GLENORCHY MUNICIPAL EMERGENCY MANAGEMENT PLAN

GLENORCHY
CITY COUNCIL

Glenorchy Municipal Emergency Management Plan

Plan Details:

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Section 1: Overview

1.1 Glossary

Terms used are consistent with the Tasmanian Emergency Management Arrangements (**TEMA**). The *Emergency Management Act 2006* (the Act) abbreviates some titles (eg. Municipal Committee instead of Municipal Emergency Management Committee). This practice also applies to this plan.

Table 1: Terms

Term	In the context of this plan, this means:
Affected Area Recovery Committee (AARC)	A committee established under section 24E of the Act after an emergency event to coordinate longer term recovery activities at regional and/or local levels; these committees bring together members of the affected community, councils and relevant Tasmanian Government agencies to collaboratively plan, prioritise and coordinate regional and local recovery activities
biosecurity	Measures for the protection of the economy, environment and human health from the negative impacts associated with the entry, establishment or spread of exotic pests (including weeds) and diseases
capability	A function of human and physical resources, systems, processes, training and the supply chain, for example, trained personnel with equipment ready for deployment
capacity	The extent to which a capability can be applied to a particular task or function
combined area	Means two or more municipal areas determined by the Minister to be a combined area under section 19 of the Act
command	The internal direction of an organisation's resources in an emergency
community centres *NB. Different centre types may be located at one site*	**Evacuation Centre**: A place or facility where people affected by an emergency may be provided with information in relation to the hazards associated with the emergency or with temporary shelter from those hazards
	Information Centre: A facility to provide information and answer enquiries about the emergency or operation in progress. This includes the supply of information of a general nature to assist those affected by the event
	Recovery Centre: A place or facility where people affected by an emergency may be provided with information or support to recover from that emergency
companion animal	A captive-bred animal that is not commercial livestock
consequence management	Activities undertaken to manage the consequences of an emergency and/or emergency response, including activities to minimise recovery needs, including but not limited to measures to protect public health standards, restore essential services and provide relief and financial assistance
consultation framework	A framework made up of various groups within the emergency management system and the way these groups contribute to decision-making through consultation and collaboration; groups may include established committees and related stakeholder groups, supplemented by temporary working groups
control	The overall direction and management of emergency management activities in an emergency situation; authority for control is established in legislation or in an emergency plan and carries with it responsibility for tasking other organisations in accordance with the needs of the situation; control relates to situations and operates horizontally across organisations
coordination	The bringing together of organisations and other resources to support an emergency management response; coordination involves the systematic acquisition and application of resources (organisational, human and equipment) in an emergency situation
Council	In the context of this plan, Council refers to the Glenorchy local government authority
counselling	Direct assistance provided by relevant service professionals to emergency-impacted people who are or may be having problems coping with the aftermath of an emergency

Term	In the context of this plan, this means:
debrief	To gather information from participants in an action to gauge the success or otherwise of the action at the end of the task, shift or incident
Deputy Municipal Coordinator (DMC)	A person appointed as Deputy Municipal Emergency Management Coordinator under section 23 of the Act, and who can act for the Municipal Coordinator when the Municipal Coordinator is: • absent from duty or Tasmania • unable to perform Municipal Coordinator duties (permanently), or • temporarily not appointed (eg. has resigned)
emergency	An event, actual or imminent, that endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response
emergency centres	**Emergency Coordination Centre (ECC):** A facility established to coordinate and organise emergency provision of services. Can be established at municipal, regional and/or state levels
	Emergency Operations Centre (EOC): A facility, either static or mobile, from which the total operation or aspects of the operation are managed. A facility established to control and coordinate the response and support to an incident or emergency
	Incident Control Centre (ICC): The location where the Incident Controller and various members of the Incident Management Team provide overall direction of response activities
emergency management	The planning, organisation, coordination and implementation of measures that are necessary or desirable to prevent, mitigate, respond to, resist, adapt to, overcome and recover from an emergency; can include civil defence, emergency-related research or training, or the development of emergency policy and procedures relating to any of these measures or actions
emergency management plan	A document required by the Act (and other legislation that requires emergency management related plans) that describes governance and coordination arrangements and assigned responsibilities for: a geographic area; identified hazard; or function relevant to emergency management. This includes descriptions of processes that provide for safe and effective operations for emergency situations.
emergency management worker	A member of a statutory service, whether for payment or other consideration or as a volunteer; or an authorised officer; or a person who does or omits to do any act in the assistance of, or under the direction or control of, an authorised officer.
emergency powers and special emergency powers	Powers specified in Schedules 1 and 2 of the Act
emergency risk management	A systematic process that produces a range of measures that contribute to the wellbeing of communities and the environment
environment	Components include: land, air and water; organic and inorganic matter; living organisms; human-made or modified structures and areas; interacting natural ecosystems; and all other components of the earth further defined by the Act
exercise	A simulated emergency scenario designed to validate emergency management arrangements and/or familiarise workers with them
hazard	A place, structure, source or situation that may potentially endanger, destroy or threaten to endanger or destroy human life, property or the environment
Liaison Officer	A person nominated to represent his/her organisation and: provide advice about the organisation's resources, structures and capabilities; act as a conduit for information; and may be authorised to commit resources
Management Authority	Management Authorities provide direction so that capability is maintained for identified hazards across the prevention and mitigation, preparedness, response and recovery phases (PPRR), as well as assessing and validating the effectiveness of the strategies they implement
Municipal Emergency Management Committee (MEMC) Chairperson	The person determined by Council to be the Chairperson of the Municipality's MEMC under section 21(2) of the Act

Term	In the context of this plan, this means:
Municipal Committee	A Municipal Emergency Management Committee established under section 20 of the Act
Municipal Coordinator (MC)	A person appointed as a Municipal Emergency Management Coordinator under section 23 of the Act
Municipal Recovery Coordinator (MRC)	A Council employee responsible for recovery at the municipal level, appointed under section 24G of the Act
Permanent Timber Production Zone land	A land classification established under the *Forest Management Act 2013* to replace the formerly-used term 'state forest'
preparedness	Planned and coordinated measures so safe and effective response and recovery can occur
prevention and mitigation	Planned and coordinated measures that eliminate or reduce the frequency and/or consequences of emergencies
public information	The management of public information and perceptions during response to an incident
recovery	The process undertaken in an area or community affected by an emergency that returns all or part of the social, economic or environmental features or the infrastructure of that area or community to a functional standard, and/or assists the area or community during and after the emergency to deal with the impacts of the emergency
Recovery function	A particular activity or group of activities that may be undertaken as part of recovery efforts
Regional Controller	A person appointed as Regional Emergency Management Controller under section 17 of the Act, who is either: a police commander determined by the Commissioner of Police and the State Controller; or a person appointed by the Minister
Regional Emergency Coordination Centre (RECC)	A facility from which regional coordination of emergency (consequence) management occurs during the response phase.
Regional Emergency Management Committee (REMC)	A Regional Emergency Management Committee established under section 14 of the Act
Regional Emergency Management Plan (REMP)	A regional-level plan developed and amended from time to time and approved by the State Controller under section 33 of the Act
Regional Planner	The person appointed to the position of State Emergency Service (SES) Emergency Management Planner (South)
Regional Social Recovery Coordinator	A nominated Tasmanian State Service employee who is authorised to coordinate the delivery of social recovery services within a region, in collaboration with Municipal Recovery Coordinators and their deputies
Register.Find.Reunite (RFR)	Australian Government service operated by Red Cross that registers, finds and reunites family, friends and loved ones after an emergency
response	Actions taken in anticipation of, during and immediately after an emergency to ensure that its effects are minimised and that people affected are given immediate relief and support
risk	The combination of the probability of an event and its negative consequences
risk assessment	Methodology used to determine the nature and extent of risk, by analysing potential hazards and evaluating existing conditions of vulnerability that together could potentially harm people, property, services, livelihoods and the environment on which they depend
SES Southern Region Unit	A volunteer unit of the State Emergency Service with specific responsibilities across the municipal areas of Clarence, Glenorchy, Kingborough, Hobart and Sorell

Term	In the context of this plan, this means:
situational awareness	Situational awareness involves an understanding of the current emergency incident, and how it could evolve, to provide advance warning of impending threats and to facilitate the planning of response and mitigation strategies
Standard Operating Procedures	An agreed and standardised set of directions detailing actions to be taken
State Controller	A person appointed as State Emergency Management Controller under section 10 of the Act, who is either: • Head of the Department of Police, Fire and Emergency Management, or • a person appointed by the Minister
state of alert	A state of alert declared under Division 3A of the Act, for occasions where there is a significant threat of an emergency in Tasmania, or credible information that an emergency existing outside Tasmania may impact on Tasmania
state of emergency	A state of emergency declared under Division 4 of the Act for occasions where an emergency, or significant threat of emergency, exists within Tasmania, and in which special emergency powers may be required
Support Agency	**Assisting Support Agency:** An organisation with specific capabilities or resources that complement the Primary Support Agency in delivering the relevant support function
	Primary Support Agency: An organisation responsible for the delivery and/or coordination of specific functional capabilities as agreed with Management Authorities; Primary Support Agencies have specific capabilities or resources that address the need for a relevant support function and command their own resources in coordination with the Management Authority, as required
validation	Activities conducted to assess or review the effectiveness of emergency management arrangements. Standard validation activities include exercises, operational debriefs, workshops and reviews
warning	Dissemination of a message signalling imminent hazard/s, which may include advice on protective measures
worker	A generic term used to describe people who perform defined functions for an organisation or system including: staff, volunteers and contractors/consultants

1.2 Acronyms

Acronyms used in this plan are consistent with the [TEMA](#).

Table 2: Acronyms

Acronym	Stands for…
AARC	Affected Area Recovery Committee
AIIMS	Australasian Inter-Service Incident Management System
AT	Ambulance Tasmania
BoM	Bureau of Meteorology
CALD	Culturally and Linguistically Diverse
CBRN	Chemical, Biological, Radiological, Nuclear
DCT	Department of Communities Tasmania
DSG	Department of State Growth
DMC	Deputy Municipal Coordinator
DoE	Department of Education
DoH	Department of Health
DoJ	Department of Justice
DOTAF	Department of Treasury and Finance
DPAC	Department of Premier and Cabinet
DPFEM	Department of Police, Fire and Emergency Management
DPIPWE	Department of Primary Industries, Parks, Water and Environment
ECC	Emergency Coordination Centre
EPA	Environmental Protection Authority (DPIPWE)
EOC	Emergency Operations Centre
GIS	Geographic Information System
GM	General Manager (Council)
ICC	Incident Control Centre
LC	Logistics Coordinator
MC	Municipal Coordinator
MECC	Municipal Emergency Coordination Centre
MEMC	Municipal Emergency Management Committee
MEMP	Municipal Emergency Management Plan (this plan)
MRC	Municipal Recovery Coordinator
NGO	Non-Government Organisation
OSEM	Office of Security and Emergency Management (DPAC)
PHS	Public Health Service (DoH)
PIU	Public Information Unit (DPAC)
PPRR	Prevention and Mitigation, Preparedness, Response and Recovery
PWS	Parks and Wildlife Service (DPIPWE)
RC	Recovery Coordinator
RCM	Recovery Centre Manager
RECC	Regional Emergency Coordination Centre
REMC	Regional Emergency Management Committee

Acronym	Stands for…
RFR	Register.Find.Reunite service
RSRC	Regional Social Recovery Coordinator
SCC	State Control Centre
SEMC	State Emergency Management Committee
SES	State Emergency Service
SEWS	Standard Emergency Warning Signal
SOP	Standard Operating Procedure
SRSRC	Southern Region Social Recovery Committee
SITREP	Situation Report
TASPOL	Tasmania Police
TEIS	Tasmanian Emergency Information Service
TEMA	Tasmanian Emergency Management Arrangements
TERAG	Tasmanian Emergency Risk Assessment Guidelines
TFS	Tasmania Fire Service
THS	Tasmanian Health Service
TRRA	Tasmanian Relief and Recovery Arrangements

1.3 Introduction

In accordance with the *Emergency Management Act 2006* (the Act), Glenorchy City Council (Council) is required to develop a Municipal Emergency Management Plan (MEMP) that details Council's approach to dealing with emergencies.

Council acknowledges that effective emergency management relies on partnerships between individuals, businesses, local emergency management organisations and all tiers of government.

Council has an integral role in emergency management and has resources and vital information about the community that will be required in the process of responding to and recovering from an emergency.

Council is committed to achieving a high standard of emergency management capability by:

a   Recognising the value of community contributions in emergency management and engage with the community as required;

b   Developing a review system based on continuous improvement principles;

c   Developing documentation that confirms EM capabilities and arrangements;

d   Defining and adequately addressing all elements of PPRR;

e   Establishing and maintaining Glenorchy's Municipal Emergency Management Committee (MEMC);

f   Preparing and maintaining a MEMP that is reviewed every two years, or after a major emergency event, in accordance with the Act; and

g   Participating in Tasmania's state emergency management structures.

This MEMP is designed to cover all types of emergencies, not just natural disasters, and aligns with the TEMA across all emergency management phases, namely: Prevention and mitigation; Preparedness; Response; and Recovery (PPRR).

A map of the Glenorchy municipal area is included at *Figure 1*.

1.4 Authority

This plan is issued under the authority of the State Controller in accordance with the requirements of section 34 of the Act and is maintained by Council. Further details are in *Section 4* of this plan.

1.5 Purpose

The purpose of this plan is to detail arrangements intended to reduce emergency-related risks to the community and provide a mechanism to mitigate and counter the impact and effects of an emergency that may arise within the municipal area.

1.6 Objectives

The objectives of this plan are to:

a   Record roles and responsibilities (who, what and when) related to identified hazards and emergency management functions;

b   Record current arrangements for prevention and mitigation, preparedness, response and recovery (PPRR) including:

   i   the legislated requirement to maintain this plan;

   ii   protocols for coordinating mutual support with neighbouring councils; and

   iii   identification of ways to request/access additional support from regional, state and federal levels;

c   Identify opportunities to reduce risks to the community;

d   Increase community awareness, preparedness and resilience to all hazards; and

e   Provide a framework for ongoing assessment of risks to the community and environment and the pursuit of effective treatment options.

1.7 Scope and application

The arrangements detailed in this plan are designed to address emergencies that are:

a   Caused by hazards impacting the Glenorchy municipal area; and

b   Able to be managed through the capability of local emergency management structures.

These arrangements are intended to be scalable and flexible so they can be adapted as required active across the PPRR spectrum, taking into account that legislated powers and/or authorised structural arrangements may be established to complement these arrangements in response to a particular event.

The Municipal Coordinator (MC) may activate specific sections of the plan. Activation may also be directed or recommended by the Regional Controller (Southern Region) or Chairperson of the MEMC.

Other communication may occur between the MC and responsible officers in other Tasmanian Government agencies (as identified in Section 2).

More detailed arrangements for specific hazards or functions are described in Associated Plans and other documents listed at *Appendix 1*.

1.8 Context

The City of Glenorchy is located in southern Tasmania, about seven kilometres north of the Hobart CBD on the west bank of the River Derwent. The municipal area extends from New Town Rivulet in the south to Black Snake Rivulet in the north, from River Derwent in the east to Mount Wellington Range in the west. The City covers an area of 121 square kilometres.

The municipality's estimated resident **population** is close to 48,000 (as at 2019), with a population density of 3.97 persons per hectare. The additional daily workforce population is around 11,200 and there are 21,900 rate-able properties.

Urban settlements range from sea level to 450m above sea level, where the rural urban transition zone is most prominent.

1.8.1 Major routes and built environment

Major arterial roads are Main Road and the Brooker Highway, with local roads connecting all areas of the municipality. Most roads are sealed and have kerbs, gutters and footpaths. Access to the east is via the Bowen Bridge or the Tasman Bridge across the River Derwent. During periods of intense bushfire activity, roads to the south of the municipality are susceptible to closure.

The decommissioned Northern Suburbs Rail Corridor runs from Macquarie Point, through Hobart's northern suburbs and all the major commercial areas of Glenorchy. Although decommissioned, the railway infrastructure remains in place.

An Intercity Cycleway follows the decommissioned railway line, extending from Hobart CBD to Glenorchy.

A network of Metro bus routes extends throughout urban areas of the municipality.

1.8.2 Essential and community services

TasWater provides a sewerage system and a reticulated potable water supply to most households in the municipality, except for some dwellings in the semi-rural areas of Collinsvale and Glenlusk that generally rely on rainwater tanks and onsite septic tanks.

There is an extensive underground pit and pipe network for stormwater that, in conjunction with creeks and rivulets, allows stormwater drainage of the urban areas of the municipality. Semi-rural areas are largely serviced by table drains, culverts and natural watercourses of varying sizes.

TasNetworks owns and operates an extensive network of electricity transmission and distribution assets across the municipality.

TasGas supplies a natural gas reticulation system within the municipality, which is being extended according to needs and/or demand.

There are several telephone exchanges in the area, including Glenorchy Exchange, Claremont Exchange, Collinsvale Exchange, and some mobile telecommunication towers. NBN has been substantially installed throughout the municipal area.

Glenorchy Health Centre is located in the CBD, offering a wide range of community services, clinics and support groups including Pulse Youth Health Centre, a Child Health Centre, podiatry, cccupational therapy and physiotherapy services.

There are also several large aged care facilities, namely: Glenview Community Services, OneCare Barossa Park Lodge, The Gardens, Uniting AgeWell Strathglen and Uniting AgeWell Strathaven.

1.8.3 Climate

Climate is typical of temperate, mid-latitude zones of the world, with mild to warm summers and cool winters. With the frequent passage of cold fronts, weather can be very changeable, with sudden showers interspersed with hours of sunshine and alternately warm and cool days, particularly in spring and early summer.

Average summer temperatures range from 11°C to 21°C, with the average winter range between 4°C and 11 °C and occasional frosts. In summer, extreme maximums may exceed 40°C, but -8°C minimums may be recorded on Mount Wellington.

In the warmer months, Glenorchy may be a few degrees warmer than Hobart due to delayed arrival of the sea breeze. In winter, morning fog is frequent, known locally as the 'Bridgewater Gerry', occasionally lasting throughout the day with temperatures remaining below 10°C.

Average annual rainfall for the Glenorchy Reservoir is almost 755mm, while Mount Wellington averages over 1400mm. While heavy rain can occur at any time of year, winter and spring are generally the wettest periods.

Snowfall to low levels generally occurs each year, usually at higher elevations in areas such as Collinsvale. Snow has settled in the city on some ten occasions in the last century. Hailstorms average around three to four times a year.

Winds speeds of up to 150 km per hour have been recorded at times, resulting in minor to severe property damage.

1.8.4 Topography, vegetation and hazards

1.8.4.1 Bushfire

The municipality includes more than 4000 hectares of native bushland across the peaks, ridges and higher slopes of Wellington Park and N R Pierce Reserve. There are other smaller bushland reserves on the lower foothills and River Derwent foreshore.

The most significant topographical feature influencing bushfire behaviour in the municipality is Wellington Range, at 1271m above sea level. The distribution of steep, inaccessible terrain and tall forest canopies across the Range allow fire to move freely while making aerial suppression challenging.

Much of Tasmania's native bushland (including around Glenorchy) evolved with fire in the environment. Bushfires are relatively frequent, with the 1967 fires being the most devasting of recent times, resulting in the death of over 60 people across Southern Tasmania.

Native vegetation on the fringes of urban and rural areas of the municipality is suspectible to bushfire during the warmer months, particularly when there are high temperatures, low humidity and prevailing north-westerly winds.

The lightning that occurs with thunderstorms in the warmer months is rarely the cause of bushfire outbreak as the accompanying rain generally quenches any fires that may ignite. However, dry lightning strikes do occur and can result in bushfires, as experienced during the January 2019 Tasmanian bushfires.

Council undertakes annual bushfire mitigation activities, in conjunction with the Tasmania Fire Service and other land management authorities.

1.8.4.2 Floods and storms

Humphreys Rivulet is a small stream that passes through Glenorchy suburbs and CBD. The source of the rivulet is near the summit of Mount Wellington, some 1,250m above the tidal receiving waters of Elwick Bay on the River Derwent estuary.

Heavy rainfall in steep upper catchment areas can cause flash flooding in urban areas. The steepness of the catchment and waterway results in high velocity floodwaters, which present a high hazard flood environment.

Flooding in the CBD primarily originates from out-of-bank flow from Humphreys Rivulet, although flooding can also occur around Islet Rivulet, Littlejohn Creek and Barossa Creek. Once overtopping of Humphreys Rivulet occurs, floodwaters quickly spread across flat floodplains and may cause serious structural damage to properties in major flow-paths.

Fast-moving water is dangerous, and vehicles and pedestrians are advised to avoid entering it. Once the peak has been reached, floods generally recede within a few hours.

Thunderstorms occur on average five times a year, mainly in the summer months, and may cause localised flash flooding. More prolonged, extreme rainfall is usually generated by strong, humid east to south-easterly airstreams interacting with topography around Mount Wellington. When this happens, windward areas are likely to receive significantly more rainfall than low areas. This type of rainfall can lead to dangerous flows and destructive flooding of rivulets, as well as landslip and debris flow. Humphreys Rivulet is particularly vulnerable to the possibility of extreme rainfall leading to destructive flooding, widespread damage, economic disruption and potential loss of life.

Major flooding events occurred in 1995, 1996, 2007, 2011 and 2018, causing significant loss and damage to infrastructure and property. Modelling shows significant flooding of key community infrastructure could occur in extreme events.

Antecedent rainfall has a significant influence on rain runoff and rivulet flows: if the ground is already saturated before heavy rain, flooding and rivulet rises will occur more rapidly, with landslips and debris flows expected to be more frequent. Bushfire also has a major influence on run-off, as fire can create hydrophobic soils that remain for many years. Heavy rainfall over a fireground may increase run-off and cause dangerous debris flows.

1.8.5 Emergency management

1.8.5.1 Regional Flood Early Warning System

Glenorchy, Hobart and Kingborough municipalities are susceptible to flash flooding. The timeliness of flood warnings, alerts and response in these areas can be challenging, due to the steep terrain on and around Mount Wellington.

The three municipalities recognise the benefits of having inter-linked flood alerts and have established an inter-linked flood warning system, made up of municipally-owned rain gauges, water level and streamflow sensors, and an online dashboard and SMS alert system managed by Entura (part of Hydro Tasmania).

Council's network consists of two rain gauges near the top of Humphreys Rivulet Catchment and two water level sensors, one on Knights Creek Dam and one on Humphreys Rivulet at Northgate Shopping Centre.

This collaborative early warning system aims to build community resilience, support targeted and timely emergency response, and provide valuable rainfall and flood data specific to each municipality. Council's Evacuation Management Plan was updated as part of the recent early warning system upgrade project and should be referred to for further information on evacuation procedures for flood events.

1.8.5.2 Emergency services

The municipality is located within 10km of the Hobart state headquarters of Tasmania Police (TASPOL), Tasmania Fire Service (TFS), Ambulance Tasmania (AT) and the State Emergency Service (SES): all can provide support in the event of major emergency.

Local services include Glenorchy Ambulance and Fire Station (Goodwood Road) and Glenorchy Police Station (Main Road, Glenorchy).

1.8.5.3 Current emergency management developments and issues

The municipality's planning scheme is currently under review and consideration is being given to the impact of natural hazards and climate change.

A study on flood early warning systems and evacuation of the CBD and immediate surrounds was recently undertaken. The 2018 flood study for Glenorchy CBD and surrounding area has been updated, and Council has been working on producing flood maps for the rest of the urban areas. Information from the flood study was used to update the existing flood response action plan and informed local provisions in the statewide planning scheme.

Council's flood early warning system was upgraded to a cloud-based platform and the regional flood early warning network was fully commissioned in June 2020.

The recent sale of the Derwent Entertainment Centre highlighted the need to identify another venue suitable for use as an evacuation centre.

As at September 2020, Glenorchy's *Bushfire Mitigation Strategy* has been finalised and acknowledge by the Hobart Fire Management Area Committee. The strategy will be endorsed by Council shortly

Glenorchy City Municipality
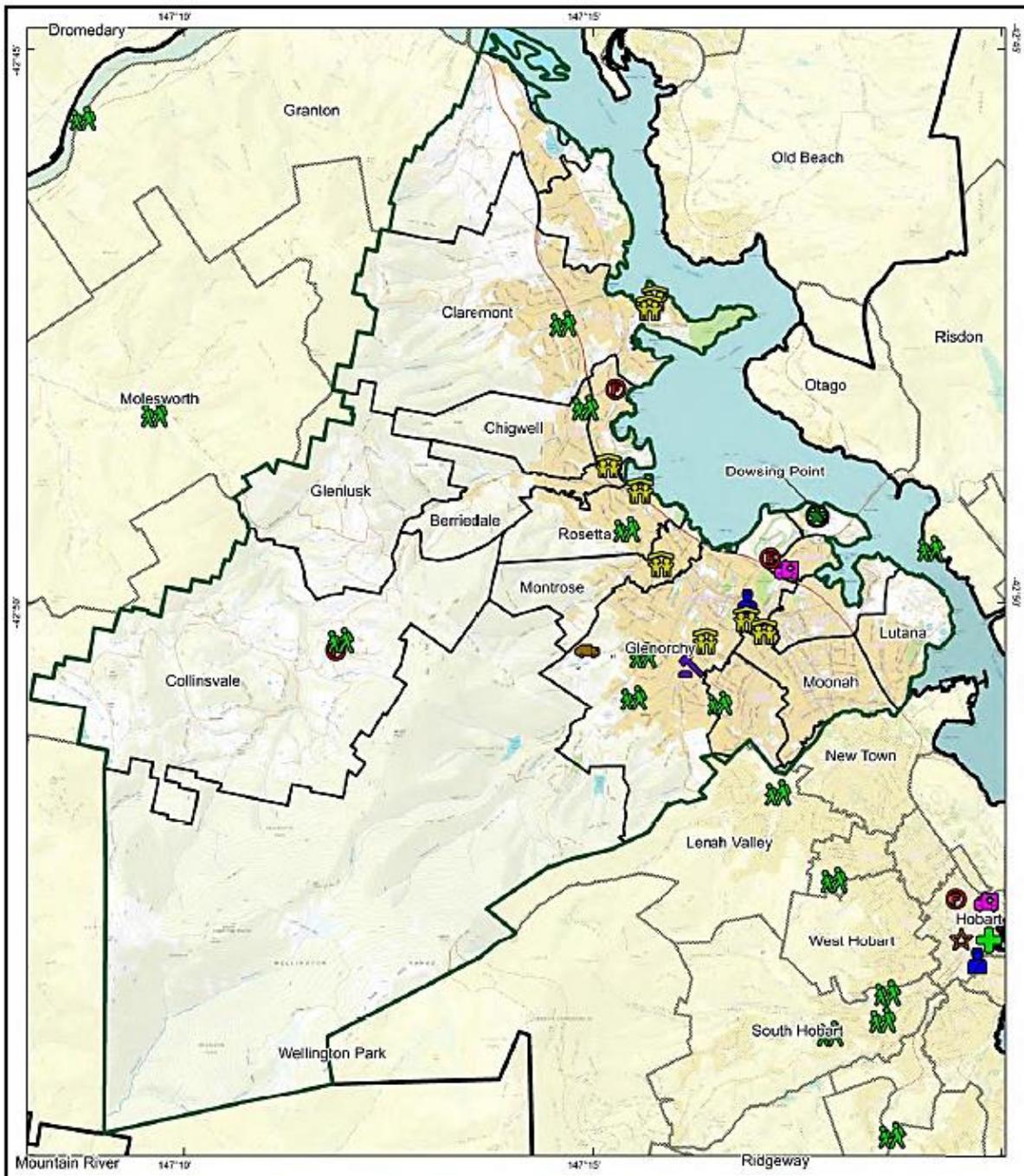
LEGEND

LGA	Facilities		
Glenorchy	(F) Fire Station	Nearby Safer Place	Hospital
localities	Police Station	Glenorchy City Council Works Depot	SES Headquarters
Suburbs	Aged Care	Military Barracks	Ambulance Station
		Waste Management Centre	

Overview Map

0   5,000

meters

Figure 1: Map of municipal area

Location of facilities as on the map of municipal area

Fire Stations

Claremont Fire Brigade, Main Road, Berriedale

Collinsvale Fire Brigade, 14 Hall Road, Collinsvale

Glenorchy Fire & Ambulance Station, 1 Goodwood Road, Goodwood

Wellington Fire Station, 28 Vieste Drive, Glenorchy

Tasmania Fire Service   1800 000 699

Police Station Glenorchy Police Station, 315-319 Main Road, Glenorchy   13 14 44

Aged Care Glenview, 2-10 Windsor Street, Glenorchy   6277 8800

OneCare Limited, Barossa Park Lodge
17A Clydesdale Avenue, Glenorchy   6208 0800

Korongee Aged Care Facility, 85 Coleman Street, Moonah   6277 8800

Uniting AgeWell, 9 Strathaven Drive, Rosetta   6208 3208

Uniting AgeWell, 19 Montrose Road, Montrose   6208 3208

Strathglen, 13 Chardonnay Drive, Berriedale   6208 3208

Menarock Life (The Gardens), 2-4 Mitcham Road, Claremont   6249 7090

Nearby Safer Places

Abbotsford Park

North Chigwell Sports Ground

Rosetta Primary School

Chapel Street Reserve

Dominic College Soccer Grounds

Collinsvale War Memorial Hall

Molesworth Community Hall

John Turnbull Oval

Glenorchy City Council Works Depot 34 Vieste Drive, Glenorchy   6216 6305

Military Barracks Dowsing Point   6237 7471

Waste Management Centre 26a Jackson Street, Glenorchy

Hospital Royal Hobart Hospital, Hobart   6166 8308

SES Headquarters 28 Bathurst Street, Hobart   6173 2700

Ambulance Station St John Ambulance, Moonah   6271 0333
                        1 Goodwood Road, Goodwood   1800 000 699

Section 2: Governance and management

This section details how municipal emergency management is governed and managed (*Figure 2*) and who is involved, ie. three tiers of government, focusing on the main roles at a municipal level.

2.1 Roles of government and emergency management partners

In Australia, the three tiers of government (federal, state and local) work in partnership to achieve safer, more resilient communities through robust emergency management arrangements. The Tasmanian Emergency Management Arrangements ([TEMA)](#) provide a summary of the various emergency management roles and responsibilities across government, complemented by the work of NGOs, industry, professions, communities and individuals.

Local government authorities play a central role in coordinating and facilitating a range of emergency management activities across all hazards, as well as resourcing specific municipal responsibilities for emergency management.

Council's Municipal Emergency Management Committee (MEMC) plays a pivotal role in meeting these requirements, as detailed in *Section 2.3*.

2.2 Tasmania's legal framework for emergency management

In Tasmania, powers and authorities for emergency management are established in the Act. The Act provides for a flexible and scalable emergency management system, including provision for emergency powers and the appointment of workers to fulfil emergency management functions and roles, including Municipal Coordinators (MC), Deputy Municipal Coordinators (DMC) and MEMC Chairpersons.

Supporting municipal responsibilities are established in the *Local Government Act 1993*, including functions and powers that:

  a. provide for the health, safety and welfare of the community;
  b. represent and promote the interests of the community; and
  c. provide for the peace, order and good government of the municipal area.

The *Public Health Act 1997* also provides for the emergency management of public health risks, including provisions associated with the declaration of a public health emergency under that legislation.

2.2.1 Emergency powers and declarations

Powers related to specific hazards and/or functions are established by specific Tasmanian legislation or national arrangements. In some instances, national legislation can also provide authority.

The Act provides additional powers for Regional Controllers, the State Controller, Minister and Premier to authorise and/or direct authorised officers to take action for the protection of life, property and the environment.

A summary of the main powers under the Act is provided in Appendix 4 of the [TEMA](#).

MCs may provide advice to the Regional Controller (or through the Regional Planner) if they consider that specific powers should be authorised.

If powers are authorised, any specified authorised officer, including MCs, may be required to implement authorised powers. The Regional Controller (supported by the Regional Planner) will assist MCs to perform the functions required of them.

2.3 Emergency management governance
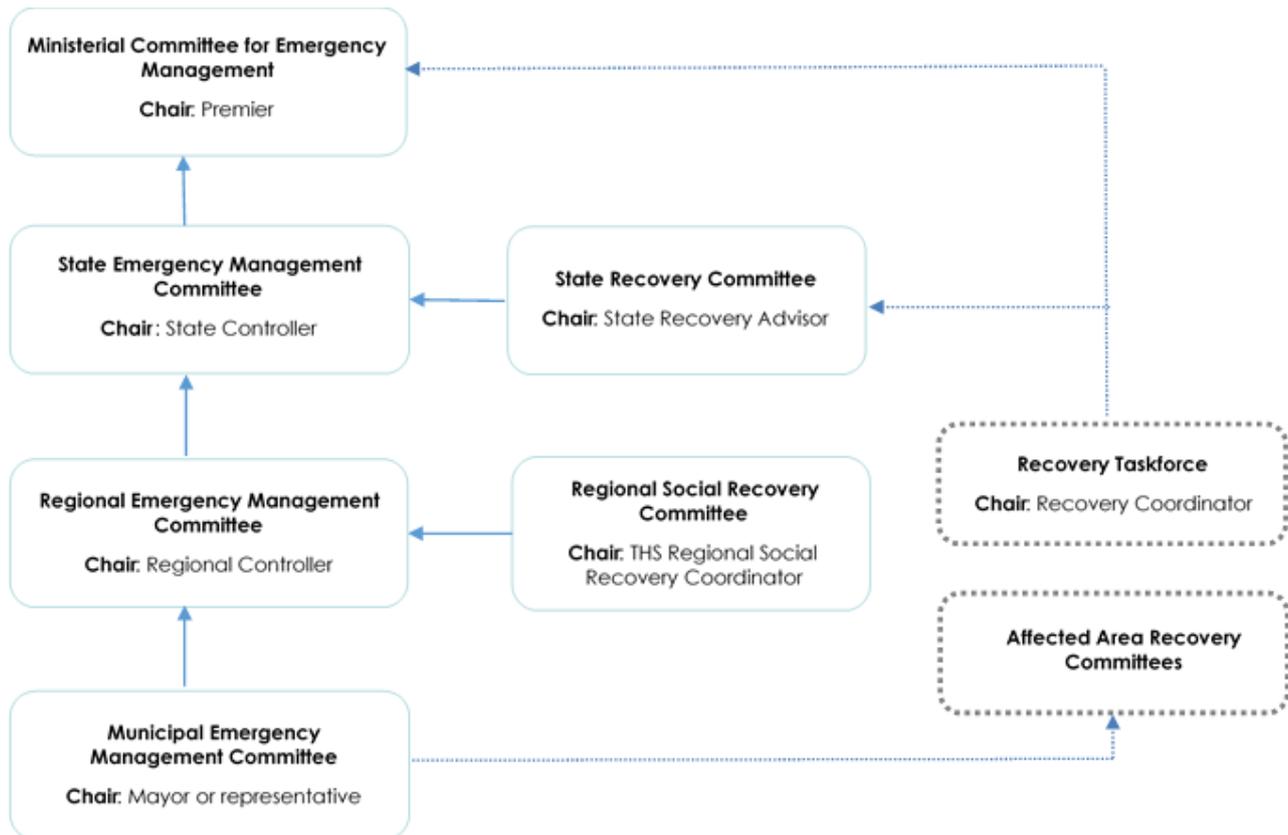
Figure 2: Governance arrangements

LEGEND:

——————— Direct reporting relationship

- - - - - - Also works/communicates with

2.4 Municipal Emergency Management Committee (MEMC)

Strategic objectives of the MEMC are to:

a   maintain this MEMP to guide the management of risks to the community arising from emergencies by considering all elements of PPRR;

b   recognise the value of relationships and partnerships for emergency management, in particular the importance of:

    i   community contributions in emergency management and promoting community engagement as required;

    ii   maintaining linkages with related bodies, including the Southern Regional Emergency Management Committee (SREMC); and

    iii   identifying roles and responsibilities and integration processes between emergency management and Council management structures.

c   develop and implement a progressive review system for all emergency management elements, based on continuous improvement principles; and

d   maintain an active and relevant MEMC.

MEMC is not expected to provide operational involvement in an emergency response but has an important role in effective leadership and communications during and after an emergency. It does this by meeting, if possible, during and after the emergency. At that time, the MEMC will provide strategic advice regarding Council's emergency response. As many emergencies occur without warning, there may not be an opportunity for MEMC to meet prior to or during an emergency.

The MC leads Council's response to an emergency by establishing an Incident Management Team, based on AIIMS principles. The MC maintains a procedure that provides guidance as to when the MEMC may meet prior to or during an emergency and establish the agenda for those meetings.

MEMC is chaired by the Mayor, or representative, and supported by the MC. MEMC maintains Terms of Reference, which are reviewed approximately every two years and noted by SREMC.

2.5 Southern Regional Emergency Management Committee (SREMC)

SREMC has overarching responsibility for emergency management activities in the Southern Region. All southern municipalities are represented on SREMC by each council's respective MC.

SREMC is chaired by the Regional Controller. Executive Officer support is provided by the Regional Planner.

2.6 Responsibilities

Table 3 provides a summary of the responsibilities of Response Management Authorities and Council for hazards in Tasmania. This list is not exhaustive, and changes can be made by agreement through the consultation framework over the life of this plan and/or as required during emergencies. More detail is included in the Regional Emergency Management Plan (REMP) and TEMA.

Table 3: Summary of responsibilities

Row	Hazard or emergency event	Response Management Authority	Council's support function and activities (as required)
1	Biosecurity	DPIPWE (Biosecurity Tasmania)	Property identification Road closures Local operations centres Access to disposal facilities Plant and machinery
2	Coastal inundation – storm tide	DPIPWE	Property identification Road closures Local operations centres Plant and machinery
3	Cybersecurity	DPAC (Digital Strategy and Services)	Community information
4	Earthquake	DSG	Property identification Road closures Local operations centres Advice on facilities requiring priority restoration
5	Energy infrastructure (Includes electricity, gas and petroleum)	TasNetworks Enwave (TasGas) Tasmanian Gas Pipeline Pty Ltd Fuel distributors	Property identification Road closures Local operations centres Advice on facilities requiring priority restoration
6	Energy supply (Includes: petroleum, gas, electricity. Excludes: energy infrastructure failures)	DSG (Office of Energy Planning)	Property identification Local operations centres Advice on facilities requiring priority restoration
7	Fire National parks and other reserves	DPIPWE (PWS)	Community information Plant and machinery
8	Fire Declared forest land or permanent timber production zone land	Sustainable Timber Tasmania	Community information Plant and machinery Community Centres
9	Fire Future potential timber production land	DPIPWE (PWS)	Community information Plant and machinery Community Centres
10	Fire Urban, structural and privately-managed rural land	TFS	Property identification Road closures Plant and machinery Community Centres

Row	Hazard or emergency event	Response Management Authority	Council's support function and activities (as required)
11	Flood - dams Dam safety	TASPOL (assisted by dam owners)	Property identification Road closures Local operations centres Community information Plant and machinery
12	Flood – flash food (Includes associated debris flow)	SES	Prevention, preparedness and mitigation measures Property identification Road closures Local operations centres Community information Plant and machinery
13	Flood – rivers	SES	Property identification Road closures Local operations centres Community information Plant and machinery
14	Food contamination	DoH (PHS)	Premises inspection Infection controls Community Information Property identification
15	Hazardous materials	TFS	Property identification Road closures
16	Hazardous materials – radiological (unintentional release)	TFS	Property identification Road closures
17	Heatwave	DoH (PHS)	Support health system response Community information
18	Infrastructure failure – building collapse	TASPOL	Property identification Road closures Local operations centres Community information Plant and machinery
19	Infrastructure failure – state roads and bridges	DSG (State Roads)	Local operations centres Community information Plant and machinery Alternative transport routes
20	Intentional violence (eg. CBRN attacks, terrorist events)	TASPOL	Property identification Road closures Local operations centres Community information Plant and machinery
21	Landslip	TASPOL	Property identification Road closures Local operations centres Community information Plant and machinery
22	Marine mammal stranding and entanglements	DPIPWE (PWS)	Property identification Road closures Local operations centres Plant and machinery Access to disposal facilities
23	Marine pollution	DPIPWE (EPA)	Infrastructure information relating to stormwater Plant and machinery Access to disposal facilities

Row	Hazard or emergency event	Response Management Authority	Council's support function and activities (as required)
24	Pandemic influenza	DoH (PHS)	Premises inspection Infection controls Community information Property identification
25	Pest infestation	DPIPWE (Biosecurity Tasmania)	Premises inspection Infestation controls Community information Property identification
26	Public health emergency	DoH)PHS)	Premises inspection Infection controls Community information Property identification
27	Recovery	(Advisory agency – DPAC)	Refer to Table 4 below
28	Space debris	TASPOL, DSG Tasmanian Museum and Art Gallery (for preservation of meteorite and impact scene)	Property identification Road closures Local operations centres Plant and machinery Community information
29	Storm – high winds – tempest	SES	Property identification Road closures Local operations centres Plant and machinery
30	Transport crash – aviation (Less than 1000m from the airport runway)	TASPOL	Property identification Road closures Local operations centres Plant and machinery
31	Transport crash – aviation (More than 1000m from the airport runway)	TASPOL	Property identification Road closures Local operations centres Plant and machinery
32	Transport crash marine (No environmental emergency)	TASPOL	Local operations centres Plant and machinery Road closures Alternative transport routes
33	Transport crash – railway	TASPOL TFS	Local operations centres Plant and machinery Road closures Alternative transport routes
34	Transport crash – road vehicles	TASPOL	Plant and machinery Road closures Alternative transport routes
35	Tsunami	TASPOL	Property identification Road closures Local operations centres Plant and machinery
36	Water supply contamination (drinking water)	DoH (PHS)	Property identification Road closures Local operations centres Plant and machinery Management of water carriers
37	Water supply disruption	TasWater	Property identification Road closures Local operations centres Plant and machinery Management of water carriers

Table 4: Other support services

Row	Function or activity	Responsible organisation	Typical Council support function/activities
1	Barriers and signage	Council	Provide resource support
2	Dissemination of public information	Response Management Authority Council	Provide community information on recovery services
3	Essential services • Power • Telecommunications • Water supply • Natural gas • Stormwater	TasNetworks Telstra TasWater TasGas Council	Provide resource support
4	Human resources	SES Council	Provide resource support.
5	Medical treatment and patient transport	AT	Provide resource support
6	Plant and equipment	Council	Provide resource support
7	Recovery services including • Accommodation • Catering • Personal support and community assessments • Financial and appeals • Insurance • Clothing • Children services • Registration and inquiry • Recovery centres • Immunisation • Community development • Animal welfare	Council Supported by regional or state-level resources as required	Coordinate delivery of recovery services

Section 3: Emergency management arrangements

3.1 Prevention and mitigation arrangements

This section describes prevention and mitigation for municipal emergency management.

3.1.1 Overview

MEMC oversees a range of prevention and mitigation activities, in collaboration with emergency management partners at municipal, regional and state levels.

Current areas of focus for prevention and mitigation are:

a. research;
b. risk management (includes risk assessments and risk reduction activities);
c. protective security and business continuity;
d. land use planning; and
e. climate change.

3.1.2 Research

Through its membership, MEMC maintains awareness of research for hazards and emergency management relevant to the municipal area. Hazards are described in *Section 2* of this plan.

Research findings that are relevant to the MEMC's emergency management partners (including the community) are communicated and shared in a coordinated and appropriate way by MEMC members.

3.1.3 Risk management

The identification and implementation of risk treatments, controls or mitigation strategies occurs after emergency risk assessments. Risk reduction strategies may be categorised in a number of ways and summarised as:

- levels of autonomy (eg. behavioural, procedural and physical controls);
- nature of control (eg. process or physical); and
- life-cycle phases (eg. PPRR, operational phases/elements).

Once risk assessments are validated and accepted, relevant stakeholders manage programs and projects to treat those risks. Management Authorities for prevention and mitigation and/or the relevant SEMC Hazard Advisory Agencies report on the outcomes of relevant programs and projects through the emergency management governance framework.

Appendix 2 summarises current risk assessment findings and identifies the following general responsibilities for treatments:

a. Council responsibility;
b. Partnership (combination of local and state government agencies, industry, individuals);
c. Tasmanian Government agency, industry association, industry sector or individual; and
d. Whole-of-government responsibility.

3.1.4 Protective security and business continuity

Council's emergency management includes business continuity arrangements for the municipality and the region. Each asset owner and/or service provider is responsible for maintaining systems, processes and resources to achieve an appropriate standard of business continuity.

The supply or redundancy of main services is particularly important for local emergency management operations and requires the ongoing review of relationships and arrangements with asset owners or managers for the following areas, including but not limited to:

a. power supply;

b.   potable water;

c.   transport networks and alternative route planning;

d.   telecommunications; and

e.   public/environmental health standards.

Protective security practices have been further integrated into all safety management systems following increased frequency of events that are politically motivated or caused by intentional violence. As for business continuity arrangements, each organisation maintains their own arrangements to enhance their security. Specific advice related to counter-terrorism practices can be provided by TASPOL Special Response and Counter-Terrorism Command.

3.1.5 Land use planning

Land use planning responsibilities are identified in the *Land Use Planning and Approvals Act 1993* and at municipal level these are largely managed by local government.

Land use planning schemes for the Glenorchy municipal area are regularly reviewed and updated to include improved preventative measures to help mitigate the impact of emergencies on communities.

The *Glenorchy Interim Planning Scheme 2015* is the relevant planning scheme. For more information, see www.gcc.tas.gov.au.

Relevant aspects that have been included in planning schemes include:

a.   sediment and erosion control;

b.   landslip risk management;

c.   bushfire risk management;

d.   flood risk management;

e.   coastal inundation risk management; and

f.   coastal erosion risk management

3.1.6 Climate change adaptation

Climate change is altering risk and hazard profiles for local governments and communities, with more frequent, more extreme weather events intensifying the risk posed by existing and evolving natural hazards.

Adaptation to climate change requires new or changed roles and resource burden at a local government level across the PPRR spectrum.

Council is working to maintain and increase its knowledge and understanding of existing and evolving hazards, and to identify programs, assets and services that have the potential to strengthen resilience across the municipal area.

3.2 Preparedness arrangements

This section describes what is done to be ready to respond to an emergency and manage recovery, before an emergency occurs or is imminent. More detailed information about what preparedness entails is provided in the TEMA.

3.2.1 Overview

Preparedness is managed collaboratively between state and local government organisations and their emergency management partners.

The Act identifies specific responsibilities for preparedness, including the following.

Council is responsible for:

a.   providing resources and facilities for the management of emergencies in the municipal area in accordance with the MEMP (section 47);

b.   providing facilities and resources for the council supported volunteer SES Unit/s, as well as the storage and maintenance of the equipment used by the unit/s and areas for training (arranged in conjunction with the Director SES (section 49);

c.   making recommendations for MC and DMC roles (sections 23-24) and providing a chairperson for MEMC (section 21).

d.   preparing and maintaining a MEMP (section 34); and

e.   establishing an MEMC (section 22);

SES is responsible for:

a.   providing advice and services relating to emergency management in accordance with emergency management plans; and

b.   recruiting, training and supporting SES volunteer members.

SES also supports the Regional Controller in preparing and maintaining the Regional Emergency Management Plan (REMP) and the Southern Regional Emergency Management Committee (SREMC), in which Council participates.

Support Agencies and owners/operators of specific facilities maintain various processes and arrangements, so they are prepared to:

a.   fulfill their roles in emergency management;

b.   achieve 'business as usual' for as long as possible; and

c.   coordinate and/or assist broader recovery efforts after the emergency, if required.

3.2.2 Municipal Emergency Management Plan (MEMP)

MEMC is responsible for the preparation and maintenance of this plan (MEMP). The MEMP is reviewed at least every two years from the date of last approval. SES provides guidance for the format and content of the MEMP and arranges for its approval by the State Controller.

More information is provided in *Section 4* including the MEMP Distribution List. The current version of this plan is available from the MC or through authorised access to WebEOC. WebEOC is a web-based emergency operations information platform administered by TASPOL.

Each organisation represented on MEMC is responsible for maintaining their own plans and procedures and making sure these are aligned with the arrangements set out in this MEMP.

3.2.3 Municipal Emergency Management Committee (MEMC)

The consultation framework outlined in *Section 2* is coordinated by SES and SEMC and maintained with the support of state and local government, NGOs and other organisations.

MEMC has an important role in maintaining relationships so that information is shared and effective arrangements are in place for emergency management. MEMC is chaired by the Mayor or his/her representative, supported by the MC as Executive Officer. The MC has a central role in communicating with external agencies and internal to Council before, during and after an emergency, including to ensure that Council resources are available as required.

MEMC continuity is supported by *Terms of Reference* (refer to *Appendix 3*) and *Committee Maintenance Schedule/Action Plan* (see *Appendix 4*).

3.2.4 Municipal Emergency Coordination Centre (MECC)

The MECC is maintained by the MC as a facility to:
  a. coordinate Council's overall emergency response activities;
  b. coordinate requests from response/recovery organisations for additional resources; and
  c. provide information, for example to the Regional Controller, local community etc.

In an emergency, the MECC is activated by the MC under the following conditions:
  a. at the request of a Response Management Authority;
  b. after consultation with the Mayor or General Manager; and/or
  c. at the direction of the Regional Controller.

The MECC's primary functions are to:
  a. maintain information flow to and from WebEOC;
  b. provide a facility for coordinating Council's response to an emergency situation, including activation, deployment and management of Council and community resources;
  c. coordinate requests from the Response Management Authority and Support Agencies for additional resourcing across all response levels – municipal, regional and state;
  d. monitor all operational activities;
  e. provide for the management of information to be reported to the Regional Controller;
  f. coordinate media management;
  g. coordinate and disseminate public information; and
  h. identify additional emergency requirements (eg. the need to activate local or regional recovery arrangements).

The MC will nominate an Incident Management Team for the MECC if required. The MC maintains MECC Action Cards and procedures for use during an emergency. These are designed to be used in combination with other centres, for example an Emergency Operations Centre (EOC). Versions current at the time of this MEMP Issue are included at *Appendix 6*.

The MEMC's contact list for emergency management is maintained by the MC. This information is an important resource for the SREMC and SRSRC. Regional contacts are updated as required and circulated by the Regional Planner and Regional Social Recovery Coordinator to members and stakeholders after each quarterly meeting of those groups.

Information about other Council arrangements, including relevant service or equipment providers, is recorded and maintained by the MC.

More details, including the location of MECC and other sites, is included at *Appendix 5*.

3.2.5 Municipal emergency management roles – primary and relief

Council's primary and relief model for key emergency management roles is shown in Table 5.

Table 5: Council's primary and relief function roles and officers

Primary role	Relief role
MEMC Chairperson (Mayor)	General Manager
Municipal Coordinator (MC) (Director Community & Customer Service)	Deputy Municipal Coordinator (DMC) (Manager Community / Director Corporate Services)
Municipal Recovery Coordinator (MRC) (Coordinator Community Development)	Deputy Municipal Recovery Coordinator (DMRC) (Major Events Officer / Animal Management Officer)

3.2.6 Capacity and capability

Council recognises the importance of maintaining and monitoring capacity and capability for emergency management, including:

a. redundancy and adequate relief for Council emergency management roles;
b. emergency management education and training for Council workers;
c. maintaining the Municipal Emergency Coordination Centre (MECC); and
d. maintaining basic systems so resources can be requested and shared.

3.2.6.1 Education and training

Council is committed to conducting regular activities to ensure that Council staff are aware of – and have the skills necessary to implement – current emergency management plans and procedures. The MC coordinates general induction for workers with emergency management functions, including media/information functions. The Regional Planner and Regional Social Recovery Coordinator may assist as required.

TasEMT is an SES-provided, web-based resource for workers with emergency management responsibilities to increase their knowledge, capability and proficiency across the PPRR spectrum. SES' Emergency Management Unit also conducts relevant annual workshops.

Validation activities are useful training opportunities that are conducted at various times by a wide range of stakeholders. MEMC members attend these and/or arrange for relevant people from their respective organisations to participate. Major actions are reflected in the Maintenance Schedule (refer to *Appendix 4*).

3.2.6.2 Flood Response Plan

The *Glenorchy City Council Flood Response Plan* (2020) details the functions and procedures for use of the Regional Flood Early Warning System before and during an emergency (refer to *section 1.8.5.1*).

3.2.6.3 Hobart Fire Management Area Bushfire Risk Management Plan

The *Hobart Fire Management Area Bushfire Risk Management Plan* (HBRMP) is the overarching bushfire hazard mitigation plan that centralises risk assessments, priorities and treatments for the Hobart Fire Management Area (HFMA), covering the municipalities of Glenorchy, Derwent Valley, Clarence, Brighton, Hobart, Kingborough and Huon Valley. The plan was developed and is reviewed annually by the Hobart Fire Management Area Committee, in accordance with the *Fire Service Act 1979*. HBRMP is a strategic document that aims to coordinate and influence the treatment of bushfire risk. While the plan does not include all details of risk treatments, it does identify the organisations or individuals responsible for implementing those treatments. HBRMP is available at www.sfmc.tas.gov.au.

3.2.6.4 Bushfire Mitigation Strategy 2020-2030

The *Bushfire Mitigation Strategy* (BMS) is Council's science-based strategy for the management of bushfire-prone vegetation within the municipality beyond Wellington Park. (Note: *Wellington Park Fire Management Strategy* details the bushfire mitigation strategy for Wellington Park.) BMS is a ten-year strategy, with the first review scheduled for three years post-adoption. Three critical factors that contribute to bushfire risk are: weather; vegetation; and terrain.

Consistent with all bushfire mitigation plans, reducing risks to life and property is BMS' overriding priority. BMS adopts a risk-based approach, based on the principles of *ISO 31000:2018 Risk Management – Guidelines* and the *Tasmanian Emergency Risk Assessment Guidelines* (TERAG). The objective is to allow Council to manage bushfire risks efficiently, effectively and consistently by considering what is currently being done by Council to manage bushfire risks, if those actions are adequate, and if and where improvements need to be made. This approach is based on the knowledge that bushfires do not stop at cadastral boundaries.

3.2.7 Readiness for community warnings and public information

Wherever possible, key messages for community warnings and public information about emergencies are developed in advance, based on relevant best practice. These are maintained as drafts that can be quickly tailored to meet specific event needs.

This section summarises preparedness arrangements for public enquiries, issuing warnings and providing public information. Note: Response arrangements for issuing warnings and public information or opening call centres are included in *Section 3.3*.

3.2.7.1 TasALERT

TasALERT is Tasmania's official source of publicly-available emergency management information. Administered by the Department of Premier and Cabinet (DPAC), the online website provides a single source of clear and consistent emergency and resilience information from emergency service organisations and government agencies.

Outside emergency response periods, TasALERT provides general information on topics such as volunteering, disaster preparedness and community resilience.

In an emergency, the website is updated with information about the event, including spatial (mapped) information about the event provided through LISTmap and links to dedicated social media channels.

3.2.7.2 Points for public enquiries

All organisations represented on MEMC maintain a number of different phone and internet enquiry points for general enquiries.

3.2.7.3 Available warning systems

Relevant emergency warning systems (and responsible agencies) are:
- a. Flash and mainstream flooding (from rivers) (BoM/Council);
- b. Major rivulet flood warning system (Council)
- c. Severe weather eg. damaging winds (BoM);
- d. Bushfire (TFS);
- e. Standard Emergency Warning Signal (SEWS) (TASPOL);
- f. Emergency Alert (all hazards) (TFS);
- g. Local ABC Radio (primary Support Agencies or Response Management Authority);
- h. Road closure (TASPOL);
- i. Tsunami (TASPOL);
- j. Heatwave (DoH);
- k. All-hazards Emergency Alert (TFS);
- l. TasALERT (DPAC); and
- m. Social media accounts (all agencies).

3.2.7.4 Public information readiness

Response Management Authorities are responsible for maintaining draft, customisable scripts about specific hazards for use by the Tasmanian Government's public information hotline: the Tasmanian Emergency Information Service (TEIS). MEMC and the SREMC are developing similar draft scripts for broader emergency and recovery use.

Specific arrangements for community warnings and public information are described in *Appendix 7*.

3.2.8 Validation and performance management

Council is responsible for ensuring that testing and validation of the effectiveness of planned processes and procedures are conducted as part of the emergency management planning process. Validation activities include debriefs, exercises, workshops, briefings and meetings. Planned validation activities are outlined in *Section 4*.

Council is responsible for ensuring that regular validations occur and for participating in other organisations' validation activities whenever possible.

Debriefs are conducted after both exercises and operations. Combined debriefs for agreed operations are arranged by MEMC or SREMC. Lessons identified in debriefs are recorded and shared as appropriate through the consultation framework.

The performance of municipal emergency management is progressively reviewed through debriefs and at committee meetings for the area and the region. Where opportunities for improvement are identified, action is taken to address the situation on a risk basis.

3.2.9 Administration systems

Each organisation involved in emergency management is responsible for managing and maintaining its own administration systems so they can be used effectively in emergencies. The key administration systems are information management and cost capture.

3.2.9.1 Information management

WebEOC is available online at all times and used in an emergency to record decisions, tasks, situation reports, plans and documents, and share information. WebEOC contains a library of municipal, regional and state emergency management plans.

Systems for recording and managing information during emergencies include draft templates and proformas for documents including but not limited to:

a. Situation Reports (SITREPS);
b. operational logs;
c. resource allocation;
d. recording expenditure (see *Section 3.2.11.2*);
e. registration of spontaneous volunteers, public offers, impacted people/groups;
f. impact assessment and consequence management.

3.2.9.2 Cost capture and financial administration

All organisations maintain systems and processes so that emergency-related expenditure can be authorised, recorded and reimbursement sought (where available).

Preparedness includes identifying the positions responsible for collating costs of response and recovery efforts. Cost capture systems are aligned with the three components of the Tasmanian Relief and Recovery Arrangements (TRRA) and Council maintains financial administration processes to support requests for access to funds.

Council has arrangements in place to enable expenditure by the MC (or delegated representative) for emergency management purposes. The MC (or their delegate) will arrange for specific cost code account numbers to be allocated prior to an emergency, for distribution to the relevant staff as/when required.

3.3 Response arrangements

This section describes what is done when an emergency occurs or is imminent. More detailed information about what response entails is provided in the TEMA.

3.3.1 Overview

Effective response relies on the coordinated activation of pre-agreed roles and responsibilities that are clearly defined, easily understood and well-communicated. High-level responsibilities for hazards or functions are usually prescribed in legislation, but the planning process establishes arrangements that draw on these responsibilities in a practical, flexible and scalable way to reduce the threat to life, property and the environment.

This section describes how the roles and responsibilities relevant to municipal emergency management (summarised in *Section 2*) generally apply in responding to an emergency.

The arrangements described in this section are designed to address situations that occur in this municipal area, although these can be used to support response for emergencies affecting other municipal areas or the region.

Emergency powers enable authorised action to be taken to resolve emergencies. Primary powers and responsibilities are generally established in hazard-specific legislation and incorporated into hazard-specific plans. Additional powers provided for in the Act may be applied if and when the specified criteria are met.

Depending on the scale and extent of the emergency, overall control of response may be assumed by emergency management authorities, such as the Regional Controller or State controller.

3.3.2 Command, control and coordination

3.3.2.1   All-hazards response arrangements and escalation

When an emergency occurs, initial response actions are usually carried out at the emergency site by those with primary responsibility for protecting the life, property or environment under threat. In the first instance, this is usually the asset owner or manager of the property or premises and/or the people at the emergency site. Command, control and coordination arrangements are described in the TEMA.

Response Management Authorities are supported by Support Agencies and Council may be requested to support the response and make resources available, usually through direct contact with the MC. At this point, consideration is given to the practicalities of opening an MECC to coordinate resources and requests (if not already open). See *Appendix 5* for more information about the MECC.

Council's General Manager is responsible for providing adequate staff and resources to operate the MECC if required. The MC is responsible for managing the MECC and for arranging for it to be opened. More detailed operating procedures are provided in *Appendix 6*.

Liaison Officers for responding agencies may support fellow workers at the emergency scene and provide advice to other agency representatives at emergency operations or coordination centres (EOCs or ECCs) and/or to the senior managers monitoring the situation.

The Regional Planner can assist with arranging regional support to Council, should this be required, and usually assists and advises the MC and MECC. The Regional Planner also briefs the Regional Controller (and other stakeholders as required).

The Regional Controller can assist with the response/recovery operations (refer to section 18 of the Act). Legislated emergency powers do not need to be activated for this to occur.

3.3.2.2 Emergency powers

Emergency powers are established in the *Emergency Management Act 2006* and are summarised in *Section 2.2* of this plan (see paragraphs 2.7-2.10). The Regional Planner will coordinate activities on behalf of the Regional Controller when emergency powers are authorised.

3.3.2.3 Municipal Emergency Coordination Centre (MECC)

Council will provide physical resource assistance to lead agencies in managing the response to emergency events.

Council's MECC provides a range of services to the community and is the centre for decision-making and the determination of strategic direction (in conjunction with emergency services) during and after an emergency.

Functions of the MECC include:

  a. providing the facility for coordinating Council's emergency response;
  b. coordinating any requests from lead authorities for additional resources;
  c. providing information to the Regional Controller and SES;
  d. providing information to the local community; and
  e. receiving initially displaced people if evacuated.

The location of Council's **primary and secondary MECC** are identified at *Appendix 5.*

The MC leads Council's response to an emergency by establishing an Incident Management Team (IMT) within the MECC, if required. IMT membership will vary, depending on the nature and size of the event, but typically comprises officers to address:

• coordination of activities (typically the MC or DMC);
• communications;
• administration;
• logistics coordination; and
• recovery.

The AIIMS incident management structure provides for the Incident Controller, assigned overall responsibility for managing all activities, to resolve an incident. The Incident Controller also leads the IMT in accordance with the Unity of Command principle.

IMT structure is determined by the size and complexity of the emergency and adjusted accordingly. In smaller scale or less complex emergencies, or during the early phases of what may become a large or complex incident, the Incident Controller may manage all functions. An IMT is created when functions are delegated to others.

These arrangements are designed to be flexible and scalable and one person may fulfil more than one function. Should the event be larger than Council's capacity to respond, the MC will seek support from the REMC.

3.3.2.4 Glenorchy Emergency Operations Centre (EOC)

EOCs are established to manage the operational aspects of the relevant organisations' emergency response activities.

The location of Council's **primary and secondary EOCs** are identified at *Appendix 5.*

EOC functions include:

  a. management of operational tasking, personnel and resources;
  b. establishing and monitoring communication networks;
  c. coordination of response operations;
  d. management of requests for additional support; and
  e. coordination of logistical support for EOC personnel.

3.3.2.5   **Municipal Emergency Management Committee (MEMC)**

When an emergency occurs, the MC liaises with the MEMC Chairperson and the Regional Planner to confirm whether MEMC should meet.

When an emergency meeting is convened, MEMC is to consider:

- nature of the emergency;
- resources available to deal with the event;
- task prioritisation;
- communications;
- business continuity;
- community engagement; and
- recovery.

MEMC members are responsible for providing strategic advice within their field of expertise to the Regional Controller and for coordinating and managing resources from their respective organisations to support MECC operations.

3.3.3 Resource-sharing and coordination

Council has resource-sharing arrangements with other municipalities and agencies. These arrangements are generally informal and often facilitated through regional emergency management arrangements. As a result, resources can be shared to assist others in emergencies. The MC can coordinate and facilitate requests for shared resources.

3.3.4 Consequence management

A key focus for the Regional Controller is consequence management (including public information strategies), in consultation with SREMC members, Liaison Officers and/or advisors representing other stakeholders and/or the Regional Planner. If further assistance is required, the Regional Controller may make requests for assistance to other regions or to the State Controller.

The Response Management Authority handles offers of assistance from organisations that are not usually part of response arrangements (for example, offers from the community, industry, celebrities, other regions/jurisdictions and interstate agencies), although these offers can be referred to a supporting agency, depending on the scale and nature of the event.

- *Figure 3* summarises the general command, control and coordination arrangements for hazards affecting the municipal area. These show model arrangements and are applied as required for each situation.

- *Table 6* summarises typical All-Hazard response actions undertaken by Council officers, which are used or adjusted as required.
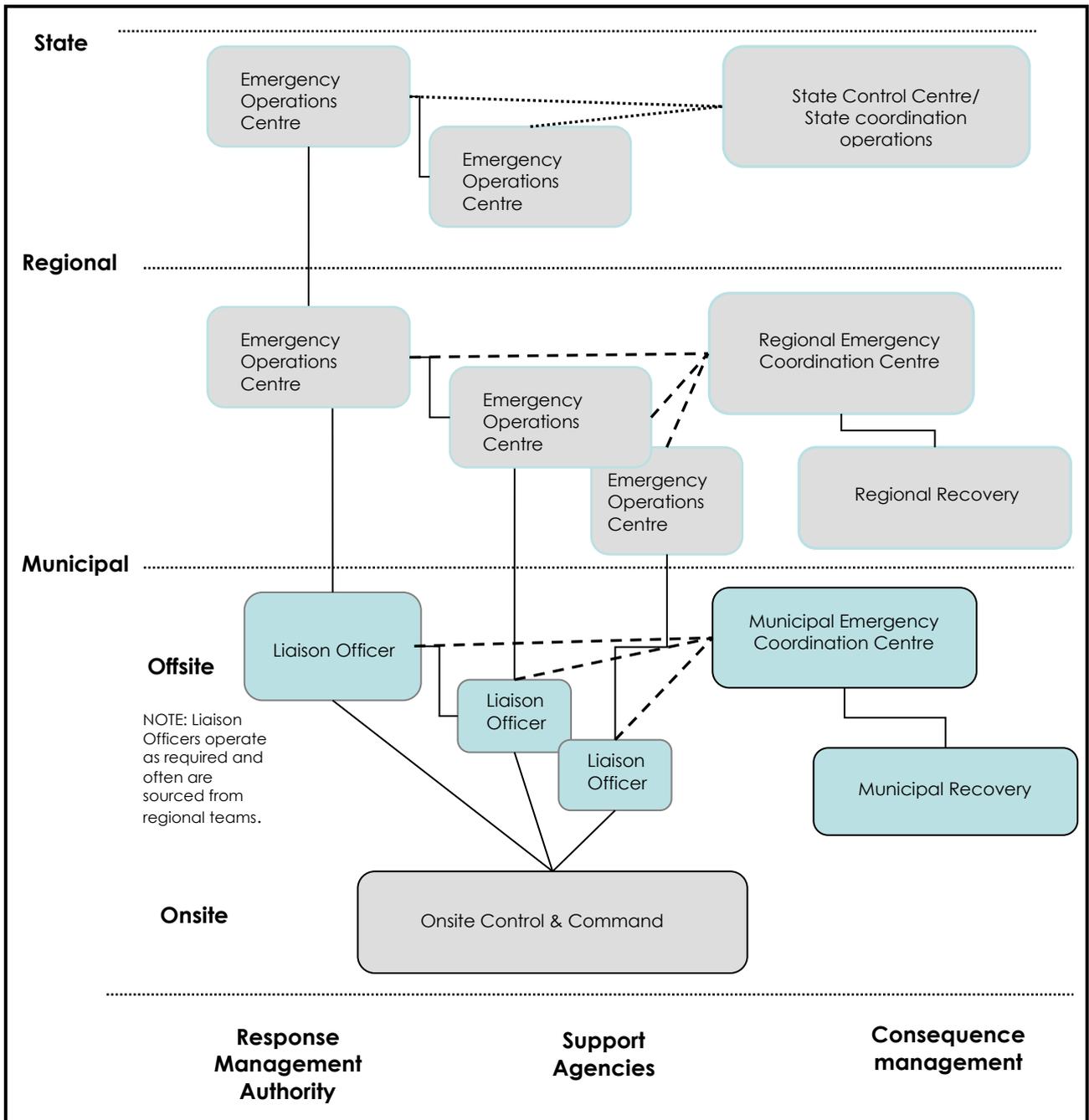
Figure 3: Response management structure

LEGEND:

——————— Direct reporting relationship

– – – – Also works/communicates with

Table 6: All-Hazards response – typical Council actions

Row	Phase	Responsibilities	Council actions (action taken by)
1	**Alert**	• Monitor situation • Brief stakeholders	• Advise council stakeholders (**MC**) • Monitor situation (**MC**)
2	**Stand-by**	• Prepare to deploy for response • Arrange warnings (if relevant) • Update stakeholders • Nominate media/information officer and advise stakeholders • Consider MEMC meeting	• Update stakeholders (**M; GM; WM and RC)** and circulate Contact List and Action Duties (**MC**) • Consider MEMC meeting (**MC**) • Locate keys to centres, notify centre managers and arrange staff rosters (**RC; DMRC**) • Nominate IMT and Operations Team members and staff rosters for centres/tasks for next 24 hrs (**MC; RC, AO**) • Locate supplies that are likely to be needed in the first few hours. (**AO**) • Nominate media officer and advise response agencies (**MC**)
3	**Respond**	• Assess emergency scene • Establish command and control arrangements • Review whether MEMC should meet • Deploy resources and request extra assistance as required • Assess impacts and effectives of response strategies • Consider evacuation • Provide further warnings and public information as required • Provide information: SitReps and public information • Conduct impact assessments and provide updates	• Establish and communicate coordination location for council resources/requests (**MC**) • Establish IMT (**MC**) • Manage requests for assistance and resources (**AO; MC**) • Provide operational assistance (**WM**) • Open and manage centres as required eg. evacuation centres (**RC; DMRC**) • Provide public with information (**MC**) • Ongoing assessment of impacts, especially for: power supply; potable water; transport disruption; public and environmental health conditions; and recovery needs (**WM**) • Update stakeholders and RC as required (**MC**) • Coordinate meals, relief and accommodation for workers (**AO**)
4	**Stand-down** (including recovery handover)	• Assess effectiveness of response actions • Plan for end of response • Liaise with Council and RC regarding the status of recovery operations and arrange handover • Confirm end/close of response and stand-down • Collate logs, costs etc and assess needs for resupply	• Confirm end/close of Council operations for response (**MC**) • Liaise with recovery workers and assess needs (**RC)** • Reinstate transport routes etc (**WM**) • Consider establishing an Emergency Recovery Group (**MC**) • Close centres as agreed (**RC**) • Collate logs, costs etc and assess needs for resupply (**MC, AO**)
5	**Debrief**	• Conduct internal debrief/s • Participate in multi-agency debriefs as required and report to RC, MEMC and SREMC	• Conduct council worker debrief (**MC**) • Arrange for MEMC debrief and report to RC, MEMC and SREMC (**MC**)

3.3.5 Warnings

BoM warnings are issued for severe weather, flood, fire weather and tsunami. TFS publishes fire danger rating forecasts issued by BOM daily during the bushfire season. DoH (PHS) issues public health advice and alerts.

Warnings are sent to media outlets (radio and television) for public broadcast and may be preceded or accompanied by the Standard Emergency Warning Signal (**SEWS**), in accordance with Tasmania's guidelines. See [TEMA](#) for more detailed information about SEWS. The RC can request the use of SEWS in an emergency.

Response Management Authorities are responsible for interpreting warnings and communicating potential impacts and consequences to the community.

Council may support communications by relaying warnings in accordance with municipal responsibilities and/or assist other groups if requested by the:

    a.   Response Management Authority;

    b.   Regional Planner; or

    c.   Regional Controller.

Council and relevant Management Authorities will work together to ensure that messages are consistent and coordinated.

Emergency Alert is a fee-for-service national capability that is used to send emergency warnings via message to mobile phones (SMS) and landlines (voice) located within a particular geographic area. Warnings issued through this service are coordinated by the Response Management Authority and TFS. If Council identifies a need to use the system, this may be arranged through the Regional Planner.

Cost recovery for use of the service is coordinated at state level by TFS and the relevant Response Management Authority.

The MC maintains procedures that further detail Council's response to warnings.

Table 7 summarises current warning arrangements and typical Council actions.

Table 7: Summary of warning systems and arrangements

Hazard	Warning type/indication	Issuing agency	Method	Action by MC
Flood				
Flood watch	**Alert, Watch or Advice** of possible flooding, if flood-producing rain is expected in the near future. General weather forecasts can also refer to flood-producing rain.	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
Flood warnings	**Warnings of Minor, Moderate or Major flooding** in areas that BoM has specialised warning systems in place. Warnings identify the river valley, locations expected to be flooded, likely severity of the flooding and when it is likely to occur.	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
Minor flood warning	Causes inconvenience. The inundation of low-lying areas next to watercourses that may require the removal of stock and equipment. Minor roads may be closed and low-level bridges submerged.	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders

Hazard	Warning type/indication	Issuing agency	Method	Action by MC
Moderate flood warning	In addition to above, evacuation of some houses may be required. Main traffic routes may be covered. The area of inundation is substantial in rural areas, requiring the removal of stock.	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews Update stakeholders
Major flood warning	In addition to above, extensive rural areas and/or urban areas are inundated. Properties and towns are likely to be isolated and major traffic routes likely to be closed. Evacuation of people from flood-affected areas may be required.	BoM	**Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders • Consider MEMC meeting
Severe weather				
Severe weather warnings	Issued when severe weather is expected that is not directly related to severe thunderstorms, tropical cyclones or bushfires. Examples: land gales, squalls, flash flooding, dangerous surf or tides.	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
Damaging winds	Issued when expected gusts in excess of 100 km/h (75 km/h when wind is from the east or south, ie. an unusual direction), or destructive winds above 125 km/h	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
Dangerous surf	Issued when swell is expected to exceed: 6 metres about the north and east coasts; and 7 metres about the south-east coast.	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Nil
Abnormally high tides	Issued when tides are expected to be high enough to damage foreshore areas or disrupt foreshore and maritime activities. Generally when water level is expected to reach 40cm above normal spring tide level.	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Update stakeholders • Place warnings at low-lying public carparks
Very heavy rain that may lead to flash flooding	Issued when rain falling over a one-hour period is expected to exceed the 1-in-5 or 1-in-10 year return period	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
Severe thunderstorm warnings	Issued when thunderstorms are expected to produce dangerous or damaging conditions: • hail greater than 2cm diameter • gusts greater than 100 km/h • flash flooding • tornadoes	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Notify outdoor crews and check availability • Update stakeholders
Bushwalkers weather alert	Issued when conditions are likely to pose a danger to bushwalkers, ie. generally cold, wet, windy weather.	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Nil
Heatwave	Issued when heatwave conditions are forecast.	DoH	**Public:** Media	• Relay warnings

Hazard	Warning type/indication	Issuing agency	Method	Action by MC
	Warning provides information on preparing for and coping with extreme heat.		**Emergency services:** SMS, phone, email	• Update stakeholders
Ice and frost on roads	Road weather alerts to advise of potentially dangerous driving conditions eg. fog, low visibility in heavy rain, gusty winds, widespread frost, snow	BoM	**Public:** Media **Emergency services:** SMS, phone, email	• Nil
Fire				
Fire weather warning	Issued when fire danger rating is expected to exceed thresholds agreed with fire agencies, ie. when forest fire danger index exceeds 38 in Tasmania.	BoM	**Public:** Multimedia **Emergency services:** SMS, phone, email	• Relay warnings • Update stakeholders
Advice 	**Bushfire Advice** message advises that a fire has started but there is no immediate danger. Includes general, up-to-date information about developments.		**Public:** Multimedia **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
Watch and Act 	**Bushfire Watch and Act** message advises of a heightened level of threat. Conditions are changing and people in the area need to start taking action to protect themselves and their families.		**Public:** Multimedia **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders • Notify RC to have evacuation centres on standby
Emergency Warning 	**Bushfire Emergency Warning** indicates that people in specific locations are in danger and need to take action immediately, as they will be impacted by fire. The message may be preceded by an emergency warning signal (siren).		**Public:** Multimedia **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders • Establish municipal IMT/MECC • Notify RC to have evacuation centres on standby
Low-Moderate Fire Danger Rating (FDR 0-11) 	Fires breaking out today can be controlled easily. There is little risk to people and property.	TFS	**Public:** Media **Emergency services:** SMS, phone, email	• Nil
High Fire Danger Rating (FDR 12-24) 	Fires breaking out today can be controlled. People in the path of a fire are unlikely to be killed or seriously injured if they take shelter. Well-prepared and actively defended homes can offer safety during a fire.	TFS	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders

Hazard	Warning type/indication	Issuing agency	Method	Action by MC
Very High Fire Danger Rating (FDR 25-49) 	Some fires breaking out today will spread rapidly and be difficult to control. There is a possibility that people in the path of a fire will be killed or seriously injured. Some homes may be destroyed. However, well-prepared and actively-defended homes can offer safety during a fire.	TFS	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders • Have evacuation centres on stand-by
Severe Fire Danger Rating (FDR 50-74) 	Some fires breaking out today will spread rapidly and be uncontrollable. People in the path of a fire may be killed or seriously injured. Some homes are likely to be destroyed. However, well-prepared and actively-defended homes can offer safety during a fire.	TFS	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders • Have evacuation centres on standby
Extreme Fire Danger Rating (FDR 75-99) 	Some fires breaking out today will spread rapidly and be uncontrollable. People in the path of a fire may be killed or seriously injured. Many homes are very likely to be destroyed. Only well-constructed, well-prepared and actively defended homes are likely to offer safety during a fire.	TFS	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders • Have evacuation centres on stand-by • Consider an MEMC meeting
Catastrophic Fire Danger Rating (FDR >100) 	Some fires breaking out today will spread rapidly and be uncontrollable. There is a high likelihood that people in the path of a fire will be killed or seriously injured. Many homes are very likely to be destroyed. Even the best-prepared homes will not be safe today.	TFS	**Public:** Media **Emergency services:** SMS, phone, email	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders • Prepare evacuation centre/s • Establish municipal IMT/MECC • Consider MEMC meeting
Tsunami				
No threat	An undersea earthquake has been detected. However it has not generated a tsunami, or the tsunami poses no threat to Australia and its offshore territories.	BoM	**Public:** Media, BOM website, TFS website **Emergency services:** SMS, phone, email	• Nil
Marine alert and Land alert	Warning of potentially dangerous waves, strong ocean currents in the marine environment and the possibility of only some localised overflow onto the immediate foreshore.	BoM	Public: Media, BOM website, TFS website **Emergency services:** SMS, phone, email	• Relay warnings • Update stakeholders
Marine warning and Land warning	Warning for low-lying coastal areas of major land inundation,	BoM	**Public:** Media, BOM website, TFS website	• Relay warnings • Update stakeholders

Hazard	Warning type/indication	Issuing agency	Method	Action by MC
	flooding, dangerous waves and strong ocean currents.		**Emergency services:** SMS, phone, email	• Establish a municipal IMT/MECC • Consider MEMC meeting

3.3.6 Public information

During an emergency, it is critical that information provided to the community is timely, accurate and informative. In a period of uncertainty, community anxiety and concern can be reduced by providing advice on what has happened, what needs to be done and where people can go for assistance. While the media will provide information on what has happened, their focus will not always provide the level of detail required to meet the needs of an affected community.

Council has a critical role in providing community leadership and ongoing information to reduce community anxiety and uncertainty, leveraging Council's existing community communication protocols and guidelines. *Table 8* summarises arrangements for issuing public information about the emergency.

3.3.6.1 TasALERT

TasALERT (www.tasalert.com.au) is Tasmania's official online emergency information source. Outside emergency response periods, the website provides general information on topics such as volunteering, disaster preparedness and resilience-focused campaigns.

In an emergency, the homepage of the website is updated to highlight current incidents. Each incident will have a dedicated page displaying all available information (mapped information, social media, new content etc.) specific to that incident.

The website also aggregates social media feeds from emergency services and Tasmanian Government departments, as well as using spatial (mapped) data to provide appropriate and authoritative emergency information.

3.3.6.2 Tasmanian Government Public Information Unit (PIU)

In an emergency of local, regional and/or state significance, the whole-of-government Public Information Unit (PIU) may be activated to support the preparation and distribution of timely, accurate and consistent information to all stakeholders – from government and community leaders, through to government agencies, members of the public and media outlets. PIU activation is required to support operation of the Tasmanian Emergency Information Service (refer to *Section 3.3.6.2*).

PIU activation may be requested due to the:

- scale, impact or longevity of the emergency;
- need for a coordinated, whole-of-government public information response; and/or
- insufficient resources within the Response Management Authority to manage all public information requirements in response to an emergency.

Council or the MC may request PIU support or activation by the Regional Controller through the Regional Planner. PIU may provide Council with assistance for developing a Public Information Document, Mayoral talking points, key messages and development of a single 'source of truth'.

If PIU support or activation is approved, public messaging and information will be developed through collaboration between Council and PIU staff.

3.3.6.3 Tasmanian Emergency Information Service (TEIS)

When activated, TEIS provides an initial point of contact for the community to access information about an emergency. TEIS is activated and deactivated by DPAC's Office of Security and Emergency Management, on request from the relevant Response Management Authority or major Support Agency.

The decision to activate includes acceptance of responsibilities that include appointing:

a.   a Liaison Officer to be located within TEIS for the duration of the activation; and

b.   a supporting Information Manager.

Council or the MC may request TEIS activation by the Regional Controller through the Regional Planner.

If activation of TEIS is approved, scripts are developed consultatively through the whole-of-government Public Information Unit (PIU).

TEIS operates on a fee-for-service basis. More information is provided in *TEIS Arrangements* documentation (refer to *Appendix 1*).

3.3.6.4   Working with the media

Local and regional media outlets help disseminate public information about emergencies. Agencies involved in managing the emergency aim to provide comments through nominated spokespeople and/or media officers, limited to comments relevant to each agency's specific role in response/recovery activities. Queries outside this scope are referred to the Response Management Authority or the Regional Controller through the Regional Planner.

The **Mayor** has a pivotal role as community leader to coordinate community information and is Council's chief spokesperson. The Mayor (or delegate) will also speak on behalf of the affected community. The Mayor will be supported in this role by an experienced media liaison officer, typically the Senior Communications Advisor, Executive Officer and General Manager, who can prepare community and media statements for Mayoral endorsement. If deemed necessary, an experienced media liaison officer will be sourced from another local government area.   The MC will provide the Mayor with emergency-related information.

Media statements from Council will relate to community impact and action taken by Council. Council will not comment on matters that are the province of emergency services or post-emergency investigations.

Table 8: Summary of public information arrangements

Row	Location	Scope of information	Provided by	Developed by	Cleared by	Distribution methods
1	**On-site**	The emergency and its known impact	Response Management Authority (Support agencies may advise about their own roles)	Response Management Authority	Response Management Authority	Media Agency websites Emergency Alert
2	**EOC/ECC**	Actions/ responsibilities of the centre	Centre Coordinator	Centre Coordinator	Emergency Management Coordinator (eg. MC/RC)	Media
3	**Other centres eg. evacuation**	Actions/ responsibilities of the centre	Centre Coordinator	Centre Coordinator	Centre Coordinator	Media TEIS
4	**Municipal area**	Impact of the emergency on local community	Mayor	Council senior communications advisor/GM	Council executive officer/Mayor	Media Council website TEIS CALD
			Council Customer Service	Council senior communications advisor	Council executive officer/Mayor	Phone enquiries
5	**Within the region**	Impact of the emergency on the region	RC	Regional Planner	RC	Media Council website TEIS CALD
			Response Management Authority	Regional Media Officer	Response Management Authority Regional liaison	
			Regional SRC	Regional SRC Regional Media Officer	RC through the Regional Planner	
6	**Rest of the State**	Impact of the emergency on Tasmania, including relief arrangements	State Controller	SES Director TASPOL Media Unit Government Media Office	SES Director TASPOL Media Unit Government Media Office	Media Agency or event-specific website TEIS CALD
			Response Management Authority	State Media Officer	Response Management Authority State liaison	
			Premier or Minister	Government Media Office	Head of Government Media Office	

3.3.7 Other elements

In an emergency, Council's usual administrative and financial arrangements may be disrupted and staff impacted. Increased personal demands on staff to maintain usual services while contributing to Council's role of responding to the incident imposes conflicting requirements. Councils may wish to seek and obtain additional administrative support from other municipalities.

3.3.8 Evacuation

Evacuation involves the movement of people threatened by a hazard to a safer location and, typically, their eventual, safe and timely return. To be effective, evacuation must be appropriately planned and implemented. Coordination and communication must be maintained across all stages of evacuation.

3.3.8.1 Management

While emergency management authorities have legislated power to order emergency evacuation, voluntary evacuation is the preferred strategy. Evacuation requires the participation and cooperation of multiple agencies and/or organisations. When evacuation planning involves significant change to traffic flows, road owners or managers should be involved, eg. Council, Department of State Growth.

TEMA and the *Tasmanian Emergency Evacuation Framework* (2018) provide more detailed information about the evacuation process, roles and responsibilities in Tasmania.

Council has primary responsibility for activating and managing an Evacuation Centre within the municipal area, if requested by the Regional Controller, including the registration of evacuees presenting, and the management of waste, environmental health and pollution at the site.

Council also has a number of support roles and responsibilities and the MC may be contacted for Council advice and assistance with:
- evacuation risk assessment and decision to evacuate;
- withdrawal coordination;
- traffic management;
- alternative emergency accommodation;
- animal welfare (pets, companion animals, livestock) if facilities are available; and
- decision to return.

If necessary, TASPOL will liaise with Council about concerns for the welfare of individuals or missing person enquiries.

Council maintains a register of appropriate facilities that may be used as evacuation centres and provide services for displaced persons. Facility specifications and capabilities are provided in *Appendix 8*.

3.3.8.2 Decision

The decision to recommend the evacuation of people in and around at-risk areas, rests with the Response Management Authority's Incident Controller, who consults with TASPOL, Council and others. If a decision to evacuate is made, public warnings will be issued.

3.3.8.3 Withdrawal

TASPOL has a lead role in the withdrawal stage of evacuation. A TASPOL Evacuation Coordinator may be appointed to coordinate and manage the withdrawal process.

3.3.8.4 Shelter

If evacuation of an area is indicated, the Regional Controller may contact the MC to ask Council to activate an Evacuation Centre.

Nearby Safer Places are places that provide 'last resort' shelter options and are identified in Community Protection Plans. Nearby Safer Places within Council's municipal area are listed at *Appendix 9*.

3.3.8.5 Return

The Response Management Authority's Incident Controller is responsible for deciding when it is safe for evacuees to return to an area, in consultation with TASPOL and other experts. A TASPOL Evacuation Coordinator may be required to plan and manage the return of evacuees. Longer-term evacuees are managed by recovery agencies.

3.3.9 Impact assessment

The Response Management Authority is responsible for coordinating rapid impact assessment and reporting on this assessment to other response and recovery agencies and the relevant municipal and/or regional recovery officers.

Secondary impact assessments may be coordinated through a RECC and Council may be asked to assist with this work by providing data on request.

Impact and damage assessment factors include, but are not limited to:
a. number of injuries and deaths;
b. housing/accommodation needs;
c. energy supplies;
d. potable water;
e. transport networks and alternative route planning;
f. telecommunications;
g. stormwater infrastructure and waterways; and
h. public/environmental health standards.

Where transport corridors provide access for other networks such as power, water and telecommunications, the relevant asset managers/owners will be involved in decision-making, as required.

3.3.10 Registrations

Registration is an important system for recording relevant details of persons affected by emergencies or involved in emergency operations. Common groups requiring registration are:
a. affected people, such as evacuees and families;
b. other stakeholder/affected groups, for example businesses;
c. spontaneous volunteers;
d. witnesses; and
e. potential donors/sponsors (equipment, services, supplies).

Registration may be established and coordinated by the Response Management Authority. When Evacuation or Recovery Centres are activated, processes to support registration should be implemented as soon as possible. This may be supplemented or supported by regional arrangements for the ongoing coordination of registrations into the recovery phase. When Council is required to operate an Evacuation or Recovery Centre, registration will be implemented using current forms. Information collected on these forms may need to be provided to Red Cross if TASPOL requests the use of Register.Find.Reunite (RFR).

Registrations are shared regularly with relevant stakeholders throughout emergency response, including with the Regional Planner and SRSRC.

3.3.11 Pandemic health emergencies

The *Tasmanian Public Health Emergencies Management Plan* (TPHEMP) is a State Special Emergency Management Plan (SSEMP) that supports the TEMA in planning for significant public health emergencies.

The *Tasmanian Health Action Plan for Pandemic Influenza* (THAPPI) is an Associate Plan of the TPHEMP that outlines the framework that Tasmania will use to manage the health sector's preparedness and response to an influenza pandemic.

One element of a coordinated response to a large-scale health emergency, such as an influenza pandemic, is the establishment of community-based clinics to perform a number of critical and beneficial functions for the general community. The Tasmanian Health Service (THS) may call upon Council to provide a suitable venue for the establishment of clinic/s and to assist and support with the maintenance and operation of clinic/s during a pandemic emergency.

3.3.12   Debriefs

Immediately after an emergency, some issues invariably require investigation and discussion, which may identify learnings and the need for changed or new processes and systems. These matters are best initially considered in an Operational Debrief forum, the main objectives of which are to:

a.   acknowledge the input of all contributing organisations and individuals;

b.   gain constructive feedback from all involved on lessons identified;

c.   identify where gaps exist in training and planning systems;

d.   determine and program the best course of action for improving planning, management systems etc;

e.   foster sound interagency communication; and

f.   identify the need for specific investigation of issues and further debriefing at an individual or organisational level.

Lessons identified are shared with stakeholders including the MEMC, Regional Planner and SRSRC.

MEMC is responsible for reviewing emergencies that are significant to the municipality. Where impacts also extend beyond this area, the review may be conducted by SREMC so lessons can be shared easily with emergency management partners.

3.3.13   Administration: finance and cost capture

Records related to response are subject to the usual records management provisions and archiving legislation and treated accordingly. Logs, reports and briefings from response and recovery are collated progressively and stored centrally for future reference.

Organisations involved in response are responsible for retaining all invoices/records of expenditure and absorbing their own expenses. Some expenses may be recovered if national (Disaster Recovery Funding Arrangements (DRFA)) and state (TRRA) disaster funding arrangements are activated and eligibility criteria are met. Cost capture systems are established to align with the different types of eligible expenditure as follows:

DRFA category	Type	Claimable expenses
Category A	Essential	Emergency food, clothing
		Repair or replacement of essential items and personal effects
		Essential emergency repairs to housing (to make residence safe and habitable)
		Demolition or rebuilding to restore housing
		Removal of debris from residential properties
		Extraordinary counter-disaster operations for the benefit of an affected individual
		Personal and financial counselling
		Evacuation Centre costs
Category B	Essential	Restoration or replacement of essential public assets (road, footpath, pedestrian bridge, stormwater, bridges, tunnels, culverts, rivulets, local government offices)
		Counter-disaster operations for the protection of the general public

Category C	Non-Essential	No automatic coverage however, an affected area may apply for a Community Recovery Fund for reimbursement of eligible expenditure associated with repairs of non-essential infrastructure (eg. repairs to sportsgrounds, playgrounds, tracks, trails, etc).
		A fund may also include community awareness and education campaigns and other resilience building grants.
Category D	Non-Essential	A Category D measure is an act of relief or recovery implemented to alleviate distress or damage in circumstances which are, according to the Minister, exceptional.
		These must be approved by the Prime Minister in writing.

Council has an allocated project number to record all costs associated with an emergency. All expenditure is to be approved by the MC, GM, or other authorised person before cost commitments are made.

All expenditure that may be eligible for Government assistance under the TRRA Natural Disaster Local Government Relief Policy must be separately costed for consolidation and audit purposes. Normal maintenance and administration costs are not eligible for assistance. However, additional costs over and above normal operating budgets may be regarded as eligible expenditure (eg. plant hire and overtime).

Damage to any asset must be directly attributed to the event and should not include normal maintenance operations, particularly for assets that were in a poorly-maintained state at the time of the emergency. For auditing purposes, Council is required to supply records of maintenance on the items and assets in question.

Assistance may be provided to Council to restore an essential public asset to the equivalent of its pre-emergency standard, subject to current planning and developmental controls and building standards. Additional costs incurred by Council beyond that level in restoring or replacing an asset to a higher standard (improvement or betterment) are not eligible for assistance and must be borne by Council.

Where claims are to be made for TRRA relief reimbursement, the MC will discuss the matter first with OSEM (DPAC). Where appropriate, a written application will be developed and submitted to SES Assistant Director Policy and Programs or to the OSEM Director.

If the Premier announces TRRA activation for the Council area, Council will collate records accordingly and pursue cost recovery. OSEM will provide information and advice on request.

Council's Finance Department has designated responsibility for the cost recovery/claims process.

3.3.14   Personal support

Council provides an employee assistance program to support staff and their families with the impact of an emergency. Supplementary personal support services may be sourced through the SRSRC.

3.4 Recovery arrangements

This section describes what is done to support short to longer-term recovery across the four main recovery domains.

3.4.1 Overview

Recovery is the process of dealing with the impacts of an emergency and returning social, economic, infrastructure and natural environments to an effective level of functioning.

Recovery is most effective when communities are supported to lead and participate in processes and activities in their local area. Municipal committees, councils, community groups and local leaders all play a significant role in enabling and facilitating local engagement in recovery planning, and in coordinating the implementation of local recovery activities.

The *State Recovery Plan* and *Southern REMP* describe various state-level and regional-level recovery arrangements and should be read in conjunction with this plan and the Glenorchy Community Recovery Plan.

Responsibilities for recovery rest primarily with Council. These responsibilities can be met in partnership and with the assistance or support of Tasmanian Government agencies and NGOs, coordinated through regional arrangements.

It is critical that activities are planned and coordinated across all recovery domains being:
   a. social;
   b. economic;
   c. infrastructure;
   d. environment; and
   e. cross-domain

Typical recovery considerations include but are not limited to:
   a. assessing recovery needs across all domains and prioritising actions required;
   b. developing, implementing and monitoring recovery activities that are aligned as much as possible with the Council's long-term planning objectives and goals;
   c. enabling community communication and participation in decision-making; and
   d. wherever possible, contributing to future mitigation requirements or improvements to planning requirements (e.g. through debrief processes).

3.4.2 Current arrangements

Figure 4 shows typical All-Hazards recovery arrangements, showing the close relationship between response operation and recovery, spanning short to longer-term activities. Arrangements are applied as required and described in more detail in the following sections.
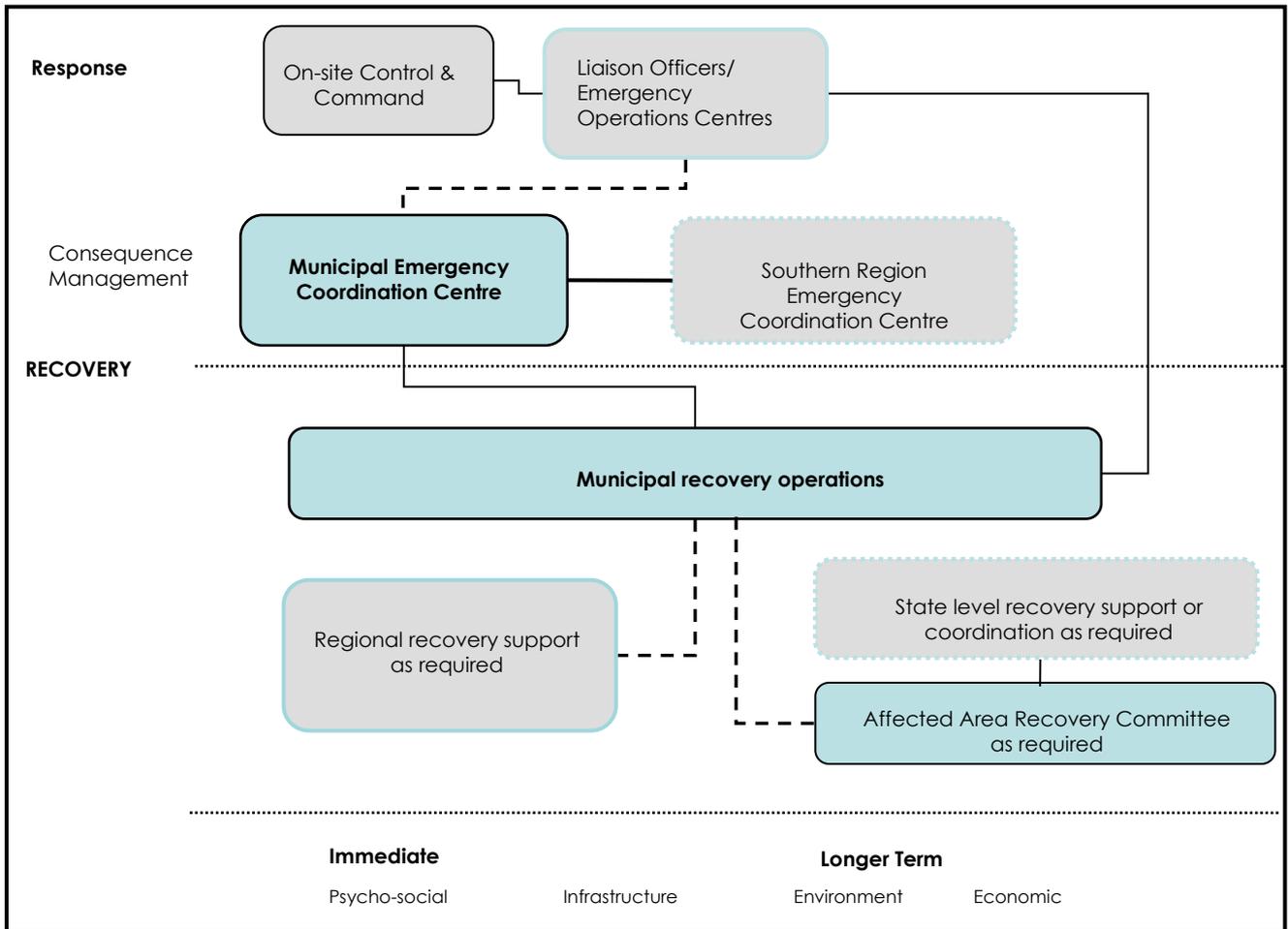
Figure 4: Community recovery management arrangements

LEGEND:

——————— Direct reporting relationship

– – – – Also works/communicates with

3.4.3 Media and public information

In recovery, information may be communicated through a range of channels, including:

- RMA's website and social media;
- TasALERT website and social media;
- Radio, television and print media; and
- Public meetings, Evacuation and Recovery Centres and outreach visits.

Council has a critical role in providing community leadership and ongoing information updates to reduce community uncertainty. This role should be implemented as soon as possible after an emergency occurs to reduce the potential for inappropriate action or undue concern.

The Mayor has a pivotal role as community leader to coordinate community information and be the spokesperson for Council and the affected community, in accordance with Council's policies. The Mayor will be supported by the Senior Communications Advisor and the Executive Officer in consultation with the General Manager, who can prepare community and media statements. The MC will provide the Mayor with recovery-related information.

If the whole-of-government PIU is activated for an emergency, it will have dedicated resources tasked with coordinating recovery information and contributing to the development of documentation to guide transition from response to recovery, including development of a *Recovery Communications Strategy*.

3.4.4 At-risk groups of people

Council-specific roles and responsibilities support a collaborative stakeholder approach for meeting the emergency management and recovery needs of at-risk people.

Council's **Recovery Coordinator** is responsible for undertaking the following activities:

a. provide Evacuation Centres that are accessible to a broad cross-section of the community;

b. maintain broad knowledge of relevant service providers within the municipality;

c. promote community resilience as part of normal Council business;

d. maintain a broad knowledge of the whereabouts of special facilities (schools, aged care facilities, childcare centres) within the municipality;

e. provide local demographic information and advice to stakeholders as able and required;

f. provide support to emergency management stakeholders with a statutory responsibility for vulnerable and at-risk people, as able and required; and

g. develop and maintain relationships with relevant stakeholders whose role it is to directly cater for the emergency management needs of vulnerable and at-risk people, as able and required.

3.4.5 Short-term recovery

In the immediate aftermath of an emergency, recovery services are delivered or coordinated by Council. After consultation with the Response Management Authority and other emergency management partners about impact assessment, recovery needs and capacity, local arrangements can be activated by the MC, supported by the Regional Planner.

Regional recovery coordination is activated by the Regional Controller through the Regional Planner at the request of Council. This may follow advice from the Response Management Authority and/or Regional Controller.

Council is responsible for operating facilities that provide access to recovery services for the community. The places currently identified as suitable for recovery centres/recovery functions are summarised in *Appendix 8*. Recovery facilities are activated on the request or advice from:

a. MC;

b. Community Recovery Coordinator;

c. Regional Planner; or

d. Regional Controller

Council is responsible for coordinating ongoing impact assessments, particularly as they relate to recovery. This informs appropriate governance structures for medium and long-term recovery. The MC (through an Emergency Recovery Committee, if formed) will arrange for impact assessments to be conducted.

Council registration processes must follow procedures or directions from the Regional Controller, comply with confidentiality and security of personal information requirements, and be compatible with Register.Find.Reunite. Registration data collected by Council must be provided to Tasmanian Government agencies for recovery purposes.

3.4.6 Long-term recovery

As the response phase draws to a close, recovery activities transition from short-term coordination to long-term arrangements designed to meet anticipated recovery needs.

Arrangements for the assessment of recovery needs and long-term recovery structures are documented in the *State Recovery Plan*. The State Recovery Advisor (DPAC) works in consultation with the MC, Regional Controller and Response Management Authority to advise the Tasmanian Government on appropriate long-term recovery arrangements.

Where recovery needs can be met within municipal capabilities, medium to long-term recovery is coordinated locally by MEMC (Level 1). Recovery activities in this instance are primarily

supported by Council resources, business as usual services and community-based initiatives. The MC may seek support or raise emerging issues through SREMC.

After significant emergencies and/or where recovery needs exceed municipal capabilities and/or resources, additional state-level recovery support may be activated. Level 2 and Level 3 arrangements are detailed in the State Recovery Plan. State-supported recovery (Level 2) involves the Tasmanian Government supporting the coordination of recovery coordination at local or regional levels, usually through an Affected Area Recovery Committee (AARC). State-coordinated recovery (Level 3) involves the Tasmanian Government coordinating recovery through AARC/s, as well as appointing a Recovery Taskforce led by a Recovery Coordinator.

AARCs may be established under section 24E of the Act, in partnership with local government bodies, municipal committees and affected communities. AARCs may be established locally for one municipality or regionally for multiple municipalities.

The purpose of an AARC is to coordinate recovery activities at regional and local levels through information-sharing, collaboration and collective decision-making. An AARC's role includes developing event-specific recovery plans, facilitating community engagement and participation in recovery, and guiding the implementation of local recovery projects and activities.

An AARC is usually chaired by the Mayor, the MC or another regional/local representative. AARCs can include representatives from affected communities, local government, state government agencies and other organisations with a significant recovery role. DPAC may support the administration of an AARC and coordinate multi-agency recovery efforts to support local and council-led activities.

An AARC will typically develop a recovery plan that:
   a.   takes account of Council's long-term planning and goals;
   b.   includes assessment of recovery needs and determines which functions are required;
   c.   develops a timetable for completing major functions;
   d.   considers the needs of specific population groups within the community, including but not limited to youth, aged, disabled and non-English speaking people;
   e.   allows full community participation and access;
   f.   allows for monitoring of recovery progress;
   g.   effectively uses the support of Tasmanian and Australian Government agencies;
   h.   provides public access to information on proposed programs and subsequent decisions and actions; and
   i.   allows consultation with all relevant community groups.

The AARC is responsible for arranging and monitoring a communications program for the duration of the recovery program. It can include but is not limited to:
   a.   forums and information sessions for the community;
   b.   debriefs for recovery workers; and
   c.   progress reports for Council, the community, SEMC, SREMC and any other agency/organisation as agreed and appropriate, including progressive summaries/ analysis of records (financial and information).

In more localised events, the MC may consider it necessary to establish a Local Community Recovery Committee as soon as practicable. This group will include appropriate affected people, existing community groups and agencies to begin recovery discussions. No matter what the scale or severity of the event, it is important for local communities to have an avenue to discuss and share experiences.

3.4.7 Recovery functions

Council has municipal-level responsibilities across social, economic, infrastructure, environmental and cross-domain recovery functions. Council undertakes the primary role in providing recovery services in the immediate aftermath of an emergency and can be supported by a number of Tasmanian Government agencies and NGOs, depending on the capacity and presence of support services in the area.

Section 4: Plan administration

4.1 Plan contact

This plan is maintained by the Glenorchy Municipal Coordinator for the Glenorchy MEMC. Feedback on this plan should be provided in writing to:

> Email: gccmail@gcc.tas.gov.au
>
> Mail: PO Box 103, GLENORCHY 7010

4.2 Review requirements and issue history

Section 34 of the Act requires that this MEMP is reviewed at least once every two years after approval by the State Controller.

Upon review of the MEMP by the MEMC at intervals not exceeding two years, the MEMC shall take account of all amendments provided by relevant stakeholders. The MEMP is to be reissued in full, upon confirmation by the State Controller, to all plan-holders, in accordance with the distribution list provided at *Section 4.4* below.

This issue entirely supersedes the previous issue of this MEMP. Superseded issues are to be destroyed, or clearly marked as superseded, and removed from general circulation.

Table 9: Issue table

Issue No.	Year approved	Comments/summary of main changes
Issue 5	1999	Review and rewrite
Issue 6	2006	Review and rewrite
Issue 7	2010	Review and rewrite
Issue 8	2013	Review and rewrite
Issue 9	2015	Review and rewrite
Issue 10	2016	Review and update
Issue 11	2020	Review and update

4.3 Consultation for this issue

Review of this issue was coordinated by the MC for the MEMC. This issue was updated/rewritten as part of the statutory two-yearly review schedule. MEMC invited comment from:

   a. SES Regional Planner;
   b. Tasmania Fire Service;
   c. Ambulance Tasmania;
   d. Tasmanian Health Service;
   e. Tasmania Police; and
   f. MEMC members.

4.4 Distribution list

This plan will be available electronically through WebEOC after approval. Electronic copies will be provided as follows:

Table 10: Distribution list

Organisation	Position
Council	• All MEMC members • Mayor and Councillors • GM • Relevant community groups and organisations
SES	• Unit Manager, SES Unit • Regional Manager (South) • Regional Planner (for Regional Controller) • Senior Planning and Education Officer (for SES Director, State Controller, WebEOC)
TASPOL	• Officer in Charge, Glenorchy Station
TFS	• District Officer, Hobart District
AT	• Superintendent, Southern Region
St John Ambulance	• Chief Executive Officer
Neighbouring municipalities	• Hobart City Council • Derwent Valley Council • Brighton Council • Clarence Council
Other Organisations	• TasWater, TasNetworks

4.5 Communications plan summary

When endorsed by Council and approved by the State Controller, update of this MEMP will be communicated as follows:

a. Email copies sent to the positions listed in *Table 10*;

b. submitted for noting by SREMC;

c. published for staff access on Council's intranet

d. published on Council's website and available to the public by request to the MC; and

e. available to interested parties on request.

4.6 Validation of this plan

Arrangements in this plan will be validated within the two-year review cycle by:

a. participating, where able, in other municipal/regional exercises;

b. conducting/participating in relevant debriefs; and

c. refer to *Appendix 4*.

Section 5: Appendices

Appendices are part of this MEMP and as such are not to be updated or circulated as separate attachments without this MEMP being approved by the State Controller.

Appendix 1 – List of associated documents

Appendix 2 – Risk assessment report

Appendix 3 – MEMC terms of reference

Appendix 4 – MEMC maintenance and activity schedule

Appendix 5 – Centres for emergency management

Appendix 6 – Duty Statements and Action Cards

Appendix 7 – SOPs and policies for warnings, public information, working with the media

Appendix 8 – Community centres

Appendix 9 – Nearby Safer Places

APPENDIX 1: List of associated documents

The documents listed here are relevant to this MEMP. When the MEMP is reviewed, current versions of these documents will also be checked. Other relevant documents that may also have been developed between issues will be included.

a   Legislation

Legislation	Related hazard or function	Administration
Emergency Management Act 2006	All-Hazard statewide emergency management provisions	SES
Land Use Planning and Approvals Act 1993	Planning schemes	DoJ
Local Government Act 1993	Council responsibilities	DPAC

b   Plans and arrangements

Row	Title	Custodian	Version/date	Available from
Council arrangements and plans				
1	Council maps for council roads and alternative transport plans	Council	N/A	Manager Infrastructure, Engineering & Design
2	GCC Flood Response Plan	Council	2020	Manager Infrastructure, Engineering & Design
3	Hobart Fire Management Area Bushfire Risk Management Plan	Council	2020	Coordinator Bushfire Management
4	GCC Community Recovery Plan	Council	2017	Coordinator Recovery
5	GCC Bushfire Mitigation Strategy 2020-30	Council	2020	Coordinator Bushfire Management
Regional arrangements and plans				
6	Regional Emergency Management Plan	SES	Issue 8	2018
State arrangements and plans				
7	Tasmanian Emergency Management Arrangements (TEMA)	SES	Issue 1	2019 (December)
8	Tasmanian Emergency Evacuation Framework	SES	Issue 1	2018 (July)
State Special Emergency Management Plans (SSEMP)		**Available WebEOC File Library (DPFEM – SES)**		
9	SSEMP – COVID 19	DoH	Issue 3	2020 (August)
10	SSEMP – Dam safety	DPIPWE	Issue 3	2019 (July)
11	SSEMP – Hazardous materials	TFS	Issue 8	2017 (April)
12	SSEMP – Impact and damage assessment	DPAC	Issue 3	2019 (January)
13	SSEMP – Interoperability arrangements	DPAC	Issue 4	2020 (December)
14	SSEMP – Pandemic influenza	DoH	Issue 4	2019 (July)
15	SSEMP – Port safety (nuclear warships)	SES	Issue 4	2016 (June)
16	SSEMP – Fire protection	TFS	Issue 3	2020 (February)
17	SSEMP – Recovery	DPAC	Issue 3	2018 (January)
18	SSEMP – Structural collapse	TFS	Issue 2	2020 (March)
19	SSEMP – Energy supply	DSG	Issue 2	2015 (January)
20	SSEMP – Biosecurity	DPIPWE	Issue 1	2010 (December)
21	SSEMP – Counter-terrorism	TASPOL	Issue 2	2020 (March)
22	SSEMP – Flood	SES	Issue 2	2019 (July)
23	SSEMP – Mass casualties	DoH	Issue 3	2017 (November)

Row	Title	Custodian	Version/date	Available from
24	SSEMP – Public health	DoH	Issue 2	2014 (December)
25	SSEMP – Search and rescue	DPFEM	Issue 5	2020 (December)
26	SSEMP – Transport crash	TASPOL	Issue 3	2018 (July)
27	SSEMP – Tsunami	SES	Issue 2	2020 (March)
Other				
28	Emergency Alert – Frequently Asked Questions	TFS		[Emergency Alert FAQ](#)
29	TasPorts Emergency Management Plan	TasPorts	2017	[TasPorts website](#)
30	TFS Community Protection Plans	TFS	Various	[TFS website](#)
31	Tasmania Marine Oil and Chemical Spill Contingency Plan	DPIPWE – EPA Division	2019	DPIPWE – EPA Divisions
32	Wellington Park Fire Management Strategy	Wellington Park Management Trust	March 2006	Under review

ID	Title
Glenorchy Emergency Management SOPs (EMSOPs) are located in the ECC	
1	First alert of emergency or potential emergency
2	Communication with public, Councilors, staff and media
3	Standing up the Emergency Coordination Centre (ECC)
4	Emergency Coordination Centre (ECC) roles
5	Customer Service Centre and the ECC
6	Emergency Operations Centre
7	After-hours access – store
8	Emergency road closures
9	After-hours access to Jackson Street Waste Management Centre
10	Bushfires – Council roles and responsibilities, plant and materials
11	Major plant and vehicle schedule

APPENDIX 2: Risk assessment report

a Tasmanian Government responsibilities – emergency risk management

Tasmania's commitment to emergency risk management is demonstrated through development of *Tasmanian Emergency Risk Assessment Guidelines* (TERAG) and risk assessment workshops.

b Local government responsibilities – emergency risk management

Tasmania's local government authorities supported the development of TERAG and committed resources toward the achievement of its aim. The benefits to Council in participating in this process include:

a. demonstrates sound commitment to managing emergency risks within the community and a primary interest in community safety;

b. potentially reduces levels of risk within the community;

c. ensures the identification of risks that are the focus of emergency management planning;

d. ensures a focus on preventing emergencies rather than to reacting to them;

e. enables improved community understandings of emergency management and the risk management process;

f. improves governmental understanding of risks from a community perspective;

g. provides an opportunity to reduce the cost to communities from emergency impacts;

h. enables use of a best practice standard in risk management;

i. ensures and maximises access to national DRFA funding; and

j. complements Council's existing practices and commitment to risk management.

The responsibilities of Council and the MEMC in relation to emergency risk management are summarised in *Table 3* and detailed in TEMA.

c TERAG data and recommended treatment strategies for implementation

The following risk register includes a description of risks identified and treatment strategies required. Sources of risk were reviewed and additional risks added and assessed with review of this MEMP.

Council is responsible for managing the incorporation of treatment strategies that are either the responsibility of Council, or of both Council and other levels of government or agencies, into appropriate Operational Plans and/or Partnership Agreements as required.

Specifically, each register includes:

1. Unique identifier number;

2.   Risk statement;

3. Treatment option/s;

4. Officer responsible for treatment;

5. Implementation timeframe.

Note that the timeframe descriptor 'ongoing' is used where there is a need to monitor the adequacy of existing management arrangements to mitigate the risk.

The timeframe for undertaking treatment options is also defined in the following:

- **Immediate action:** must be completed as soon as practical within current budget cycle (12 months);

- **Short-term action**: must be completed as soon as practical within the next budget cycle (12-24 months);

- **Long-term action**: must be completed within five years;

- **Ongoing**: continuously monitor; or

- as described in the table.

Register of risks and treatment strategies

ID	Risk statement	Treatment/s	Responsibility for treatment	Timeframes
GC 01 Flood				
GC 01.01	There is a risk that residential and commercial property will be flooded surrounding Humphreys Rivulet	Flood mitigation strategies	Council	Immediate
GC 01.02	There is a risk that residential and commercial property will be flooded surrounding Islet Rivulet	Flood mitigation strategies	Council	Immediate
GC 01.03	There is a risk that residential and commercial property will be flooded surrounding New Town Rivulet	Flood mitigation strategies	Ongoing	2015
GC 01.04	There is a risk that residential property will be flooded surrounding Faulkners Rivulet	Creek maintenance – vegetation control	Council/Landowner	Short-term
		Community involvement	Council/Landowner	Short-term
GC 01.05	There is a risk that residential and commercial property will be flooded surrounding Abbotsfield Rivulet	Engineering control	Council/Landowner	Short-term
		Creek maintenance – vegetation control	Council/Landowner	Short-term
GC 01.06	There is a risk that residential and commercial property will be flooded surrounding Barossa Creek	Creek maintenance	Council/Landowner	Short-term
		Flood mitigation strategies	Council/Landowner	Ongoing
GC 02 Bushfire				
GC 02.01	There is a risk that bushfire will impact life and human settlements throughout the Council area	Hobart Fire Management Area Bushfire Risk Management Plan	TFS, Council, Hobart LGA, Derwent Valley LGA, Kingborough LGA, Clarence LGA, Brighton LGA, Huon Valley LGA, Sustainable Timber Tasmania, Wellington Park Management Trust, TasWater, TasNetworks, DPIPWE	Ongoing
		Wellington Park Fire Management Strategy	TFS, Council, Hobart LGA, DPIPWE, private landowners, Wellington Park Management Trust, TasNetworks	Immediate
		Planning scheme provisions for bushfire	Council	Ongoing
		Fuel reduction burning program	TFS, Council, other landowners	Ongoing

Register of risks and treatment strategies				
ID	**Risk statement**	**Treatment/s**	**Responsibility for treatment**	**Timeframes**
		Community education	TFS, Council, community	Ongoing
		Community participation	TFS, Council, community	Ongoing
		Critical asset identification	Government agencies	Immediate
		Asset maintenance	Council, TFS, Government agencies	Short-term
		Organisation coordination	TFS, SES, Council, AT, TASPOL, industry.	immediate
GC 02.02	There is a risk that bushfire will impact the natural environment throughout the Council area	Hobart Fire Management Area Bushfire Risk Management Plan	TFS, Council, Hobart LGA, Derwent Valley LGA, Kingborough LGA, Clarence LGA, Brighton LGA, Huon Valley LGA, Sustainable Timber Tasmania, Wellington Park Management Trust, TasWater, TasNetworks, DPIPWE	Ongoing
		Wellington Park Fire Management Strategy	TFS, Council, Hobart LGA, DPIPWE, TasNetworks, private landowners, Wellington Park Management Trust	Immediate
		Fuel reduction program	TFS, Council, private landowners	Ongoing
		Community education	TFS, Council, community	Ongoing
		Community participation	TFS, Council, community	Ongoing
		Critical asset identification	Government agencies	Immediate
		Asset maintenance	Council, TFS, Govt Agencies	Short-term
		Organisation coordination	TFS, SES, Council, AT, TASPOL, industry	Immediate
GC 02.03	There is a risk that bushfire will impact critical infrastructure throughout the Council area	Hobart Fire Management Area Bushfire Risk Management Plan	TFS, Council, Hobart LGA, Derwent Valley LGA, Kingborough LGA, Clarence LGA, Brighton LGA, Huon Valley LGA, Sustainable Timber Tasmania, Wellington Park Management Trust, TasWater, TasNetworks, DPIPWE	Ongoing
		Wellington Park Fire Management Strategy	TFS, Council, DPIPWE, TasNetworks, community, Wellington Park Management Trust	Immediate
		Fuel reduction program	TFS, Council, private landowners.	Ongoing
		Community education	TFS, Council, community	Ongoing
		Community participation	TFS, Council, community	Ongoing

Register of risks and treatment strategies

ID	Risk statement	Treatment/s	Responsibility for treatment	Timeframes
		Critical asset identification	Government agencies	Immediate
		Asset maintenance	Council, TFS, TasNetworks, Government agencies	Short-term
		Organisation coordination	TFS, SES, Council, AT, TASPOL, industry	Immediate
GC 03 Storm				
GC 03.01	There is a risk that power supplies will be damaged due to storm throughout the Council area	Education programs	Council, SES, TasNetworks, BoM	Long-term
		Alternate power supply routes	TasNetworks, Council	Short-term
		Enforcement of Building Code of Australia	Council	Ongoing
		Early warning	BoM, SES, Council	Ongoing
		Provide resources	Council, insurance companies, SES	Ongoing
GC 03.02	There is a risk that residential, industrial and commercial assets will be damaged as a result of storms throughout the Council area	Education programs	Council, SES, TasNetworks, BoM	Short-term
		Enforcement of Building Code of Australia	Council	Ongoing
		Early warning	BoM, SES, Council	Ongoing
		Provide resources	Council, insurance companies, SES,	Ongoing
		Identify high-risk assets	Council, industry, Government agencies, SES, utilities	Short-term
GC 03.03	There is a risk to life from storms	Education programs	Council, SES, TasNetworks, BoM	Short-term
		Enforcement of Building Code of Australia	Council	Ongoing
		Early warning	BoM, SES, Council	Ongoing
		Provide resources	Council, insurance companies, SES	Ongoing
		Identify high-risk assets	Council, industry, utilities, SES, Government agencies	Short-term
GCC 05 Earthquake or landslip				
GC 05.01	There is risk of landslip causing property damage at identified sites	Geotechnical testing	Property owners, Council, DSG, property developers	Ongoing
		Planning controls	Council, DPIPWE	Ongoing
		Geological reports	DSG, property developers	Ongoing

Register of risks and treatment strategies				
ID	**Risk statement**	**Treatment/s**	**Responsibility for treatment**	**Timeframes**
		Buy-back	Council, DPAC, financial institutions	Ongoing
		Monitoring and maintenance	Council, DSG, property owners	Ongoing
		Area management systems	Council, State Growth, property owners	Ongoing
		Community Support	DoH, Council	Ongoing
GC 05.02	There is a risk that landslip will impact on non-declared developed sites	Geotechnical testing	Property owners and developers, Council, DSG	Short-term
		Planning controls	Council, DPIPWE	Short-term
		Geological reports	DSG, property developers	Short-term
		Monitoring and maintenance	Council, DSG, property developers	Short-term
		Area management systems	Council, DSG, property developers	Short-term
		Community supports	DoH, THS, Council	Short-term
GC 06 Public health				
GC 06.01	There is a risk that a contagious disease will impact on the population	Education	DoH, health sector	Ongoing
		Immunisation – if available	DoH, health sector	Ongoing
		Legislation	Government agencies	Ongoing
		Sanitation/public health standards	DoH, private sector, health sector, community	Ongoing
		Quarantine	DoH, medical profession, Australian Government	Ongoing
GC 08 Animal disease				
GC 08.01	There is a risk that an exotic animal disease will cause hardship to the community	Legislation	Australian and Tasmanian Government, peak bodies	Ongoing
		Community awareness/response	Government agencies, community, animal owners	Ongoing

Register of risks and treatment strategies				
ID	**Risk statement**	**Treatment/s**	**Responsibility for treatment**	**Timeframes**
		Veterinary services	Government agencies, private sector, industry peak bodies	Ongoing
		Quarantine	Animal owners, Australian and Tasmanian Government, vets	Ongoing
		Animal destruction	Animal owners, DPIPWE	As required
		Carcass disposal	Animal owners, DPIPWE, Council	As required
GS 21 Infrastructure failure				
GS 21.01	There is a risk that damage to local bridges will cause community disruption	Bridge inspection	Council, Tasmanian Government	Ongoing
		Maintenance	Council, Tasmanian Government	Ongoing
GC 21.05	There is a risk that dam failure will result in loss of water supply and flooding	Dam failure studies	TasWater	Long-term
		Maintenance/upgrades to spillways to ANCOLD standards	TasWater	Long-term
		Monitoring	TasWater	Ongoing
		Flood Inundation mapping	TasWater, Council	Long-term
GC 21.07	There is a risk of loss of power (greater than 4 hours) to essential services	Backup power supply	Council, TasNetworks	Short-term
		Risk assessment of Council infrastructure	Council	Ongoing
		Emergency Response Plan preparation	Council	Ongoing
GC 23 Hazardous materials				
GC 23.01 M	There is a risk of hazardous materials being released into the ground, water, air and consumables causing harm to the environment	Risk assessment & emergency response plans	SES, Council, DPIPWE, peak industry groups	Ongoing
		Legislation, Council environmental policies	Tasmanian Government, Council	Ongoing
		Training (eg. incident protocols for staff)	SES, industry, TFS, Council DoH	Ongoing
		Education (public awareness)	WorkSafe Tasmania, TFS, DPIPWE, industry, poison information centre	Ongoing
		Monitoring/maintenance/audits/compliance	WorkSafe Tasmania, industry, TFS, Council, DPIPWE	Ongoing
		Provision of dump site/disposal of waste	DPIPWE, Council, property owners, companies	Immediate
		Risk assessment & emergency response plans	SES, Council, DPIPWE, peak industry groups	Ongoing

Register of risks and treatment strategies				
ID	**Risk statement**	**Treatment/s**	**Responsibility for treatment**	**Timeframes**
GC 23.02 M	There is a risk of hazardous materials being released into the ground, water, air and consumables causing harm to the health of the community within Glenorchy	Legislation, Council environmental policies	Tasmanian Government, Council	Ongoing
		Training (eg. incident protocols for staff)	SES, industry, TFS, Council, DoH	Ongoing
		Education (public awareness)	WorkSafe Tasmania, TFS, DPIPWE, industry, poison information centre	Ongoing
		Monitoring/maintenance/audits/compliance	WorkSafe Tasmania, industry, TFS, Council, DPIPWE	Ongoing
		Provision of dump site/disposal of waste	DPIPWE, Council, property owners, companies	As required
GC 24 Industrial accident				
GC 24.01 M	There is a risk of an industrial accident affecting the community wellbeing	Audit of the diverse range of industries in the city and associated risks from industrial groupings	Tasmanian Government, Council	Short-term
		Legislative requirements for managing industrial risk	Tasmanian and Australian Governments	Ongoing
		Town planning legislation to ensure appropriate land use	Council	Ongoing
GC 25 Pollution				
GC 25.01 M	There is a risk of pollution being released into the air, water and/or soil causing harm to the environment	Legislation	Tasmanian Government	Ongoing
		Emergency response plans/risk management plans	Industry, SES, Council DPIPWE	Ongoing
		Community Education	DPIPWE, Council, industry, community environmental groups	Ongoing
		Clean-up/disposal of pollutant	Polluter, DPIPWE, Council	Immediate as required
GC 25.02M	There is a risk of pollution being released into the air, water and/or soil causing harm to the wellbeing of the community	Legislation	Tasmanian Government	Ongoing
		Emergency response plans/risk management plans	Industry, SES, Council DPIPWE	Ongoing
GC 26 Transport accident				
GC 26.01		Identification and rectification of black spot areas on roads	DSG, Council, Australian Government	Ongoing

Register of risks and treatment strategies				
ID	**Risk statement**	**Treatment/s**	**Responsibility for treatment**	**Timeframes**
	There is a risk that traffic flow will be disrupted due to a transport accident	Community education (speeding, DUI, fatigue	Australian and Tasmanian Governments	Ongoing
		Identification of alternative traffic routes	Tasmanian Government, Council	Short-term
GC 26.02	There is a risk that pollution of the environment will occur from a transport accident or from the clean-up operations	Development of plans and protocols to deal with expected problems with pollution eg. oil spills	Tasmanian Government, Council	Short-term
		Identification and provision of resources to deal with pollution	Tasmanian Government, Council	Short-term
		Monitoring of affected sites to mitigate migration of pollutants from control areas and also long term environmental effects of the affected area	Tasmanian Government, Council	Ongoing
GC 45 Mass Gatherings				
GC 45.01	There is a risk to the community attending mass gathering events	Adherence to protocols and guidelines for health and safety in public places	Council, Tasmanian Government	Ongoing
GC 49 Terrorism				
GC 49.01 N	There is a risk that an act of terrorism will affect the municipality	Support national and state strategies and legislation	Council, Tasmanian and Australian Governments	Ongoing
GC 50 Business continuity				
GC 50.1 N	There is a risk that the business of council will be disrupted by emerging events or infrastructure failure	Develop a business continuity plan	Council	Short-term

APPENDIX 3: MEMC Terms of Reference

Glenorchy
Municipal Emergency Management Committee
Terms of Reference

Committee	Glenorchy Municipal Emergency Management Committee (MEMC)
Date and status	Issue 11, 2020
Enquiries	Executive Officer (Municipal Emergency Management Coordinator) Glenorchy City Council
Review notes	These Terms of Reference are due for review in October 2022
General standards & practices	The *Tasmanian Emergency Management Arrangements* (TEMA) describes the framework for this MEMC and its usual practices are aligned with the guidelines maintained by the SES for emergency management committees (available from www.ses.tas.gov.au). The following are specific to this Committee:
1. *Authority & background*	Section 20 of the *Emergency Management Act 2006* (the Act) establishes the Glenorchy MEMC within the Tasmanian emergency management framework for the Southern Region.
2. *Purpose & functions*	Section 22 of the *Act* outlines the MEMC's purpose and functions generally as: *"…to institute and coordinate, and to support the institution and coordination of, emergency management in the municipal area, or in the case of a combined area, in the municipal are that constitutes the combined area, including the preparation and review of the Municipal Emergency Management Plan and Special Emergency Management Plans that relate to emergency management …"*
	2.1.1 Institute and coordinate policy, arrangements and strategies for municipal emergency management, aligning activities where relevant with regional strategies and priorities.
	2.1.2 Enhance emergency management arrangements by reviewing the management of emergencies that have occurred in the municipal area/s and identifying excellence as well as opportunities for improvement.
	2.1.3 Oversee management of emergencies where Council resources are required to support response and recovery.
	2.1.4 Provide a municipal forum for organisations with emergency management responsibilities in the municipal area/s.
	2.1.5 Nominate a representative to attend Southern Region Emergency Management Committee meetings and activities and provide bilateral support.
	2.1.6 Coordinate/participate in at least one emergency management exercise for the municipality every two years.
	2.1.7 Coordinate a post-emergency operational debrief for all organisations involved in an emergency event.
	2.1.8 Meet twice a year unless an emergency event occurs and a subsequent review of the operational aspects of the Plan is required. Meetings will be scheduled by the Executive Officer at appropriate intervals.
3. *Reports to*	Southern Regional Emergency Management Committee

| 4. | *Membership* | Section 21 of the *Act* establishes the arrangements for this committee's membership, supplemented by the following practices: |

- Membership is reviewed every time the Terms of Reference are reviewed and members are confirmed in writing by the responsible officer/manager.
- Proxies assume the member's role if the member is unable to attend the meeting or is unable to perform their usual role for the committee.

Invited guests support municipal emergency management as requested by the Chairperson, within their limits of safety and training.

At this stage security clearances are not required.

| 5. | *Chairperson* | Glenorchy Mayor or delegate (Ald Fraser) |

| 6. | *Executive officer* | Municipal Emergency Management Coordinator, Glenorchy Council |

7. Members

- Ald Fraser (Chair)
- Municipal Coordinator
- Deputy Municipal Coordinator x2
- Municipal Recovery Coordinator
- Deputy Recovery Coordinator x2
- GCC Manager Engineering, Design & Infrastructure
- Southern Regional Social Recovery Coordinator

- TFS Derwent Group Officer
- TFS Hobart District Officer
- GCC Coordinator Bushfire Management
- Hobart District Nursing Service CEO
- Ambulance Tasmania Southern Operations Manager
- Tasmania Police Glenorchy Inspector
- SES Regional Manager
- SES Regional Planner

8. Nominated proxies

Chairperson proxy: Mayor

Executive Officer: Deputy Municipal Coordinator

9. Sub-committees

There are no formal standing sub-committees of the Glenorchy MEMC. Recovery matters are dealt with through the main committee.

10. Stakeholders

Stakeholder groups of Glenorchy MEMC include but are not limited to:

- Utility service providers eg. Telstra, TasNetworks, Hydro, TasWater
- Recovery service providers eg Centrelink, St Vincent de Paul, Red Cross.

11. Chairperson

The role of the Chairperson is to:

a   Chair MEMC

b   Receive notification of emergency events from the Municipal Coordinator.

c   Maintain contact with and support the Municipal Coordinator during an emergency event.

d   Maintain regular contact/liaison with the Municipal Coordinator in regard to the administrative arrangements of the Glenorchy MEMC.

12. Frequency of meetings

The MEMC aims to meet twice a year unless an emergency event occurs and a review of operational aspects of the Municipal Emergency Management Plan (MEMP) is required. Meetings are scheduled by the Executive Officer.

13. Plan review process

A formal review of the MEMP will be conducted every two years by the Glenorchy MEMC and facilitated in conjunction with the usual MEMC meeting schedule. Reviews will, as a minimum, take into consideration:

a   emerging risks and hazards and potential treatments;

b   compliance of the plan with current legislation and policy;

c   accuracy of content e.g. roles, procedures and contacts;

d   functionality of the MEMP during emergency situations; and

e   comments and suggestions from key stakeholders.

APPENDIX 4: MEMC maintenance and activity schedule

Action	Responsibility	Frequency	Scheduled for conduct
Conduct meetings of the MEMC	Municipal Coordinator	Biannually	April, September
Conduct meetings of the Glenorchy Recovery Committee	Social Recovery Coordinator	Biannually	April, September
Coordinate emergency management training for selected worker member/s on rotating basis	MEMC	Annual	October
Plan, conduct and review an EM related exercise	MEMC	Annual	November
Review EM Plan and all appendices (including risk assessments and treatment strategies). Lodge plan with SREMC	MEMC	Annual	March
Review and update contact lists	Municipal Coordinator	Biannually	March, August
Attend SREMC Meetings	Municipal Coordinator	Quarterly	As advised
Attend SRSRC Meetings	Recovery Coordinator	Quarterly	As advised
Review Risk Treatment options in conjunction with strategic plan and budget	Municipal Coordinator	Biannually	March, September
Conduct meetings of Glenorchy Emergency Management Working Group	Municipal Coordinator	Biannually, as required	March, September

APPENDIX 5: Centres for emergency management

a   Emergency Operations Centres (EOC)

The following information summarises main details for agency-specific facilities that can be used as emergency operations centres:

Organisation	Municipal location	Contact	Regional location	Contact
Primary:	Works Centre 34 Vieste Drive, Glenorchy	Manager Works (or delegate) 03 6216 6495 0475 727 766 Or Duty Supervisor after hours 6216 6800	SES Southern Region Headquarters Level 1, 28 Bathurst St Hobart	SES Regional Planner
Secondary:	To be advised.	Manager Works (or delegate) 03 6216 6495 0475 727 766 Or Duty Supervisor after hours 6216 6800		

The EOC is the municipality's operational focus point for providing municipal resources and support at the request of the relevant Response Management Authority.

In order to provide accurate and timely coordination of resources in an emergency, the existing management structure will be used as far as practical. Outdoor crews across the municipality will work together under the coordination of the EOC Manager, who would take advice from the MC for managing the allocation of resources. Supervisors and team leaders will be assigned specific responsibilities as they are defined.

Refer to Duty Statements and Action Cards in *Appendix 6*.

b   Emergency Coordination Centres (ECC)

The following summarises details for facilities that can be used as emergency coordination centres:

	Municipal location	Contact	Regional location	Contact
Primary:	Council Committee Room & Chambers 374 Main Road, Glenorchy	Municipal Coordinator & Deputy MC 0409 242 171	SES Southern Region Headquarters Level 1, 28 Bathurst St Hobart	SES Regional Planner
Secondary:	Moonah Arts Centre 23 – 27 Albert Road Moonah 7009	Municipal Coordinator & Deputy MC 0409 242 171		

The ECC is the focal point for coordinating municipal consequence management activities arising from the emergency, including the activation of Council and community resources. The ECC also monitors operational activities, coordinates the provision of information to local communities and identifies and coordinates local community recovery support.

Refer to Refer to Action Cards in *Appendix 6* and **EMSOP 5: Customer Service and Establishment of Coordination Centre** for specific details on establishing an ECC and the procedures to follow once staff become aware of an event.

- All significant emergencies will be referred to the MC/DMC on roster.

- The MC/DMC will advise the General Manager and Mayor and MEMC about the emergency and that identified Council staff may be required to undertake ECC functions.

- The MC/DMC on roster is responsible for assessing the emergency and determining the appropriateness of establishing the ECC, considering whether or not:
  - coordination of local resources is required by external agencies;
  - it is expected that significant community impact will result from the event; and/or
  - demand on resources is greater than normal operational resources available.

- Personnel required in the ECC will be determined by the MC. Depending on the emergency, the number and expertise of personnel will vary, but will generally comprise the MC, Administration Officer, Works Centre Communicator, GIS Officer, Recovery Coordinator and Senior Communications Officer.

- All staff designated as having ECC functions will undergo appropriate training, with skills validated on a regular basis.

Telephone Operator/Administrative Officer

- A staff member familiar with communications will be assigned to establish and oversee all necessary radio and telephone communications to the incident controller, support agencies, Council and SES Regional Headquarters and maintain the operations logs and status boards.

Administration staff

- Council will provide staff who will be responsible for:
  - operating telephones and/or radios as required;
  - undertaking administrative tasks as required;
  - ensuring the needs of ECC staff are met, eg. welfare and nourishment;
  - acting as messengers, if required; and
  - maintaining event records, including using WebEOC.

GIS Officer
- Council's GIS Officer will plot spatial data as required to map the location of incidents and the deployment of Council resources. If Council's GIS officer is unavailable InsightGIS Consultant Duri Bradshaw would be the first contract point with Council's Service Management Coordinator the second point of contact.

Liaison Officers

- Each organisation involved in providing operational support in an emergency may provide a Liaison Officer to the ECC, being a person nominated to represent his/her organisation. Liaison Officers provide advice about their organisation's resources, structures and capabilities, act as a conduit for information, and may be authorised to commit resources.

- Council may also be required to provide a Liaison Officer to support a regional ECC or EOC.

Customer Service Team

- The Customer Service Team may become aware that a situation is developing and will:
  - notify the MC that an event is potentially unfolding and normal channels are unable to cope with the volume of calls;
  - direct calls relating to the emergency according to instructions provided by the MC;
  - if the MC declares an 'Emergency Situation', be aware that an ECC will be established to respond to emergency calls; and
  - liaise with the MC regarding after-hours operation of the call centre.

- All media enquiries are to be referred to the ECC.

APPENDIX 6: Duty Statements and Action Cards

The following Duty Statements and Action Cards are designed to provide an abbreviated prompt to key emergency management personnel on the actions they need to consider when an emergency event occurs. They can be extracted from the Plan and kept in a readily available location.

These arrangements are designed to be flexible and scaleable and one person may fulfil more than one function dependent upon the size of the emergency. Should the event be larger than Council's capacity to respond, the MC will seek support from the REMC.

Duty Statements: Municipal Emergency Management Committee (MEMC)

Committee's duties

When it meets prior to or during an emergency, MEMC is to provide strategic advice on the management of emergencies where Council resources are required to support response and recovery. The committee shall also consider the following:

- Nature of the emergency;
- Resources available to deal with the event;
- Task prioritisation;
- Communications;
- Business continuity;
- Community engagement; and
- Recovery.

MEMC Chairperson's duties

1. Chair Council's MEMC.
2. Arrange for reports to the Council, on an as needs basis, covering the activities of the MEMC and related emergencies.
3. Maintain regular contact/ liaison with the Municipal Coordinator and the General Manager in regard to the administrative arrangements of the MEMC.
4. Receive notification of emergency from Municipal Coordinator and the General Manager.
5. If appropriate, during an emergency event, convene the MEMC and support the Municipal Coordinator.

Executive Officer (Municipal Coordinator)'s Duties

1. Undertake the role of MEMC Executive Officer and carry out the administrative functions of that role.

Committee Members' Duties

1. Provide advice within their field of expertise.
2. Coordinate and manage resources from their respective organisation in support of the MEMC.

ACTION CARD 1

Position: **MAYOR**

Responsible to: **Glenorchy City Council**

DUTIES

1.   Receive notification of emergency from Municipal Coordinator/General Manager

2.   Notify and liaise with Councillors, if warranted

3.   Maintain contact with and support Municipal Coordinator/General Manager

4.   Manage ongoing information to Council

5.   Act as Council spokesperson for information to the local community and media in relation to the municipal area

6.   Promote and support emergency relief appeal arrangements

ACTION CARD 2

Position: **MEMC CHAIRPERSON (or delegate)**

Responsible to: **Mayor/Glenorchy City Council**

DUTIES

1. **Chair MEMC**

2. **Receive notification of emergency from Municipal Coordinator/General Manager**

3. **If appropriate, convene the MEMC and support the Municipal Coordinator**

4. **Maintain contact with & support the Municipal Coordinator and General Manager**

5. **Arrange for reports to the Council, on an as needs basis, covering the activities of the MEMC and related emergency management activities (including an annual report)**

6. **Maintain regular contact/liaison with the Municipal Coordinator regarding MEMC administrative arrangements and meetings**

ACTION CARD 3

Position: **GENERAL MANAGER**

Responsible to: **Glenorchy City Council**

DUTIES

1.   **Liaise with Mayor and Councillors, as required**

2.   **Assist the Mayor with community and media information**

3.   **Manage ongoing information to the community and media**

4.   **Liaise with and support the Municipal Coordinator**

5.   **Authorise the use of resources as appropriate, outside normal operating guidelines, in support of Council's response to an emergency**

6.   **Liaise with and provide information to Council staff**

ACTION CARD 4

Position: **MUNICIPAL COORDINATOR**

Responsible to: **General Manager**

DUTIES

1.   **Responsible for overall management of Council's response to the event**

2.   **Notify and liaise with General Manager, Mayor, MEMC Chairperson, departmental directors**

3.   **Ensure the MEMC Chairperson is fully briefed**

4.   **Activate the EOC and ECC as appropriate**

5.   **Manage functions, resources and activities in the ECC**

6.   **Assist the Manager Works with EOC resourcing**

7.   **Liaise with emergency services**

8.   **Liaise with the Regional Controller, as appropriate**

9.   **Liaise with Response Management Authority**

10.   **As MEMC Executive Officer, convene MEMC meetings and liaise with members**

11.   **Represent Council at SREMC meetings**

12.   **Maintain a current MEMP through regular review**

ACTION CARD 5

GLENORCHY CITY COUNCIL

Position: DEPUTY MUNICIPAL COORDINATOR

Responsible To: General Manager/Municipal Coordinator

DUTIES

1.   **Assist the Municipal Coordinator in all duties**

2.   **Act as Municipal Coordinator in their absence**

3.   **Be a member of MEMC**

ACTION CARD 6

Position: **RECOVERY COORDINATOR**

Responsible To: **Municipal Coordinator**

DUTIES

1.   Receive notification of emergency from Municipal Coordinator

2.   Identify and establish an Evacuation or Recovery Centre, as requested by the Municipal Coordinator

3.   Notify and liaise with appropriate recovery organisations

4.   Liaise and maintain contact with the Southern Regional Social Recovery Coordinator (SRSRC), including throughout the provision of services to the community

5.   Maintain contact with and support the Municipal Coordinator

6.   Manage assessment of community needs with support from the SRSRC and social recovery partners

7.   Manage and maintain the activities of an Evacuation or Recovery Centre

8.   Be a member of MEMC

ACTION CARD 7

Position: EMERGENCY OPERATIONS CENTRE MANAGER
(MANAGER WORKS OR DELEGATE)

Responsible To: General Manager/Municipal Coordinator

DUTIES

1. Receive notification of emergency from Municipal Coordinator

2. Ensure identified plant, equipment and other resources are available

3. Coordinate field operations relevant to the emergency

4. Establish the EOC as requested by the Municipal Coordinator

5. Maintain contact with and support Municipal Coordinator

6. Be a member of the internal Emergency Management Working Group

ACTION CARD 8

Position: **EVACUATION/RECOVERY CENTRE MANAGER (RECOVERY COORDINATOR)**

Responsible To: **Municipal Coordinator**

DUTIES

1.   **Receive notification of emergency from Municipal Coordinator**

2.   **Establish Evacuation/Recovery Centres as requested**

3.   **Acquire and provide human/physical resources to sustain the operations of these centres**

4.   **Maintain safe and effective coordination of activities at Evacuation/Recovery Centres**

5.   **Maintain liaison with and support Municipal Coordinator and Recovery Coordinator**

ACTION CARD 9

Position: **ECC LOGISTICS COORDINATOR**

Responsible To: **Municipal Coordinator**

DUTIES

1.   Receive notification of emergency from Municipal Coordinator

2.   Assist with the establishment of emergency operations and coordination centres as requested

3.   Acquire and supply human/physical resources to sustain the operations of these centres.

4.   Maintain liaison with and support Municipal Coordinator and Recovery Coordinator

ACTION CARD 10

GLENORCHY CITY COUNCIL

Position: ECC ADMINISTRATION OFFICER

Responsible To: Municipal Coordinator

DUTIES

1. Receive notification of emergency from Municipal Coordinator

2. Assist with the establishment of emergency operations and coordination centres as requested

3. Support officers within the ECC with any administrative and other miscellaneous activities including phone calls, radio calls, nutritional provisions

4. Maintain contact with and support the Municipal Coordinator and Recovery Coordinator

APPENDIX 7: Standard Operating Procedures and Policies

When first advised of an emergency or potential emergency, the following roles and responsibilities will be followed. Council also maintains a series of Emergency Management SOPs (EMSOPs) to complement this MEMP. A list of these is provided at *Appendix 1*.

Municipal Coordinator (MC)

When first alerted about an emergency or potential emergency the MC must:

a   Assess the necessity to establish the MECC and/or EOC;

b   Contact the EOC Manager to alert/activate response teams/supervisors and other potentially affected operational areas as deemed appropriate;

c   Notify Council's GM;

d   Notify the Media Liaison/Executive Officer; and

e   Contact those staff that may have a direct role in the emergency.

If the first alert is received outside usual working hours, the MC must re-assess and determine the appropriate people to contact, including the Duty Officer. Such contact will depend on the type and extent of the incident.

Liaison with emergency services

In the event of an emergency within the municipal area that threatens life and/or property, the MC will liaise with all emergency services and SREMC through the Regional Planner or Regional Controller. The SREMC Executive Officer (Regional Planner) will arrange for briefings from the Response Management Authority. These briefings will identify the role of Council and the physical and human resources that may be required to assist.

Bushfire

The MC will be advised of days of total fire ban declared by the TFS and days of increased fire risk. This will provide the trigger to alert Council staff to be vigilant in identifying fire outbreaks, and monitoring the current situation through the TFS website (www.fire.tas.gov.au).

Should any Council employee become aware of a fire that may have the potential to threaten any residential area of Glenorchy it will be reported immediately to TFS (phone 000) in the first instance, and then the MC. The MC shall contact the Manager Works or other nominated officer to be responsible for the coordination of information and response.

Council's employees are not required to provide frontline firefighting capability, however, support to the TFS will be provided in mop-up operations when the major fire risk has abated.

Floods

SES has responsibility for receiving flood alerts and warnings from BoM and for conveying that advice to local government authorities that may be affected by potential floods.

Council is responsible for supporting the community during a flood emergency. The MC will be provided with advice on the potential for flood events, the possible extent of flood inundation, and the resources available from SES to assist with flood mitigation actions. If evacuation is required, the decision to evacuate will be made by the Regional Controller in consultation with SES and the MC.

Depending upon the severity of the event and potential for flooding, the MC may request the Manager Works to move all available crews to flood response operations and activate the EOC.

Storms

SES has responsibility for receiving storm warnings from BoM and conveying that advice to local government authorities that may be affected by severe weather storms. The MC will be advised of any severe weather warnings that are issued by BoM that indicate an impact within the Glenorchy municipal area. SES will provide the initial response to any report of structural damage. In severe events, Council may be requested to support SES in responding to calls for assistance from the community. This request will be received through the MC. Depending upon the severity of the event, the MC may request the Manager Works to move all available crew to flood response operations and, if necessary, activate the EOC.

APPENDIX 8: Community centres

This list summarises locations that may be useful for managing emergencies.

Centre, location title and contact	Facilities	Location	Usage frequency	Could be used for	Comments
Claremont Memorial Hall Contact: Ben Atkins PH: 0419 108 726 Or out of hours Council emergency number 62166800 Capacity – 175	Kitchen facilities Large hall space and smaller separate room suitable for meeting room Tables and chairs Internet capability 1 Male toilet, 1 urinal, 2 Female toilets, 1 unisex accessible toilet	41 Main Road, Claremont, 7011	Daily	Assembly Evacuation Centre Information	Located next to Claremont Shopping Village
Moonah Community Centre Contact: Ben Atkins PH: 0419 108 726 Or out of hours Council emergency number 62166800 Capacity – 300	Commercial kitchen Large hall space 2 smaller break away spaces Smaller office area Internet capability Tables and chairs 2 Male toilets, 1 urinal, 3 Female toilets, 1 unisex toilet and 1 staff toilet	7 Gormanston Road, Moonah	Daily	Assembly Evacuation Centre Information	Located next to Benjafield park and barbecue area Walking distance from Moonah CBD, childcare centre and Multicultural Hub Limited parking Off main road – may be difficult for people to locate easily
Moonah Arts Centre Contact: PH: Justin James 0421 009 776 PH: General number business hours 6214 7633 Capacity – 100	Unisex toilets and accessible toilet Commercial kitchen Kiosk/server area Screen & Projector Office spaces Additional small kitchen Large performance space for main room and two additional spaces suitable for smaller groups and meeting room Fenced outdoor courtyard Tables and chairs Internet capability	23-27 Albert Road, Moonah	Occasional	Assembly Evacuation Centre Recovery Information	Close to shops, services and bus route Near shopping centre Car parking

Centre, location title and contact	Facilities	Location	Usage frequency	Could be used for	Comments
Berriedale Community Centre Contact: Ben Atkins PH: 0419 108 726 Or out of hours Council emergency number 62166800 Capacity – 100	1 Male, 2 urinal, 2 Female toilets and 1 unisex accessible toilet One large room ground level & smaller room and office space upstairs Commercial Kitchen Office space- computers on ground level Internet capability Small outdoor grassed barbecue area	631 Main Road, Berridale	Occasional	Assembly Evacuation Centre Recovery Information	Close to shops, bus route, Chigwell and Bucaan community centres and the Child and Family Centre Has own carpark
Chigwell Barn Contact: Ben Atkins PH: 0419 108 726 Or out of hours Council emergency number 62166800 Capacity – 150	Adjacent to large Reserve 1 Male, I urinal and 2 Female toilets No accessible toilet Large hall space Kitchen for warming food/server Small breakout room Minimal tables and chairs Storage cupboards Internet capability	10 Bucaan Street Chigwell	Daily	Assembly Evacuation Centre Recovery Information	Adjacent to Bucaan Community House, BBQ area and small shopping centre Has own carparking
Tolosa Hall Contact: Ben Atkins PH: 0419 108 726 Or out of hours Council emergency number 62166800 Capacity – 200	2 Male, 2 single urinals, 3 Female toilets and 1 unisex accessible toilet Kitchen for warning food Tables and chairs 1 large hall space Smaller space suitable for meeting room/office Internet capability	148 Tolosa Street, Glenorchy	Occasional l	Assembly Evacuation Centre Recovery) Information	Limited infrastructure Limited parking Near built-up area Close to Tolosa Park and Dominic College

APPENDIX 9: Nearby Safer Places

Nearby Safer Places are places of last resort where people can shelter during bushfires. Sheltering at a Nearby Safer Place is not without risk during an emergency.

TFS identifies Nearby Safer Places and lists these in *Community Bushfire Protection Plans.* Glenorchy's Nearby Safer Places are identified below:

Row	Nearby Safer Place	Location	Community Bushfire Protection Plan	Fire Danger Rating/Index	Comments
1	Abbotsfield Park Claremont	Adelphi Rod Claremont	Granton Area	Catastrophic 100+	Sportsground
2	North Chigwell Sports Ground	131a Allunga Road Berriedale	Granton Area	Catastrophic 100+	Sportsground
3	Rosetta Primary School	33 Riverview Parade Rosetta	Glenorchy Area	Catastrophic 100+	School buildings, toilets, sports fields
4	Chapel St Reserve	Chapel St Glenorchy	Glenorchy Area	Catastrophic 100+	Open Reserve
5	Dominic College Soccer Grounds	Tolosa St Glenorchy	Glenorchy – Lenah Valley Area	Catastrophic 100+	Open Reserve
6	Collinsvale Reaction Ground & War Memorial Hall	14 Hall Road Collinsvale	Collinsvale Area		Sportsground, buildings, toilet.