities for each type of emergency. A Control Agency is assigned to control the response activates for a specific type of emergency. A Support Agency is defined as a government or non-government agency that provides essential services, personnel, or material to support or assist a Control Agency or other Support Agencies.

The State Emergency Management Plan (SEMP) contains further details on the members and purpose of the Incident Controller, IMT, IEMT and Control Agency and Support Agency.

5.5   Municipal Emergency Coordination

Councils undertake a support role to the control agency during the response to an emergency. The primary role of municipal emergency management coordination is to coordinate the provision of human and material resources within the municipality during emergencies. It also assists in maintaining an overall view of the operational activities within this Plan's area of responsibility, for recording, planning and debrief purposes. Municipal emergency coordination may also be required during support operations to a neighbouring municipality.

5.6   Municipal Emergency Coordination Centre (MECC)

Surf Coast Shire Council will perform the function of its coordination through a Municipal Emergency Coordination Centre (MECC) that brings together key council staff, to coordinate the provision of council and community resources during an emergency for the response and recovery effort.

Provision of the MECC functions may be conducted remotely in the first instance or, in the event of a complex, large or protracted emergency, in the designated MECC room at Council Office Torquay. Administrative staff for the MECC will be drawn from municipal employees.

Whilst there is no formal requirement for the MERC or agencies to attend the MECC, they are welcome to do so if it assists in their response effort.

5.7   Crisisworks

Surf Coast Shire Council use the cloud-based program Crisisworks to assist in the management of their emergency response. Crisisworks can be used to track requests and activities relating to the incident, record information about impacted community members; and record and track impact assessment data to assist in the recovery phase of the incident.

Crisisworks can be used as a multi-agency platform to manage response and recovery activities to an emergency incident from a municipal level. Contact the MEMO to obtain a user account for your agency.

The Vulnerable Persons Register is a module of Crisisworks but only accessible by those with certain permission.

5.8   Planning for cross boundary events

Planning for both response and recovery at the regional level is required because many emergencies traverse municipal boundaries, and because many services provided by State government agencies are administered and delivered at a regional level.

At a local level, communication of identified risks across municipal boundaries take place through provision of MEMP plans to municipalities that border Surf Coast Shire. Every opportunity is taken to include bordering

shires with fire management planning and MEMP relief and recovery exercises and to contact those municipalities if new risks are identified that may impact them.

Neighbouring Councils

City of Greater Geelong	5272 5272	www.geelongaustralia.com.au
Colac Otway Shire	5232 9400	www.colacotway.vic.gov.au
Corangamite Shire	5593 7100	www.corangamite.vic.gov.au
Golden Plains Shire	5220 7111	www.goldenplains.vic.gov.au

5.8.1   Resource Sharing Protocol

Surf Coast Shire Council is a signatory to *the Inter-Council Emergency Management Resource Sharing Protocol*. The purpose of this protocol is to provide an agreed position between councils for the provision of inter-council assistance for response and recovery activities during an emergency. This protocol details the process for initiating requests for resources from another council and identifies associated operational and administrative requirements.

This protocol applies to requests for human resources, equipment and/or facilities in relation to response or recovery activities associated with an emergency. Duties undertaken by council staff seconded to another council for assisting with response and recovery operations should be within the scope of councils' emergency management responsibilities as set out in the SEMP.

See: *MAV Resource Sharing Protocol*

Surf Coast Shire, Colac Otway Shire and Corangamite Shire have formed the Otway District Relief and Recovery Collaboration. This involves a Cross Council Relief and Recovery Committee, a joint emergency relief and recovery plan, resource sharing arrangements in responses, planning and training.

5.9   Communication

Communication is a critical element to the response of an emergency.

Communication relates to communicating to the public, reporting to Government and communicating with stakeholder agencies during emergencies. Warnings and public information are an important element where community action is necessary, primarily to save lives and also for the protection of property and the environment.

The Control Agency has the responsibility to issue warnings to potentially affected communities and other agencies. Warnings and the release of other public information should be authorised by the Incident Controller prior to dissemination. Where extreme and imminent threat of life exists and authorisation from the Incident Controller is not practicable, warnings may be issued by any response agency personnel. Further information can be found in the SEMP.

The section below outlines the variety of ways communications are issued to the public.

5.9.1   Warning Systems

Emergency warning systems aim to warn individuals and communities in the event of a major emergency. Individuals and communities, however should still prepare themselves in case of an emergency. Once the decision has been made to issue a warning, the emergency services organisations will determine which method to use (i.e. television, radio or internet) and determine whether a telephone alert needs to be issued.

5.9.2   Emergency Alert

Emergency Alert is the national telephone warning system. Emergency Alert is not used in all circumstances, this will depend on the nature of the incident. The warning systems sends voice messages to landline telephones and text message to mobile telephones within a specific area defined by the emergency service organisation issuing the warning message. The message will be about likely or actual emergencies such as fire, flood or extreme weather events.

5.9.3   Standard Emergency Warning Signals

The Standard Emergency Warning Signal (SEWS) is an electronic warning signal, to be used in assisting the delivery of public warnings and messages for major emergencies. It is designed to:

- Alert listeners/viewers of radio/television that an official emergency announcement is about to be made concerning an actual or potential emergency which has the potential to affect them.
- Alert the community at large, via public address system, that an important official emergency announcement is about to be broadcast.

The use of SEWS must be authorised by the Incident Controller. 5.9.4 Community Alert Sirens

Sirens to alert communities to all hazard emergencies are part of the future of Victoria's emergency warning system. There is one community siren operating within Surf Coast Shire located in Lorne and will only be used when there is imminent threat to the community.

Short Siren (up to 90 seconds) – indicates a Country Fire Authority (CFA) Brigade has responded to an emergency incident nearby. Stay informed.

Extended Siren (5 minutes) – indicates that a current emergency has been identified in the local area and people should seek further information immediately. The emergency incident will impact people in this area.

Further information on Community Alert Sirens, including policy and guidelines can be found at www.emv.vic.gov.au/responsibilities/victorias-warning-system/community-alert-sirens

5.9.4   Warning Levels

Warnings will be issued when an emergency is likely to impact, these are detailed on the VicEmergency website at www.emergency.vic.gov.au/prepare/#understanding-warnings/understanding-warnings. There are three different levels of warnings. Warning icons will be reflective of the type of emergency.

 Emergency Warning – You are in imminent danger and need to take action immediately. You will be impacted.

 Warning (Watch and Act) – An emergency is developing nearby. You need to take action now to protect yourself and others.
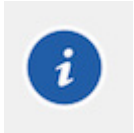
 Advice – An incident is occurring or has occurred in the area. Access information and monitor conditions. Can also be used as a notification that activity in the area has subsided and is no longer a danger to you.

Additional messages that may be issued:

Evacuation – An evacuation is recommended or procedures are in place to evacuate.

Community Information – Specific information and updates for affected communities regarding a particulate event or incident.

An "All Clear" message is issued when the incident activity in the area has subsided and there is no longer a danger to the community.

The Australian Disaster Resilience Knowledge Hub has more information about the Australian Warning System.

5.9.5   Public information

The provision of information to the broader public/community, including those attending an Emergency Relief Centre (ERC), is vitally important to their capacity to understand what is happening, and to assist them in making informed decisions during a time of crisis.

Typically, the type of information provided relates to identifying the signs of and coping with stress, health matters, where and how to access financial assistance, where to access general emotional/psychosocial support, and other information relating to the specifics of the emergency.

5.9.6   Role of Council in public information

During an emergency, effective communication between Council Emergency Management (or the MECC), emergency services and Emergency Relief Centres is vital.

In many instances Council will be the first point of contact for information for community. If required a community call centre will be established to facilitate the delivery of accurate and important information.

The release of information by Surf Coast Shire Council during the response phase is the responsibility of the Control Agency in conjunction with the MERC. Any information released by Council must be approved by the MEMO (General Information) or the Chief Executive Officer / Senior Management (policy, financial, political matters). Council has organisational polices relating to media relations and social media and assistance for preparing and disseminating information will be provided by Council media and public relation staff.

5.9.7   Information resources

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

- Council's media and public relations staff; and
- Police Media Liaison

If an emergency requires concurrent media response through radio, television and newspaper outlets, the Police Media Liaison section may be contacted through the MERC.

5.10 Community shelter

In an emergency, having access to and being aware of shelter options may assist people in considering how they will respond to an emergency. The State Government Bushfire Safety Policy recognises that there are different ways people may respond to the threat of bushfire. This process applies to other emergencies and may include other shelter options such as shelter inside or shelter in-place depending on the emergency as has been a part of the response during the Covid-19 Pandemic.

The Bushfire Safety Policy has put forward a Shelter Options Hierarchy which ranges from the lowest to highest risk options:

- Leave Early – leaving a bushfire prone area before a fire has started on high-risk days.
- Private Bushfire Shelter (Bunker) – Under immediate effects of a bushfire and constructed to standard.
- Community Fire Refuges – a specifically designed building to provide short term shelter. There are no Community Fire Refuges in Surf Coast Shire.
- Defending a well-prepared home or property – requires adequate defendable space and extensive planning and effort. This will not be a valid strategy in all circumstances.
- Bushfire Place of Last Resort – should only be accessed when personal bushfire survival plans have failed.
- Informal gathering places – a not fit for purpose location.
- Defending an ill prepared property – very high-risk activity.
- Leaving late – once a bushfire is in the area.

5.11 Bushfire Places of Last Resort – Neighbourhood Safer Places and Community Fire Refuges

Bushfire Places of Last Resort (BPLRs) are municipal council designated buildings or spaces within the community that may afford some protection from radiant heat, the biggest killer during bushfire. They are a place of last resort in bushfire emergencies only. They are a last resort shelter that may assist people when there is imminent threat of bushfire and they have no plan, or their planned options are not possible.

BPLRs are identified in the Otway District Strategic Fire Management Plan and meet guidelines issued by the Country Fire Authority and the criteria in the Surf Coast Shire Neighbourhood Safer Places – Bushfire Places of Last Resort Plan.

Locations are clearly identifiable with agreed signage and information on BPLRs and locations across the Surf Coast Shire are contained on the Council's website. Processes for informing the community of the location of BPLRs are detailed in the Surf Coast Shire Neighbourhood Safer Places – Bushfires Places of Last Resort Plan and the CFA website.

Appendix 18 – Bushfire Places of Last Resort in the Surf Coast Shire

5.12 Evacuation and traffic management

Victoria Police is responsible for managing evacuation in Victoria. Evacuation is a risk management strategy which involves the movement of people to a safer location and the return of them at an appropriate time. As with all emergency response activities, the main priority when deciding to undertake an evacuation is protection of life. Evacuation is scalable in that it may be applied to individuals, a house, a street, a large facility, a suburb, a town or a large area of the state.

The decision to evacuate people at risk during an emergency is not always straight forward, as it is often based on incomplete or unverified information in a rapidly developing situation. In some cases, especially where access and egress are blocked it may not be the best option and it may be safer for people to seek other alternatives depending on the emergency.

Further information on evacuation can be found at Joint Standard Operating Procedure (JSOP) – Evacuation for Major Emergencies (JO3.12) available from EMV. Additional information pertaining to evacuation is also detailed in MEMP sub plans.

The Incident Controller is responsible for developing, implementing and monitoring a traffic management plan, which may include establishing traffic management points to restrict access coordinate the implementation of the traffic management plan or traffic management points. The Great Ocean Road through the Surf Coast Shire is heavily impacted during the summer period and will therefore require traffic management during an emergency.

Further information on traffic management can be found at JSOP – Traffic Management (JO3.10) available from EMV.

5.13 Financial arrangements

Important Note: Control Agencies are responsible for all costs involved in that Agency responding to an emergency.

The emergency management arrangements are predicated on the assumption that agencies agree to meet reasonable costs associated with the provision of services. The general principal is that costs that are within the reasonable means of an agency or organisation are met by that agency or organisation.

Outside the above, financial accounting for municipal resources utilised in emergencies must be authorised by the MEMO or the MRM and be in accordance with the normal financial arrangements of Surf Coast Shire Council. The following applies to requests for resources:

Any requests by the control agencies will be at the cost of the control agency.

If the resource is requested by agencies working within the ICC it will be considered that the ICC has requested that resource and the control agency has approved the purchase.

Requests made from any agency must be accompanied by a purchase order or supporting information confirming financial responsibility.

Municipal Councils are responsible for the cost of emergency relief measures provided to an impacted community and can claim some expenditure through the Disaster Recovery Funding arrangements (DFRA).

The Disaster Relief Funding Arrangements (DRFA) is a cost sharing arrangement between the Commonwealth and State governments to support certain relief and recovery efforts following an eligible disaster.

The Victorian Natural Disaster Financial Assistance (NDFA) guidelines align to the Commonwealth DRFA and are targeted at local councils and catchment authorities. The guidelines outline the processes, documentation requirements, reference tools, forms and templates to be used prepare and assess claims under the NDFA. Further information can be found at https://www.emv.vic.gov.au/natural-disaster-financial-assistance

See also, [SEMP](#) – Funding page 34

5.14 Relief

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

Surf Coast Shire Council has joined with Colac-Otway and Corangamite Shires to establish a cross council relief and recovery committee known as the Otway District Relief and Recovery Collaboration. This committee recognises that one municipality alone lacks the capacity and capability to effectively address relief and recovery services following a major event. A Memorandum of Understanding exists between the three councils, the prime purpose is to request extra resources for the provision of relief and recovery services for each other, to the maximum extent practicable.

The following is a summary of Emergency Relief activities and facilities. For further information regarding Emergency relief please refer to the [Otway District Relief and Recovery Plan](#).

5.14.1 Emergency relief activities

Council assisted by other organisations and with the support of the Department of Families Fairness and Housing as the organisation responsible for relief coordination at Regional and State level, is responsible for implementing emergency relief measures including establishing and coordinating Emergency Relief Centres.

Relief services may include:

- Reconnecting families and friends (Register Find Reunite)
- Food and water
- Drinking water for households
- Material aid (non-food items)
- Psychological support (personnel support/counselling)
- Emergency shelter
- Animal welfare – livestock, wildlife, domestic animals
- Emergency Financial Assistance
- First aid
- Community Information

Relief services may also be provided remotely with the use of online resources and telephone to communicate and to support community who have been impacted by an emergency. This is often seen following a non-major emergency such as a house fire, over floor flooding or storm damage where there is an immediate need for emergency relief to mitigate hardship and family or friends provide the physically safe place to shelter.

Reports of a non-major emergency may be initiated from a range of sources but predominately from the control agency and Victoria Police. The MEMO will be notified to ensure coordination of relief services at the local level.

5.14.2 Emergency Relief Centres (ERC)

An ERC is a building or place that has been activated for provision of life support and essential personal needs for people affected by, or responding to an emergency, and is usually established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency.

The decision to activate an ERC is that of either the Incident Controller or the Surf Coast Shire MERC in consultation with the MEMO and MRM, or that of another municipality's MERC and their MEMO and MRM. Emergency relief can also be provided at the site of the emergency.

Surf Coast Shire Council has designated appropriately assessed buildings as Emergency Relief Centres. The locations are listed in the Otway District Relief and Recovery Collaboration Plan. Arrangements for activation and operation of relief activities and ERCs exists and are available in this sub plan and supporting Emergency Relief Centre Standard Operating Procedures.

5.15 Impact Assessment

Impact assessment is conducted in the aftermath of an emergency to assess the impact to the community and inform government of immediate and longer-term recovery needs. Impact assessment must be community focused to ensure the data/information will assist decision making on how to best support impacted communities. It is a three-stage process to gather and analyse information following an emergency event.

Initial Impact Assessment (IIA) – is a preliminarily appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure resulting from the emergency. This is managed by the control agency.

Secondary Impact Assessment (SIA) – is a subsequent progressive and more holistic assessment of the impact of the event on the community; and considers built and natural environments, social and economic impacts, and resulting community needs. Impact assessment for relief and recovery requires an additional layer of analysis beyond the initial impact assessment. This is coordinated by the MRM (Municipal Recovery Manager)

Post Emergency Needs Assessment (PENA) – is an ongoing assessment and estimates the long-term psychosocial impacts of a community, displacement of people, cost of destroyed assets, the changes in the "flows" of an affected economy caused by the destruction of assets and interruption of business. Such assessments inform the medium and long-term recovery process and build the knowledge base of the total cost of emergencies that informs risk assessment and management. This is undertaken within the recovery structure.

5.16 Transition to Recovery

It is essential to ensure a smooth transition from the response phase to the recovery phase of an emergency at the municipal level. While recovery activities will have commenced alongside response activities, there will be a conclusion to the response activities and a hand over to recovery activities.

This occurs when the MERC, in conjunction with the Control Agency, MEMO and MRM, call together relevant relief and recovery agencies, to consult with, and agree upon the timing and process of the response "Stand Down".

Working collaboratively, transition to recovery will consider if:

- The emergency response has or will soon be concluded;
- The immediate needs of the affected persons are being managed;
- The relevant agencies are ready to start, or continue, providing and/or managing recovery services;
- The Incident Controller has supplied a current handover document; and

- Sufficient damage/impact information has been passed to the MECC to enable detailed planning for recovery activities.

If an emergency is of significant size to actively involve Emergency Recovery Victoria (ERV), the ERV will coordinate the Transition from Response to Recovery by requiring relevant agencies to complete and endorse an Agreement for Transition of Coordination Arrangements from Response to Recovery.

The purpose of this document is to assist emergency management agencies involved in response and recovery to achieve a seamless transition of information; resources, management and coordination of activities. The scope of the transition agreement arrangements includes;

- Authorisation arrangements
- Coordination and management arrangements
- Transition activities and tasks to ensure continuity of essential community support
- Information and communication arrangements.

5.17 Debriefing arrangements

As soon as practicable following an incident, all agencies and organisation involved should arrange a (cold) debrief that addresses the agency's response and asset recovery operations.

Agency and organisational debriefs are to take place prior to a multi-agency debrief to ensure that an accurate picture can be portrayed. The MERC will convene the meeting and all agencies who participate should be represented with a view to assessing the adequacy of the MEMP and to recommend changes. These meetings should be chaired by a Vic Police officer not involved in the incident. Meeting to assess the adequacy of the MEMP should be chaired by the MEMPC chairperson.

An additional debrief may be conducted for the Recovery Team to cover specific relief and recovery issues. This will be convened by the MRM and will be in addition to debriefs conducted by the MERC and MEMPC.

6 RECOVERY ARRANGEMENTS

6.1 Introduction

Emergency recovery is the coordinated process of supporting emergency affected communities in the restoration of their emotional, economic and physical well-being, plus the reconstruction of physical infrastructure and rehabilitation of the natural environment. The process of recovery begins as soon as possible when an emergency occurs, and may continue for many years post emergency.

Surf Coast Shire Council is responsible for the coordination and management of recovery at the municipal level. Emergency Recovery Victoria is responsible to support recovery at the regional and state level.

Recovery is undertaken across five environments that provide a framework within which recovery can be planned, reported, monitored and evaluated:

- People and wellbeing;
- Aboriginal culture and healing;
- Environment and biodiversity;
- Business and economy; and
- Buildings and infrastructure.

Each environment overlaps considerably and requires coordination and collaboration to effectively and efficiently address issues arising from an emergency. The environments and their areas of activity can be adapted to meet the needs of people and communities affected, such as consideration for Aboriginal culture and healing.

More information on roles and responsibilities in recovery can be found in the State Emergency Management Plan (SEMP) or at Emergency Management Victoria – Roles and Responsibilities: Recovery Coordination.

6.2 Community-led recovery

Surf Coast Shire communities have high social capital and therefore a community-led recovery will be instrumental in any recovery approach.

Community members are the first responders during an emergency, and take actions to save and protect themselves, their families and their communities. As part of this response, disaster-affected communities often spontaneously begin their own recovery processes. Recovery agencies will provide structured support, communication and coordination to assist these efforts. Community-led recovery involves the community in leading their own recovery and will be varied and relevant to the situation at the time. It is essential that the intent and process of recovery for a community is clear at the outset and may:

- involve supporting and facilitating a community to lead
- be inclusive, enabling equitable participation and building the capacity of individuals in the community to contribute and lead
- revolve around networks and connections
- resolve and embrace the "hard" issues while being emotionally supportive
- by its very nature need to be flexible to consider possibilities
- connect with both the past and future

6.3   Objectives of Recovery

Recovery for each individual and community is different. The State Emergency Management Plan outlines the Victorian Government's recovery outcomes which guide recovery planning. They are:

Victorians are safe, resilient and healthy	Victorians are connected to people, places and culture
Government responses and services are people-centred, adaptable and sustainable	Victoria has thriving regions and a healthy environment

The State Emergency Management Plan outlines successful recovery as:

- based on an understanding of the specific communities affected by recovery activities: each community has its own history, values and dynamics.
- recognising and responding to the complex, dynamic nature of emergencies and communities.
- community-led and community-centred, responsive and flexible, engaging with communities and supporting them to move forward.
- managed locally, closest to the community, and can be scaled up to deal with more widespread, complex issues and support needs. This recognises the key role of non-government organisations, community groups, businesses and others.
- requiring a planned, coordinated and adaptive approach between community and partner agencies, based on continuing assessment of impacts and needs.
- built on effective communication between the affected community and other partners.
- recognising, supporting and building on individual, community and organisational capacity and resilience.

These principles align recovery efforts across jurisdictions, and they can also guide recovery planning and activities that are flexible and locally driven and delivered. Engagement with the many groups that make up Victoria's communities, including Traditional Owners, is necessary to ensure the recovery process is effective and culturally appropriate.

The Barwon South West Relief and Recovery Plan provides a regional context for relief and recovery, coordination responsibilities and shared arrangements. The plan provides direction of escalation to arrangements and recovery governance at a regional level. The BSW Relief and Recovery Committee meet regularly to work towards their objectives, including the support of municipal level relief and recovery planning. For further information refer to EMCOP/Desktop/BSW/Plans.

6.4   Municipal Recovery arrangements

The Surf Coast, Corangamite and Colac Otway municipalities share similar risk environments from an emergency perspective. The three councils also share common responsibilities in relation to preparing for and responding to emergencies of varying scale. As such the MEMPC for each of the three Shires have formed a combined Cross-Council Relief and Recovery Committee that covers the three municipalities. The Committee has developed a memorandum of understanding for this collaboration, known as the Otway District Relief and Recovery Collaboration.

The Cross Council Relief and Recovery Committee aims to ensure the provision of effective emergency relief and recovery services across the three municipalities. To do this the Committee focuses on the development of the Otway District Relief and Recovery Plan that addresses four major areas:

- Roles and responsibilities of the three councils
- Planning and preparedness
- Activation processes; and
- Support arrangements.

6.4.1   Activation of municipal recovery coordination arrangements

Recovery coordination refers to the arrangements that will be used in any situation where more than one department, agency or organisation is required to provide services to assist communities and individuals from the impact of an emergency.

The responsibility for coordination of recovery at municipal level is the MRM. Depending on the event, recovery arrangements can be initiated in the following ways:

- MRM is contacted directly or indirectly (through the MEMO) by the Incident Controller, Regional Controller or Regional Recovery Coordinator.
- In large scale or protracted emergencies, the MRM, in consultation with the MEMO, senior Council Officers and Regional Recovery Coordinator, is responsible for forming the Municipal Recovery Coordination Group.

6.4.2   Resource escalation

The Otway District Relief and Recovery Collaboration support arrangements allow for the three councils to provide resource support to the impacted municipality. These arrangements are enhanced by the Collaboration's Recovery Blueprint Project. Through this project, each Council has developed a relief and recovery functional structure that facilitates the best use of council's capacity and capabilities in an emergency. The project promotes consistency of approach to enable interoperability across councils.

The Collaboration train and exercise together, provide mentorship and learning opportunities and participate in strategic risk planning through their committees.

Local recovery agencies are outlined in the Otway District Relief and Recovery Plan. The community profiles listed in the Appendix 5 highlight community facilities, resources and values to guide recovery.

7 ROLES AND RESPONSIBILITIES

7.1 Introduction

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

The SEMP and BSW 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 (Act s60AK).

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

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.

7.2 Role and responsibilities

Refer to SEMP and BSW REMP for agreed agency roles and responsibilities, see https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities. Surf Coast Shire Council is a signatory to the MAV Resource Sharing Protocol, see *Resource Sharing Protocol*

In addition, the following table details local arrangements and roles for the Surf Coast Shire. Further detail on relief and recovery roles can be found in the Otway District Relief and Recovery Plan.

ORGANISATION	FUNCTION / ROLE
Barwon Health	Health services
Great Ocean Road Health	
Hesse Rural Health	
Clinical Labs	Covid-19 testing
Feed Me Surf Coast	Food relief
Geelong Food Network	
BlazeAid	Fencing recovery
Australian Red Cross	Register.Find.Reunite, personal support
Department of Families Fairness and Housing	Personal Hardship Assistance Payments, housing, relief support
Disaster Legal Help Victoria	Legal assistance
Emergency Recovery Victoria	Support recovery
Insurance Council of Australia	Insurance advice
Salvation Army	Material aid, emergency relief centre catering
VCC Emergencies Ministry	Personal support

APPENDICES

Appendix 1 – Document administration

Appendix 2 – Sub Plans and Operating Procedures

Appendix 3 – Contact directory

Appendix 4 – Community network contacts

Appendix 5 – Community Profiles

Appendix 6 – Maps

Appendix 7 – History of emergency events

Appendix 8 – Links and resources

Appendix 9 – Exercises and briefings undertaken

Appendix 10 – Municipal Emergency Management Planning Committee Terms of Reference

Appendix 11 – Demographic data

Appendix 12 – Vulnerable Community Facilities

Appendix 13 – Non-Major Emergency Assistance

Appendix 14 – Bushfire Places of Last Resort (Neighbourhood Safer Places)

Appendix 15 – Emergency Relief Centre locations

Appendix 1 – Document administration

Document details

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Version control

Version	Author	Update details	Approval Date
1	MEMPC	Major Revision and changes to structure of MEMP	13 October 2022
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Document approval

Name	Title	Date	Signature
Andrew Hewitt Surf Coast Shire Council	Surf Coast Municipal Emergency Management Planning Committee Chair	28 April 2023	See certificate below
Mick McGuinness Fire Rescue Victoria Wester District 3 ACFO	Regional Emergency Management Planning Committee Chair	16 June 2023	See certificate below

Municipal Emergency Management Planning
Statement of Assurance

Part 2: Certificate of Assurance for the Surf Coast Shire Municipal Emergency Management Plan

Plan Preparer: Surf Coast Shire Municipal Emergency Management Planning Committee

I certify that the attached Municipal Emergency Management Plan complies with the requirements of the Emergency Management Act 2013, including having regard to any relevant guidelines issued under section 77 of that Act, to the extent outlined in the attached checklist.

The last review of the plan was conducted on 28 April 2023

(For MEMP and MEMP sub-plans) **On behalf of the Municipal Emergency Management Planning Committee:** Andrew Hewitt Chair, Municipal Emergency Management Planning Committee 28/04/2023	Approved on behalf of the Barwon South West Regional Emergency Management Planning Committee: Mick McGuinness Regional Emergency Management Planning Committee Chair, Fire Rescue Victoria Western District 3 ACFO Date: 22/06/2023

Acronyms

Term	Definition
ARC	Australian Red Cross
AV	Ambulance Victoria
BSW	Barwon South West
CALD	Culturally and linguistically diverse – used to refer to the broad range of Victorian communities.
CFA	Country Fire Authority
DEECA	Department of Energy, Environment and Climate Change
DFFH	Department of Families, Fairness and Housing
DH	Department of Health
EMCOP	Emergency Victoria Common Operating Platform
ERV	Emergency Recovery Victoria
FFMV	Forest Fire Management Victoria
LSV	Life Saving Victoria
MEMP	Municipal Emergency Management Plan

Term	Definition
MEMPC	Municipal Emergency Management Planning Committee
MFMPC	Municipal Fire Management Planning Committee
ODSFMP	Otway District Strategic Fire Management Plan
REMP	Regional Emergency Management Plan
REMPC	Regional Emergency Management Planning Committee
SCS	Surf Coast Shire
SCSC	Surf Coast Shire Council
SEMP	State Emergency Management Plan
SES	State Emergency Service
VCC EM	Victorian Council of Churches Emergencies Ministry
VicPol	Victoria Police

Distribution

This Plan will also be distributed to the roles and organisations listed in the table below. This Plan will also be available as follows:

- www.surfcoast.vic.gov.au/About-us/Council/Policies-plans-strategies-and-reports/Plans-and-strategies
- Council document management system (D22/40401)
- Legal Deposit with the Victorian State Library and the Emergency Management Victoria document library

Organisation
Unrestricted (full) version
Municipal Emergency Management Planning Committee
Ambulance Victoria • Area Manager – BSW2 • Senior Team Manager – Surf Coast
Australian Red Cross, Divisional Operations Officer
Barwon Water, Emergency Risk Management Advisor
Country Fire Authority • Geelong Region 7 • Coastal Group Officer • Winchelsea Group Officer
Department of Energy, Environment and Climate Action • Colac • Anglesea
Department of Health, Geelong Office
Department of Families, Fairness and Housing
Department of Jobs, Precincts & Regions
Department of Transport, Emergency Management Coordinator
Emergency Victoria Common Operating Platform - EMCOP

Organisation
Emergency Recovery Victoria
Great Ocean Road Coast and Parks Authority
Hospitals • Hesse Rural Health • Great Ocean Road Health
Life Saving Victoria, Life Saving Services Manager – West
Parks Victoria, Anglesea and Lorne Office
Salvation Army, Emergency Services, Western Vic Division
Surf Coast Shire Council • MEMO • MEM • MRM • MFPO • Chief Executive Officer • General Manager, Community Life
VICSES • Regional Officer Emergency Management • South West Region Office
Victoria Police • Surf Coast Shire MERC • Regional Emergency Response Coordinator

Organisation
• Anglesea Police Station • Lorne Police Station • Torquay Police Station • Winchelsea Police Station
Neighbouring Councils • Borough of Queenscliffe • City of Greater Geelong • Colac Otway Shire Council • Golden Plains Shire Council • Corangamite Shire Council
VCC Emergencies Ministry, Area Coordinator
Restricted version

Organisation
Geelong Regional Library
Surf Coast Shire Council, front counter and Councillor Chambers
Barwon Community Health Services
Lorne – Aireys Inlet P-12 College
State Library of Victoria, Government Publications vgp@slv.vic.gov.au
Telstra, Area General Manager – Geelong

Appendix 2 – Sub Plans and Operating Procedures

Current at: August 2022

The Surf Coast Shire MEMP and updated versions of these sub plans are available on EMCOP under *Desktop/EM Partners/BSWp/Surf Coast*.

Title	Location (Council's TRIM link)
MEMP SUB PLANS	
Otway District Strategic Fire Management Plan	D21/22673
Neighbourhood Safer Places Plan	D12/60536[v2]
Municipal Flood Emergency Plan	D11/33618
Influenza Pandemic Plan	D15/114251[v4]
Heatwave Plan	D11/4449
Municipal Emergency Relief and Recovery Plan – Otway District Relief & Recovery Collaboration	D16/18501
Municipal Public Health Emergency Management Sub Plan	D13/8774

PROCEDURES AND OPERATING GUIDELINES	
Disaster Planning for Pets within the Surf Coast Shire	D13/144620
MECC Procedures for Activation	D12/39726
MEMO Checklist	D13/36986
Emergency Relief Centre Standard Operating Guidelines	D16/18262
Single Incident Protocol	D12/52780
Secondary Impact Assessment Guidelines	

OTHER RELEVANT DOCUMENTS	
Community Emergency Risk Assessment	D14/26842[v2]
Memorandum of Understanding – Otway District Emergency Relief and Recovery Collaboration	D14/8447
Protocol for Inter-Council Emergency Management Resource Sharing	D13/164968

Appendix 3 – Contact directory

Barwon South West emergency contacts

The contacts directory for the Barwon South West Region is available on the EM-COP website at
http://files.em.vic.gov.au/OpFac/BSW/RCCBSW-Contacts-LGARespRec.pdf

Appendix 4 – Community network contacts

This information is for operational use only, for access contact:

Agency responsible: Surf Coast Shire Council

Contact: MEMO

Reference: TRIM Link D22/138382

Appendix 5 – Community Profiles

The below profiles provide details of the five largest townships in the municipality including existing services and infrastructure, community/sporting networks, commonly used communication channels, key risks, access and transport.

AIREYS INLET COMMUNITY PROFILE

Community Name	Local Government Area	State/Territory
Aireys Inlet	Surf Coast Shire	Victoria

Population

Permanent		Peak Tourist/Visitor Periods	
Population 1,533	Dwellings 1,865	Christmas, Summer Holidays, Easter	

Aireys Inlet is a small seaside town located between Anglesea and Lorne on the Great Ocean Road with a permanent population of 1,533

Existing Services and Infrastructure to Support Local Residents and Visitors

Lorne Aireys P-12 School Aireys Inlet Primary School Aireys Inlet Community Precinct Split Point Lighthouse Aireys Inlet Community Centre Fairhaven Surf Life Saving Club	Aireys Inlet CFA Aireys Inlet/Anglesea Red Cross Unit Aireys Inlet General Store Aireys Inlet Post Office Allen Noble Sanctuary including boardwalk, jetty and walking tracks

Community/Sporting Networks

Aireys Inlet & District Tennis Club Aireys Inlet & District Riding Club	Aireys Inlet Community Garden

Communication Channels and Mediums Commonly Utilised

Surf Coast Times
Surf Coast Community Facebook Group
Surf Coast Community Notice Board Facebook Group
Aireys Inlet & District Association Newsletter

Key Risks

Bushfire Drought Drowning (unpatrolled waters) Earthquake Human epidemic/pandemic	Landslide Mass gatherings (events) Oil spill Storm

Access

Great Ocean Road

Transport

McHarry's bus to and from Geelong with regular adjoining train services to and from Melbourne
McHarry's bus to and from Skenes Creek along the Great Ocean Road

ANGLESEA COMMUNITY PROFILE

Community Name		Local Government Area	State/Territory
Anglesea		Surf Coast Shire	Victoria

Population			

Permanent		Peak Tourist/Visitor Periods	
Population 3,208	Dwellings 3,014	Christmas, Summer Holidays, Easter	

Aireys Inlet is a small seaside town located between Torquay and Aireys Inlet on the Great Ocean Road with a permanent population of 3,208. This figure significantly increases during peak periods such as public holidays and Summer.

Existing Services and Infrastructure to Support Local Residents and Visitors	
Anglesea Primary School Anglesea Shopping Precinct Anglesea Regional Library Anglesea Baptist Church Anglesea Resale Shed	Anglesea CFA Aireys Inlet/Anglesea Red Cross Unit Anglesea Police Station Anglesea Surf Life Saving Club

Community/Sporting Networks	
Anglesea Football & Netball Club Anglesea Community House Anglesea & District Historical Society Anglesea Art House Anglesea Bowls Club Anglesea Motor Yacht Club Anglesea Movie Club Anglesea Performing Arts Anglesea Youth Group	Anglesea Community Garden Anglesea Community Network Anglesea Community Rock Choir Anglesea Cricket Club Anglesea Golf Club Anglesea Lions & Lionettes Club Anglesea Men's Shed Anglesea RSL Anglesea Twilight Farmers Market

Communication Channels and Mediums Commonly Utilised	
Anglesea 3230 App Surf Coast Times News Angle Anglesea Life Facebook Page	Anglesea Life and Community Facebook Page Anglesea Social Group Facebook Page Surf Coast Community Facebook Group Surf Coast Community Notice Board Facebook Group

Key Risks	
Bushfire Drought Drowning (unpatrolled waters) Earthquake Human epidemic/pandemic	Landslide Oil spill Storm

Access
Great Ocean Road

Transport
McHarry's bus to and from Geelong with regular adjoining train services to and from Melbourne McHarry's bus to and from Skenes Creek along the Great Ocean Road

LORNE COMMUNITY PROFILE

Community Name		Local Government Area	State/Territory
Lorne		Surf Coast Shire	Victoria

Population			

Permanent		Peak Tourist/Visitor Periods	
Population 1,368	Dwellings 1,815	Christmas, Summer Holidays, Easter	

Lorne is a seaside town on Louttit Bay located along the Great Ocean Road between Aireys Inlet and Wye River with a permanent population of 1,368.

Existing Services and Infrastructure to Support Local Residents and Visitors

Lorne Community Hospital	CFA Lorne
Lorne Sea Baths	Lorne Visitor Centre
Lorne Corner Store	Stribling Reserve
Mountjoy Parade Shopping Complex	Lorne P-12 College
SES Lorne	Lorne Kindergarten
Lorne Surf Life Saving Club	

Community/Sporting Networks

Lorne Beach Parkrun	Lorne Community Connect
Lorne Community House	Lorne Garden Group
Committee for Lorne	Lorne Historical Society
Daisy and Olive Community Garden	Lore Lions Club
Friends of Lorne	Lorne RSL
Lorne and District Mens Shed	LorneCare
Lorne Business and Tourism Association	Lorne Skatepark

Communication Channels and Mediums Commonly Utilised

Lorne Community Notice Facebook Group
Surf Coast Times
Surf Coast Community Facebook Group
Surf Coast Community Notice Board Facebook Group

Key Risks

Bushfire	Landslide
Drought	Mass gatherings (events)
Drowning (unpatrolled waters)	Oil spill
Earthquake	Storm
Human epidemic/pandemic	

Access

Great Ocean Road

Transport

McHarry's bus to and from Geelong with regular adjoining train services to and from Melbourne
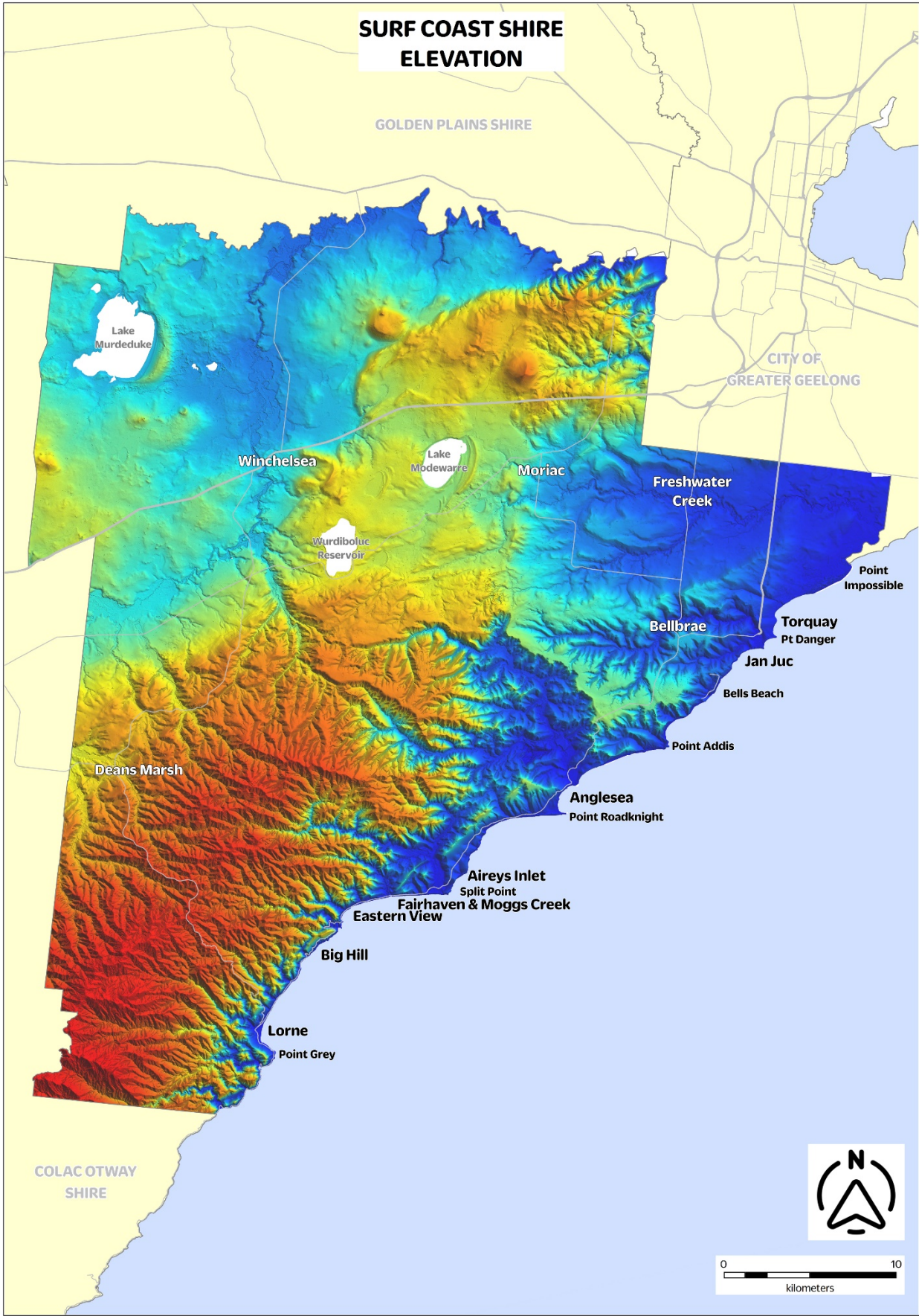McHarry's bus to and from Skenes Creek along the Great Ocean Road

TORQUAY COMMUNITY PROFILE

Community Name	Local Government Area	State/Territory
Torquay	Surf Coast Shire	Victoria

Population		

Permanent		Peak Tourist/Visitor Periods	
Population 18,534	Dwellings 8,362	Christmas, Summer Holidays, Easter	

Torquay is a coastal town located southwest of Melbourne, approximately 30km from Geelong, at the eastern most point of the Great Ocean Road. Torquay has 18,534 permanent residents, however temporary residency due to holiday makers and day visitors fluctuates throughout the year and peaks over the Summer period. The permanent population has seen and continues to see significant growth with the completion of new housing developments in the community.

Existing Services and Infrastructure to Support Local Residents and Visitors

Community Civic Precinct, including sports facilities	Torquay P-6 College
Surf World Retail and Tourist Precincts, Gilbert Street, Torquay	Torquay Coast Primary School
Central and Bell Street including multiple supermarkets	St Therese Primary School
Torquay Post Office	Lisieux Catholic Primary School
Torquay Surf Life Saving Club	Torquay Community Health Centre
Torquay Foreshore Camping Ground	Torquay Police Station
Spring Creek Sports Facilities	Torquay CFA
RACV Resort and Golf Course	Torquay Marine Rescue
Surf Coast Secondary College	Torquay Swim School
	Torquay Kindergarten

Community/Sporting Networks

Spring Creek Community House	Torquay Outrigger Canoe Club
Torquay Commerce & Tourism	Surf Coast Tennis Club
3228 Residents Association	Torquay Hockey Club
Torquay Community Men's Shed	Torquay Parkrun
Torquay Community House	Torquay Sailing Club
Danawa Community Garden	Torquay Gymnastics
Greater Torquay Alliance	Torquay Rubbish Rangers
Torquay Football Netball Club	Friends of Taylor Park Torquay
Torquay Cricket Club	Greater Torquay Alliance
Surf Coast Suns Football Netball Club	Torquay Boardriders Club
Surf Coast Cricket Club	Torquay Ocean Swimmers
Surf Coast Touch Football	Torquay Dance Academy
Surf Coast Football Club	Probus Club of Torquay
Torquay Landcare Group	Surfers Appreciating the Natural Environment (SANE)
The Surfrider Foundation	
Friends of Cosy Corner	

Communication Channels and Mediums Commonly Utilised

Surf Coast Times
Surf Coast Community Facebook Group
Surf Coast Community Notice Board Facebook Group
Torquay Community Voice Facebook Group

Key Risks

Bushfire	Landslide
Drought	Mass gatherings (events)
Drowning (unpatrolled waters)	Oil spill
Earthquake	Storm
Human epidemic/pandemic	

Access

Surf Coast Highway
Horseshoe Bend Road
Great Ocean Road
Anglesea Road

Transport

McHarry's bus to and from Geelong with regular adjoining train services to and from Melbourne

WINCHELSEA COMMUNITY PROFILE

Community Name		Local Government Area	State/Territory
Winchelsea		Surf Coast Shire	Victoria

Population			

Permanent		Peak Tourist/Visitor Periods	
Population 2,534	Dwellings 1,137	Christmas, Summer Holidays, Easter	

Winchelsea is an inland rural town on the Barwon River, located predominantly within the Surf Coast Shire, with a small section within the Colac Otway Shire. In the 2021 Census it was identified that 2,534 people permanently reside within Winchelsea.

Existing Services and Infrastructure to Support Local Residents and Visitors

Winchelsea Primary School	Winchelsea Leisure Time Centre
Winchelsea Swimming Pool	Moriac General Store
Winchelsea Retail Precinct	Hesse Rural Health
Winchelsea Medical Clinic	Winchelsea Medical Clinic
Winchelsea Health Club	Winchelsea Police Station
Winchelsea CFA	SES Winchelsea

Community/Sporting Networks

Winchelsea Bowling Club	Winchelsea Community House
Winchelsea Tennis Club	Winchelsea Golf Club
Winchelsea Skatepark	

Communication Channels and Mediums Commonly Utilised

The Winchelsea Star
Surf Coast Times
Surf Coast Community Facebook Group
Surf Coast Community Notice Board Facebook Group
Winchelsea Community Information Facebook Group

Key Risks

Bushfire	Earthquake
Drought	Human epidemic/pandemic
Drowning (unpatrolled waters)	Storm

Access

Princes Highway
Winchelsea-Deans Marsh Road
Inverleigh-Winchelsea Road
Cressy Road
Barwon Park Road
Barwon Terrace

Transport

McHarry's bus to and from Geelong with regular adjoining train services to and from Melbourne

Appendix 6 – Maps

SURF COAST SHIRE
SEALED/UNSEALED ROADS

GOLDEN PLAINS SHIRE

CITY OF
GREATER GEELONG

Lake
Murdeduke

Princes Highway

Winchelsea

Lake
Modewarre

Moriac

Wurdiboluc
Reservoir

Surf Coast Highway

Point Impossible

Cape Otway Road

Bellbrae

Torquay

Jan Juc

Bells Beach

Point Addis

Deans Marsh

Anglesea

Point Roadknight

Aireys Inlet

Fairhaven & Moggs Creek

Eastern View

Big Hill

Lorne

Point Grey

COLAC OTWAY
SHIRE

N

0   10
kilometers

SURF COAST SHIRE
ELEVATION

GOLDEN PLAINS SHIRE

Lake Murdeduke

CITY OF GREATER GEELONG

Winchelsea

Lake Modewarre

Moriac

Freshwater Creek

Wurdiboluc Reservoir

Point Impossible

Bellbrae

Torquay
Pt Danger

Jan Juc

Bells Beach

Point Addis

Deans Marsh

Anglesea
Point Roadknight

Aireys Inlet
Split Point
Fairhaven & Moggs Creek
Eastern View

Big Hill

Lorne
Point Grey

COLAC OTWAY SHIRE

N

0   10
kilometers

Surf Coast Shire Electoral map
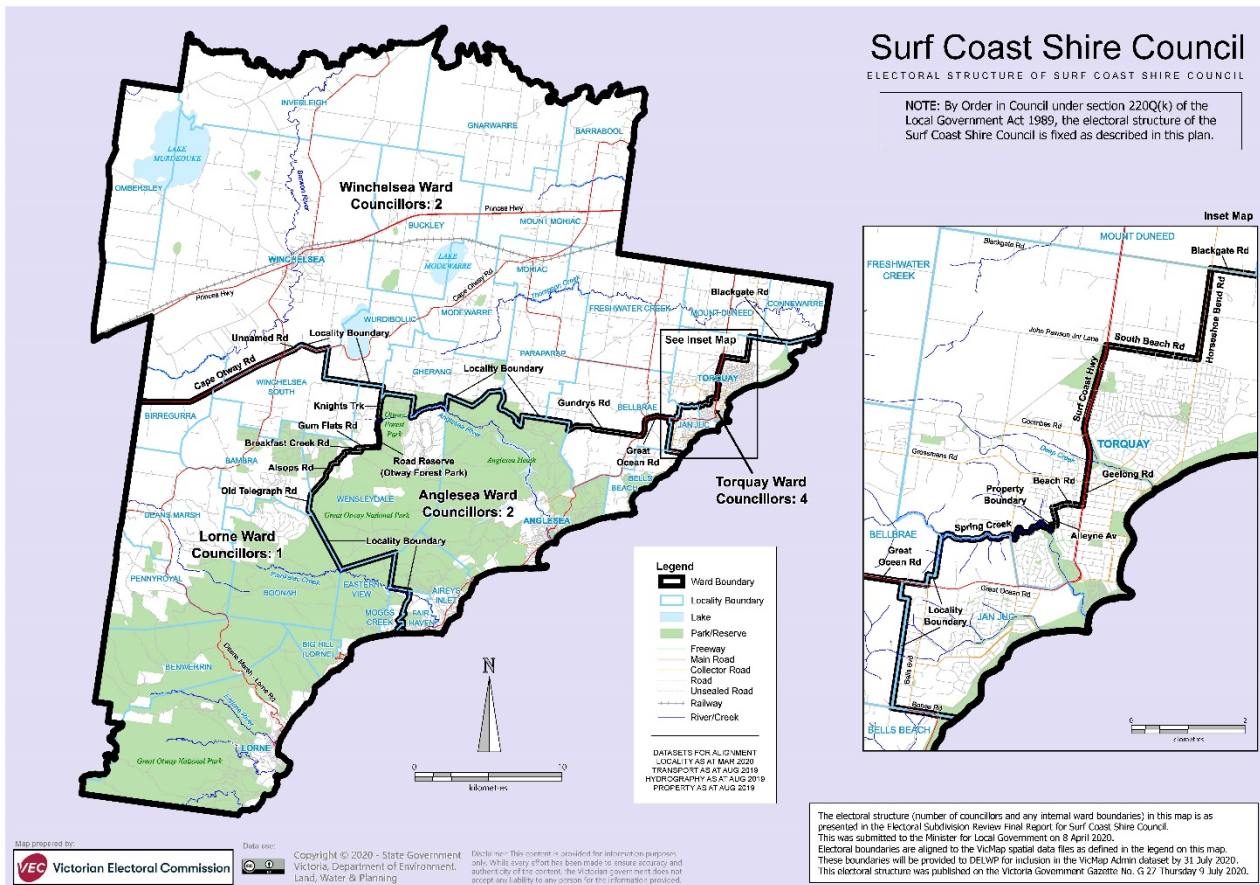
Appendix 7 – History of emergency events

DATE	INCIDENT	LOCATION	DETAIL
2022, Oct	Storm	Shire wide	Storms and flash flooding
2022, Jan 28	Storm	Aireys Inlet, Anglesea	Significant storm event caused flash flooding throughout Anglesea and Aireys Inlet, Calvary Cordelia Grove Aged Care facility experienced extensive flooding and sewage contamination, 45 residents were evacuated.
2021, Dec 31	Cliff collapse	Bells Beach	Cliff collapse between Southside and Point Addis, 6 people involve, one fatality and five with injurie.
2020, Oct 3	Dam leak	Torquay	Dam leak at Pintail Drive Torquay threatening failure, 12 houses evacuated.
2020, Jun 17	Chemical incident	Torquay	Toxic chemical incident from flower farm on Coombes Road. Four people received hospital treatment, a number of residents in the area were affected.
2020, Mar -	Covid 19 Pandemic	Global	Lockdowns in municipality and around the state had significant impact on residents and the economy.
2018, Mar	Bushfire	Corangamite Shire	South West Complex Fires burnt more than 15,000 hectares of land across Corangamite and neighbouring shires. Losses included 24 houses and 63 sheds, hundreds of livestock, pasture and silage. Peat fires burnt near Cobrico and Lake Elingamite for more than 50 days. Surf Coast Shire
2016, Dec	Crowd crush	Lorne	Mass Gathering Incident – Crowd Crush Falls Festival – 16 people injured, 19 hospitalized
2016, Oct	Flood	Shire wide	80 properties and 52 hectares affected, infrastructure damage
2015-16, 19 Dec-28 Jan	Bushfire	Wye River	19 Dec 2015-28 Jan 2016, Jamieson Track Wye River fire, 2500 hectares burned in the Otway Ranges in the Lorne-Wye River region, fire destroyed 98 houses in Wye River and 18 in Separation Creek. Lorne, Wye River, Separation Creek, Kennett River evacuated.
2015, Oct	Bushfire	Wensleydale	Wensleydale Fire – 11 hectares burned, one house lost.
2014, Mar	Grassfire	Gnarwarre	Gnarwarre grassfire, burnt approximately 110 hectares
2013, Nov	House fire – fatality	Torquay	House fire Cullen Court Torquay, 16 year old male died
2013, Mar 27	Grassfire	Inverleigh	Stubble fire at Manders Road Inverleigh, burnt approximately 40ha.
2012, Jan	Drowning	Urquarts Bluff	Drowning at Urquarts Bluff, one woman died and six others were rescued after being caught in a rip.
2011, Mar	Drowning	Bells Beach Southside	Drowning at Bells Beach Southside, one man died while attempting to rescue students on a school snorkelling trip
2008, Dec	Major road incident	Big Hill	A tanker overturned and caught on fire on the Great Ocean Road, Big Hill killing the driver causing road closure and major traffic diversions.
2008, Mar			March 2008 two people died and three injured when the car they were travelling in collided with a train at the Considines Road level crossing.
2007, Nov	Flash flooding	Cumberland River	Cumberland River Caravan Park evacuated due to flash flooding.
2005, Sep	Major road incident	Winchelsea	Three children drowned in a car that ran off the road into a dam near Winchelsea.
1995, Nov	Flooding	Shire wide	Severe rainfalls in the Otways produced extensive flooding in the Barwon River with substantial stock losses, local erosion and one house flooded. Flooding in the Thompson Creek catchment also caused widespread disruption.
1994, Nov	Bushfire	Moggs Creek	Fuel reduction burn adjacent to Moggs escaped which resulted in 200 hectares of bush being burned, with one house destroyed and 25 damaged.
1983, Feb 16	Bushfire	Shire wide	One of the worst emergencies was the Otways (Ash Wednesday) fire that started at Deans Marsh on 16 February 1983 at approximately 3:00 pm. The

DATE	INCIDENT	LOCATION	DETAIL
			fire burnt 41,000 hectares, 729 houses (69 in the Shire of Winchelsea), 53 other buildings, 2,624 sheep, 159 cattle, with three lives lost.
1982, Jan	Bushfire	Anglesea	Fire at the Anglesea camping ground. Twenty caravans, 13 tents, two prefabs and two annexes were destroyed.
1981, Oct	Bushfire	Fairhaven	Fairhaven evacuated due to fire. Three houses were lost and others damaged. The fire was started by a controlled burn.
1980, Mar	Bushfire	Anglesea	Fire within two kilometres of Anglesea township, with about 400 hectares burnt. Source of fire was smouldering peat moss from fire several weeks earlier.
1969, Jan 18	Bushfire	Bellbrae, Gnarwarre	Fires burnt over 2,000 hectares at both Bellbrae and Gnarwarre. Multiple fires in southern and central Victoria.
1968, Feb	Bushfire	Lorne	Large fire in the Lorne area occupied 27 brigades for four days. Over 5,000 acres burnt and several buildings.
1966, Nov 23	Bushfire	Wormbete	Fire in the Wormbete area, with estimated 32,000 acres burnt.
1966, Mar	Bushfire	Anglesea	Bushfire destroyed 14 houses at Anglesea, with property damage of $100,000.
1965, Mar	Bushfire	Big Hill, Eastern View	Over 8,000 acres burnt and one house and several buildings destroyed at Big Hill – Eastern View.
1961	Bushfire	Modewarre	500 acres and 300 sheep were lost at Modewarre in a deliberately lit fire.
1961, Apr	Bushfire	Big Hill, Bellbrae, Lorne	Fires at Big Hill and later at Bellbrae, with 40 acres burnt. February 1961, fires near Erskine Falls and in Queens Park area, Lorne.
1960, Jan	Bushfire	Moggs Creek	Fire at Moggs Creek, about 800 hectares burnt.
1957, Sep 5	Bushfire	Anglesea, Aireys Inlet	Fires at Anglesea and Aireys Inlet with 2,428 hectares burnt
1952	Flood	Birregurra	During the 1952 flood, a near emergency occurred when an Army Duck with a sick elderly lady and a pregnant woman on board was jammed against a bridge on the Birregurra – Deans Marsh Road just out of Birregurra
1951-2	Flood	Shire wide	Floods during 1951 and 1952 caused substantial loss to private property as well as damage to bridges within the Shire.
1947, Jan	Bushfire	Anglesea	Wide spread fires at Anglesea. Fire leapt the Anglesea River and threatened to destroy the township. The fire raced through the centre of town and destroyed two homes, several buildings and a number of boats. Anglesea Fire Brigade building was set on fire three times. The main street was 'strewn with fallen power and telephone lines'. A good water supply was critical to saving the town.
1944, Jan	Bushfire	Shire wide	January 1944 saw Geelong ringed by fires in Moriac, Modewarre, Bellbrae and Mount Duneed to the edge of Torquay
1940, Mar	Bushfire	Torquay	Fires in southern parts of the State, including Torquay where one life was lost, 86 houses and various buildings destroyed and heavy loss of stock and grass.
1939, Jan	Bushfire	Lorne, Moggs Creek, Aireys Inlet, Anglesea	Fhe 'Black Friday' fires affected most areas of the State, including the Otways. Lorne was threatened and sixteen houses were destroyed. Hundreds of people sought the safety of the beach. Also fires between Aireys Inlet and Anglesea and extensive grass fire at Moggs Creek.
1938, Dec	Bushfire	Eastern View	Fire burning for several days around Eastern View threatened several cottages and the golf course.
1938, Feb	Bushfire	Anglesea, Aireys Inlet, Big Hill, Benwerrin, Pennyroyal	February 1938, bushfire along the west side of Anglesea river threatened the township of Anglesea. Also fires towards Aireys Inlet, at Big Hill, Benwerrin and Pennyroyal.

DATE	INCIDENT	LOCATION	DETAIL
1937, Nov	Bushfire	Eastern View, Fairhaven	Bushfire threatened settlement at Eastern View and swept towards Fairhaven.
1936, Apr	Bushfire	Anglesea	Fires in Geelong and neighbouring districts. A fire with a seven mile fire front threatened the township of Anglesea, with neighbouring pine plantations damaged. Also fires in Otways and other parts of the State.
1933, Feb	Bushfire	Bellbrae	Fire north of the Bellbrae – Anglesea Road near Bellbrae.
1932, Nov	Bushfire		Bushfire between Anglesea and Torquay.
1932, Feb	Bushfire	Lorne, Aireys Inlet	Fires burned steadily for several weeks around Lorne and also threatened Aireys Inlet.
1931, Feb	Bushfire	Anglesea, Bellbrae, Torquay, Wensleydale, Bambra	Bushfire commenced near the pine plantation at Anglesea and swept through the bush between Anglesea, Bellbrae and Torquay. Extensive fire between Wensleydale and Bambra.
1926, Mar	Bushfire	Bambra, Anglesea	Bushfire between the Otway Coal Mine and Bambra. Fires in the Otway Ranges endangered pine plantations at Anglesea.
1926, Feb	Bushfire	Lorne, Eastern View, Aireys Inlet, Jan Juc, Wensleydale	Bushfires at Lorne, Eastern View, Aireys Inlet, near Jan Juc, around Wensleydale, on sections of the Great Ocean Road and in other areas throughout the State. At least 29 people died across Victoria.
1920, Feb	Bushfire	Anglesea, Mt Moriac, Aireys Inlet	Bushfires around Anglesea (for several days), between Mount Moriac and Aireys Inlet, between Lorne and Anglesea, at Wensleydale and between Jan Juc and Anglesea.
1919, Feb	Bushfire	Anglesea, Lorne	Bushfire at Anglesea, with five houses destroyed. There were also extensive fires in the Otways, with 100 homesteads burnt and about 500 people left homeless. The Lorne saw mill was destroyed.
1913, Feb	Bushfire	Anglesea, Jan Juc	Bushfire between Anglesea and Jan Juc.
1912	Bushfire	Jan Juc, Aireys Inlet	February 1912, Bushfire in forest at Jan Juc. January 1912, extensive fire at Aireys Inlet. Two cottages destroyed.
1908, Jan	Bushfire	Jan Juc, Modewarre, Anglesea	Bushfires across the State, including around Jan Juc, Modewarre and Anglesea. The fire caused 'wholesale destruction' at Anglesea, with seven houses destroyed.
1906, Feb	Bushfire	Anglesea	Bushfires around Anglesea.
1905, Jan	Bushfire	Jan Juc, Anglesea	Extensive fires occurred throughout the Geelong area and between Jan Juc and Anglesea. Record temperatures of 107.8 – 110.5 in the shade.
1901, Feb	Bushfire	Jan Juc, Birregurra	Extensive fires reported at Birregurra and in the Geelong region. Several people lost their lives in the Birregurra fire. Jan Juc was also threatened by fire.
1898, Feb	Bushfire	Anglesea	Bushfires from Cape Otway forest extended to Anglesea, which was at one stage 'threatened with complete extinction' by the fires. The Anglesea Hotel was 'swept out of existence by the fiery fiend'. The same fire got within 'dangerous proximity to Torquay'. Lorne was also threatened.
1896, Jan 7	Bushfire	Lorne	Numerous bushfires adjacent to Lorne.
1893, Feb 28	Bushfire	Winchelsea to coast	Bushfires 'raged with great fierceness' between Winchelsea and the Coast. Fire approached the Anglesea River and encroached on township allotments on the west side of the river. The forest in the vicinity of Jan Juc was 'a seething mass of flame'.
1891, Feb 14	Bushfire	Mt Duneed, coastline	'Black Saturday' fires 'raged all over the colony', including Mount Duneed and Coast districts, and Birregurra and Winchelsea districts. The fires skirted the coast line between Jan Juc and Lorne. Jan Juc was just saved by a wind change.

DATE	INCIDENT	LOCATION	DETAIL
1890	Bushfire	Aireys Inlet to Lorne, Deans March	March 17 1890, Fires between Aireys Inlet and Lorne and also at Anglesea. A large portion of the forest between Aireys Inlet and Lorne was consumed. February 7 1890, extensive fires at Mount Duneed, and between Mortlake and Terang, and at Camperdown. January 1890, forest between Deans Marsh and Lorne 'ablaze for two to three days'. The fire was reported as about half a mile in width.
1889, Jan	Bushfire	Lorne	Bushfires around Lorne for several days. The coach from Birregurra to Lorne 'passed through fires nearly all the way from Deans Marsh to Erskine House'.
1886, Jan	Bushfire	Otway Ranges	Bushfire that started near Cape Otway threatened Cape Otway, Apollo Bay, the Heytesbury Forest, Lorne, Birregurra and Colac. The whole of the Otway forest south of Colac was 'one burning mass' flamed by a northerly gale. Wind change to the south later in the day.
1882, Oct	Flood	Ripple Vale	During a disastrous flood in the Barwon River during October 1882, lives were lost by drowning while rescuing sheep at Ripple Vale.
1881, Mar	Bushfire	Otway Ranges	Bushfires 'raged' between Colac and Gerangamete and near Birregurra and the Otway Ranges.
1851, Feb 6	Bushfire	Torquay, Aireys Inlet	'Black Thursday' fires covered up to a quarter of the State. The fire affected the neighbourhood of Geelong and extended from Barwon Heads to Apollo Bay, including South Beach (now known as Torquay) and what is now Aireys Inlet. The fires were so hot that brass melted off cooking utensils in Apollo Bay and the tiny settlement was 'almost wiped out'.

Figure 5 – A bushfire to the north of Mount Moriac 1854, by artist Michael Minter, b. 1807, State Library of Victoria

Appendix 8 – Links and resources

Emergency Management Act 1986 and 2013	www.legislation.vic.gov.au/in-force/acts/emergency-management-act-1986/051 www.legislation.vic.gov.au/in-force/acts/emergency-management-act-2013/019
Emergency Management Victoria	www.emv.vic.gov.au/
Emergency Recovery Victoria	www.vic.gov.au/bushfire-recovery-victoria
State Emergency Plan (SEMP)	www.emv.vic.gov.au/responsibilities/semp
Regional Emergency Management Plans	www.emv.vic.gov.au/responsibilities/emergency-management-planning/remps
Community Emergency Risk Assessment (CERA)	www.ses.vic.gov.au/about-us/emergency-management-training/community-emergency-risk-assessment-cera
Ambulance Victoria	www.ambulance.vic.gov.au
Australian Red Cross	www.redcross.org.au
Country Fire Authority	www.cfa.vic.gov.au
Department of Energy, Environment and Climate Action (Forest Fire Management Victoria)	www.deeca.vic.gov.au
Department of Families Fairness and Housing	https://providers.dffh.vic.gov.au/emergency-management https://services.dffh.vic.gov.au/emergencies
Department of Health	https://www.health.vic.gov.au/
Department of Jobs, Precincts and Regions	https://djpr.vic.gov.au/
Department of Transport	https://transport.vic.gov.au/
Parks Victoria (Fire Management)	www.parks.vic.gov.au/fire-management
Surf Coast Shire Council – Emergency Management	www.surfcoast.vic.gov.au/Community/Emergencies-and-safety
VCC Emergencies Ministry	https://vccem.org.au/
Victoria Police – Emergency response	www.police.vic.gov.au/emergency-response
Victoria State Emergency Service	www.ses.vic.gov.au

Appendix 9 – Exercises and briefings undertaken

Exercise Name	Exercise Type	Date
Otway District Collaboration Recovery Blueprint Exercise	Relief and Recovery	July 2022
Surf Ex 4 – Otway District Collaboration Emergency Relief Centre Exercise	Emergency Relief Centre	December 2022

Appendix 10 – Municipal Emergency Management Planning Committee Terms of Reference

This information is for operational use only, for access contact:

Agency responsible: Surf Coast Shire Council

Contact: MEMO info@surfcoast.vic.gov.au

Reference: TRIM Link D21/23749

Appendix 11 – Demographic data

Population 2021		
	Number	**%**
Population (excluding o/s visitors)	37,691	100
Males	18,604	49.4
Females	19,087	50.6
Living with a disability (requiring assistance)	1,043	3.5
Aboriginal & Torres Strait Islanders	239	0.6
Total born overseas	6,429	17.1
Language spoken at home – Non-English	3,507	9.3

Surf Coast Shire forecast 2011-2021 and age percentile		
Age group	**2021**	**%**
0-4 years	2,301	6.1
5-14 years	5,133	13.6
15-19 years	2,093	5.5
20-24 years	1,556	4.1
25-34 years	3,662	9.7
35-44 years	5,371	14.2
45-54 years	5,178	13.7
55-64 years	4,936	13.1
65-74 years	4,628	12.4
75-84 years	2,099	5.6
85 years and over	738	2.0
Total Persons	37,695	100

Distribution of the population 2021		
Area name	**2021**	**Dwellings**
Anglesea	3,208	3,014
Jan Juc – Bellbrae – Bells Beach	5,645	2,574
Lorne	1,368	1,815
Deans Marsh and District	1,449	661
Aireys Inlet, Fairhaven district	1,533	1,865
Moriac and districts	3,423	1,255
Torquay	18,534	8,362
Winchelsea	2,534	1,137
Total Surf Coast Shire	37,694	20,683

Township	2016 SEIFA Index
Winchelsea	954.4
Lorne	1055.7
Anglesea	1067.43
Aireys Inlet, Fairhaven, Moggs Creek	1072.0
Surf Coast Shire	1077.0
Torquay	1090.5
Jan Juc – Bellbrae – Bells Beach	1093.1

Appendix 12 – Vulnerable Community Facilities

A detailed list of vulnerable facilities in the municipality is updated annually, prior to the Fire Danger Period.

This information is for operational use only and is available from the Crisisworks library, for access contact:
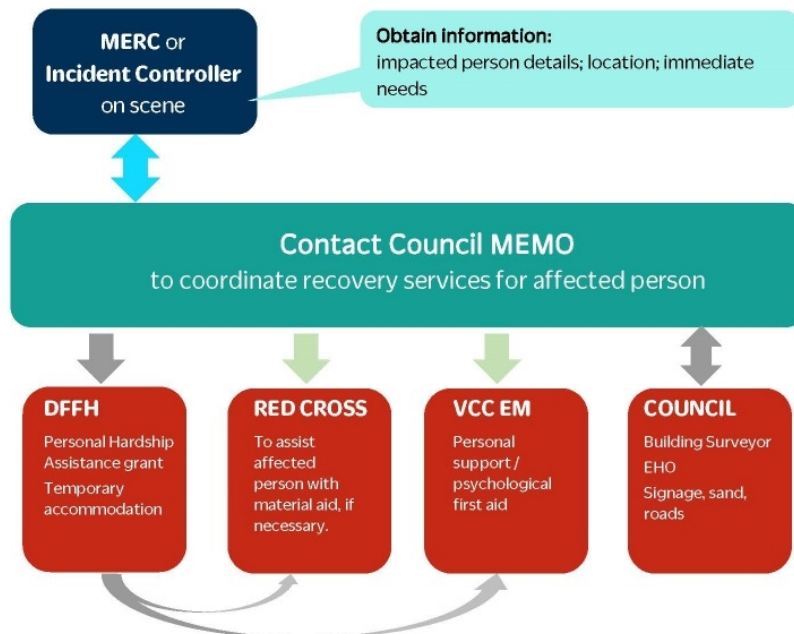
Agency responsible: Surf Coast Shire Council

Contact: MEMO info@surfcoast.vic.gov.au

Reference: TRIM Link D21/65308

Appendix 13 – Non-Major Emergency Assistance

Surf Coast Shire –Non-Major Emergency Assistance

MERC or Incident Controller on scene

Obtain information: impacted person details; location; immediate needs

Contact Council MEMO to coordinate recovery services for affected person

DFFH
Personal Hardship Assistance grant
Temporary accommodation

RED CROSS
To assist affected person with material aid, if necessary.

VCC EM
Personal support / psychological first aid

COUNCIL
Building Surveyor
EHO
Signage, sand, roads

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Surf Coast Shire –Non-Major Emergency Assistance

Non-major Emergency Assistance

A non-major emergency is defined as an event that has occurred on a small scale, where individuals or families may have had their home or possessions severely damaged or destroyed, through an incident such as a house fire, localised flood, storm, burst pipes or vandalism. The Municipal Recovery Manager can assist affected people by contacting the following agencies.

DFFS Personal Hardship Assistance program

DFFS can be activated to provide emergency relief assistance for up to seven days after an emergency event to those affected by it. This includes if you are unable to access, or live in your home because of the emergency.

Payments are intended to help with expenses incurred in the immediate aftermath of the emergency, meeting immediate health, safety and wellbeing needs including:

- Food
- Clothing
- Medications
- Accommodation

Red Cross

Red Cross can be activated to provide assistance following Non-Major Emergencies. Whilst DFFS provide the funding for material aid and accommodation, Red Cross can assist the affected person to access this assistance. For example if the affected person is elderly or lacks capacity and/or transport, Red Cross volunteers can help in this area.

VCC Emergencies Ministry

VCC EM can be activated to provide personal support and psychological first aid.

- **Psychological first aid** can address emotional and spiritual wounds, it includes making contact, ensuring safety, communicating, comforting, reassuring and offering support.
- **Personal Support** workers assist affected people with information, emotional comfort, the provision of basic needs, linkage to social networks and referral services.

Surf Coast Shire

Where necessary, persons affected can be referred to Emergency Relief and Crisis Intervention and Counselling Services.

In the extreme circumstance that agency support is not available, the Municipal Recovery Manager may access discretionary funds using corporate credit card for essential needs such as temporary accommodation and clothing.

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Appendix 14 – Bushfire Places of Last Resort (Neighbourhood Safer Places)

Date last updated: August 2022

Township	Location	Points of Note	Latitude Longitude	Map Ref / Lat:Long
Aireys Inlet	Aireys Inlet Bottom Shops Car parking area in front Great Ocean Road, Aireys Inlet 3231 (opposite Inlet Crescent),	Outside: 1.5 hectares, Toilets, Opposite shops, Approximately 100 cars, Fire hydrant	144.099 -38.4653	Vicmap Pg 197, F7
Anglesea	Anglesea Shopping Strip Car parking area in front Great Ocean Road (between Camp and McDougall Rds)	Outside: Toilets	144.19 -38.4049	
Anglesea	Anglesea River Bank Great Ocean Road, Anglesea 3230 south of Anglesea bridge	Outside: Toilets, 100 cars, Relatively safe but no shelter, Close to main road, Sometimes used for markets	144.187 -38.4099	Melway Pg 196, F7
Deans Marsh	Martians Café Car Park 12 Deans Marsh Lorne Road, Deans Marsh 3235		143.886 -38.3971	
Jan Juc	Bob Pettitt Reserve 89 Sunset Strip, Jan Juc 3228 (between Wattle Court and Domain Road)	Outside: 5 hectares, 50+ cars, Access problem for buses Inside: 4 Toilets, kitchen, 60 chairs, 12 tables	144.295 -38.3491	Melway Pg 505, E11
Lorne	Point Grey Car park and reserve, Great Ocean Road (between Mountjoy Parade and Hird Street)		143.986 -38.5491	
	Foreshore Mountjoy Parade (opposite Williams Street)		143.976 -38.5399	
Moriac	Newling Reserve: the grassed area at the rear of the Moriac Community Centre on Hendy Main Road (between Deppeler Avenue and Cooks Lane). Entry is also available from Daniel Drive.		144.172 -38.2449	
Mt Moriac	Mount Moriac Reserve – Western half of No.1 Oval (main). 755 Reservoir Road, Mount Moriac 3240		144.197 -38.2182	
Winchelsea	Shopping Complex Car Park Cnr Willis Street and Princess Highway, Winchelsea 3241		143.99 -38.2433	

Appendix 15 – Emergency Relief Centre locations

Surf Coast Shire Council has plans in place to operate most of their facilities as Emergency Relief Centres and number of these sites have solar battery power back up systems.

The location of Emergency Relief Centres will be publicly announced when they are activated during an emergency.