Emergency Relief and Recovery Plan 2023 - 2026

Version 3.0

Contents

Abbreviations

ARC	Australian Red Cross
BOM	Bureau of Meteorology
CEOC	Municipal Emergency Co-ordination Centre
CFA	Country Fire Authority
CRC	Community Recovery Committee
DEECA	Department of Energy, Environment and Climate Action
DFFH	Department of Families, Fairness and Housing
DJSIR	Department of Jobs, Skills, Industry and Regions
DPC	Department of Premier and Cabinet
DTP	Department of Transport and Planning
ECC	Emergency Communication Centre
EHO	Environmental Health Officer
EMLO	Emergency Management Liaison Officer
EMT	Emergency Management Team
EMV	Emergency Management Victoria
EPA	Environmental Protection Authority
ERV	Emergency Recovery Victoria
FRV	Fire Rescue Victoria
IC	Incident Controller
ICA	Insurance Council of Australia
ICC	Incident Control Centre
MCC	Merri-bek City Council
MEMO	Municipal Emergency Management Officer
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator (Victoria Police)
MRC	Municipal Recovery Coordinator
MRM	Municipal Recovery Manager
NDRA	National Disaster Relief Arrangements
NEMA	National Emergency Management Australia
NWMR EM	North West Metropolitan Region Emergency Management Collaboration
RAP	Recovery Action Plan
RDNS	Royal District Nursing Services
RMT	Recovery Management Team
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SEMP	State Emergency Management Plan
SITREP	Situation Report
SOP	Standard Operating Procedure
TZV	Triple Zero Victoria
VCC EM	Victorian Council of Churches Emergencies Ministry
VICPOL	Victoria Police
VICSES	Victorian State Emergency Service
VMIA	Victorian Managed Insurance Authority

Municipal Emergency Relief and Recovery Plan Amendment Record

Version number	Date of issue	Amendment	Amended by
1.0	13 June 2015	All	Samantha Sharp
2.0	3 Feb 2016	All	Samantha Sharp
2.1	Dec 2018	Minor updates to terminology and to reflect MEMP updates. Updated contacts	Zoe Smith
3.0	Jan. 2023	All – full update	Martha Martin
3.1	Oct. 2024	Changes to relief coordination – pg. 13 - 14 Changes to recovery coordination – pg. 29	Martha Martin
4.0	December 2025	Full Plan Review	Martha Martin

Amendment Authorisations

Name	Position	Date
Barry Hahn	Municipal Recovery Manager	
Catherine Dear	Municipal Emergency Management Officer	
Martha Martin	Coordinator Emergency Management	

Endorsement of the plan

This document has been adopted by the members of the Merri-bek City Council Municipal Emergency Management Planning Committee as representatives and with authority of their agencies on the:

<div align="center">17 February 2026</div>

The signature below indicates that this document has been approved for release under the delegation of the Municipal Recovery Manager on behalf of the Municipal Emergency Management Planning Committee

Barry Hahn
Municipal Recovery Manager

Acknowledgement of Country

Merri-bek City Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Custodians of the lands and waterways in the area now known as Merri-bek. We pay respect to their Elders past, present, and emerging, as well as to all First Nations communities, who significantly contribute to the life of the area.

Forward

The Merri-bek Emergency Relief and Recovery Plan is a sub-plan and supporting document of the Merri-bek Municipal Emergency Management Plan. The plan outlines the organisation responsibility of Merri-bek City Council for relief and recovery and is endorsed through the Municipal Emergency Management Committee.

Aim

The aim of the plan is to assist in the facilitation for the relief and recovery of affected individuals, communities, businesses, infrastructure and environment quickly and efficiently following an emergency. The purpose and provision of emergency recovery is to assist the affected community towards managing its own recovery through:

- Outlining relief and recovery management structures and processes at a municipal, regional and state level
- Identification of key tasks and responsibilities of key agencies
- Ensuring community-led relief and recovery
- Identifying appropriate resources and arrangements in the event of an emergency.

Scope

The plan applies to all emergencies which have been defined in the State Emergency Management Plan (SEMP) 2020. The Relief and Recovery Plan is supported by the following documents.

- Municipal Emergency Management Plan (MEMP)
- Relief sub-plan
- North West Metropolitan Region Emergency Management Collaboration documents
  - o Emergency Relief Centre Standard Operating Guidelines
  - o Municipal Emergency Management Recovery Guide
  - o Secondary Impact Assessment Guidelines

Context of Emergency Relief and Recovery

Relief and recovery planning is interlinked with mitigation and response planning. The functions should be an enabling and supportive process, which assist individuals, families, businesses and communities to access relief and recovery assistance via information, specialist services and resources.

Relief and recovery activities need to be delivered in consultation with the affected community, building on their strengths, capabilities and utilisation of local community services, leaders and representatives. Communication, planning and coordination between agencies and the community is paramount to achieve the best outcomes and further establish ongoing resilience within the community.

Although it is important to have plans in place prior to the emergency, flexibility is required as it is recognised that relief and recovery planning and actions occur at the impact of the incident. Identifying consequences which are specific to the emergency can assist in the early identification of the needs and resources required to assist a community in the relief and recovery phase.

Figure 1: Emergency Relief and Recovery Activities Over Time[1]
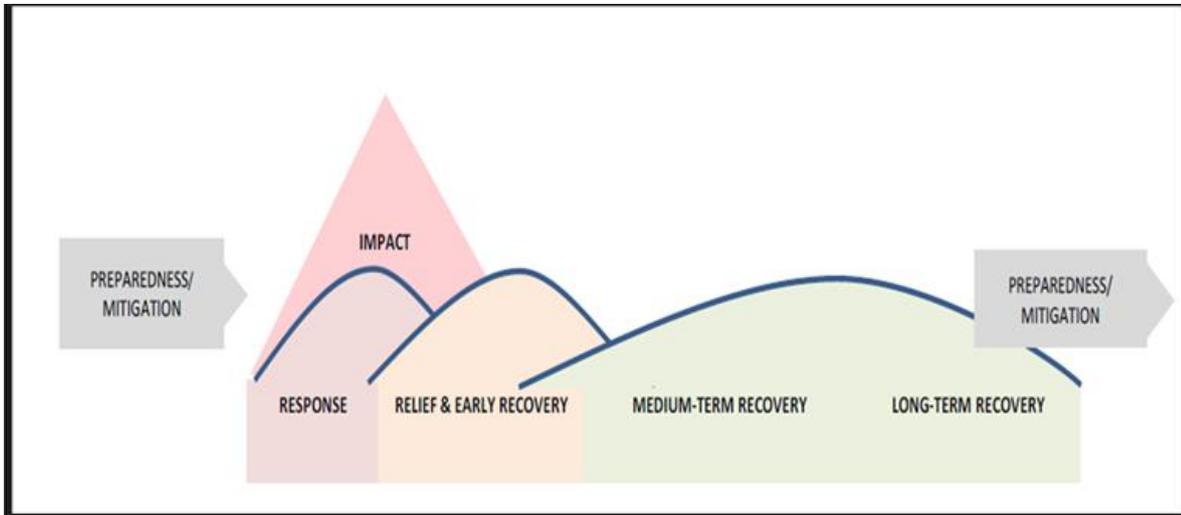
Oversight and Management of Relief and Recovery

Within Merri-bek City Council, the role of Municipal Recovery Manager has been delegated to the Manager Aged and Community Support. Under the EM Act 2013 section 59H, council, must appoint one or more Municipal Recovery Managers (MRM) for its municipal district.
The responsibilities of the MRM are to:

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

To assist in coordination, capability and capacity in emergency relief and recovery, there are a between 2 -4 nominated Deputy Municipal Recovery Managers from across MCC. The MRM positions are allocated on the expertise and function of the substantive role that the individual holds within the organisation.

Figure 2: Merri-bek Emergency Management Team
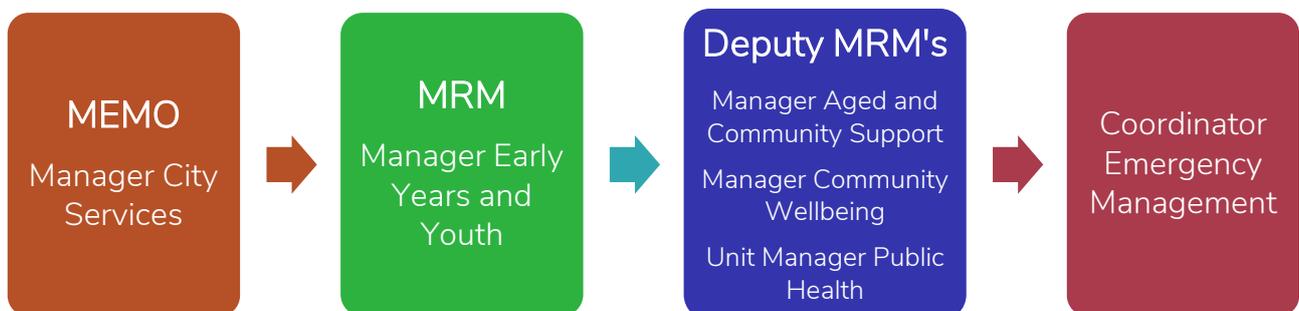
Planning and Preparedness

The Merri-bek MEMPC has established the Relief and Recovery Working Group to plan and support the provision of relief and recovery services. The Relief and Recovery Working Group will meet biannually or if there are significant changes in the functional requirements, if a significant community emergency is imminent and/or after the impact of an emergency.

The MRM group meet bimonthly to discuss projects and incidents such as non-major emergencies which may have occurred.

Recruitment and Training

Each agency/organisation with responsibilities in this subplan is expected to recruit and train sufficient and appropriately trained personal to undertake their identified role. The NWMR EM Collaboration provides training opportunities to Council staff and MEMPC members in the areas of Emergency Relief Centres, Municipal Secondary Impacts and Personal Support.

Testing and Exercising

The Relief and Recovery Working Group will plan annual regular cross agency training and exercises. This may include participation in cross-municipality or regional training and exercising.

Monitoring and Review

The MEMPC is responsible for the currency of the plan. The plan will require Assurance via the Regional Emergency Management Planning Committee (REMPC) at each three year revision.

The Coordinator Emergency Management in consultation with the MRM will be responsible for maintaining the subplan. A review of current and contacts will be undertaken at least annually with three yearly major reviews.

The reviewed subplan will be presented to the MEMPC for endorsement and the REMPC for Assurance. Once endorsed and assured, the subplan will be distributed to key agencies and personal.

Relief and Recovery Coordination, Structure and Roles

The management and coordination of relief and recovery will be dependent on the impact of the event and the needs of the affected community. Relief and recovery requires a whole of organisational approach to ensure the best possible outcomes for the local communities, businesses and environment. There are a number of roles which staff will be assigned to during the relief and recovery phase of the event. These include but are not limited to:

- Municipal Recovery Manager
- Deputy Municipal Recovery Managers
- Recovery Manager – assigned to coordinate recovery and support the MRM
- Recovery Management Team: this team includes subject matter experts within council who are able to assist with specific recovery actions across the pillars of recovery. These can include staff from:
    - Economic Development – business assistance
    - Marketing and Communications – information management
    - Sustainability and Climate – environmental recovery
    - Building Services – assist in the assessment and permit for rebuilding premises
    - Community – engagement and service provision

Further information and position descriptions for roles can be found :

- NWMR ERC Standard Operating Procedures – Document Link: D25/656552
- NWMR Municipal Emergency Recovery Guide – Document Link: D18/460542

The structure below is to be used as a guide and can be scaled up or down to suit the needs of the relief and recovery effort.

Figure 3: Coordination Structure
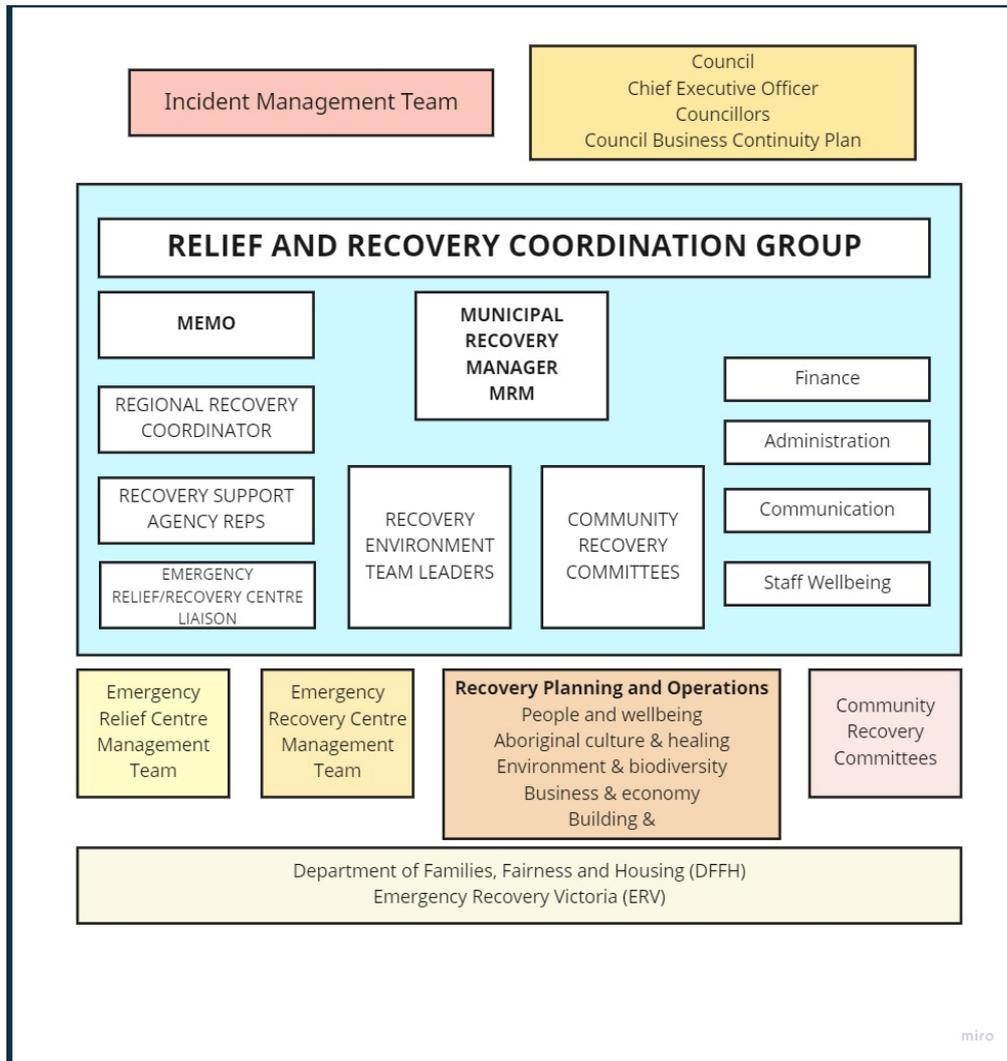
Relief and Recovery Activation

The activation of the Relief and Recovery Plan rests with the MRM. The decision to activate the plan will be in consultation with and based on information received from the MERC, MEMO, Incident Controller and/or DFFH. The decision will be based on:
- The imminent or actual threat from an emergency to the health and wellbeing people within Merri-bek Council
- Extent and predicted duration of the impact
- Whether those impacts can be managed in part through normal council operations.

Relief Activation

Relief tier coordination arrangements are managed across the local, regional, and state levels through the following:
- for municipal relief coordination – Municipal councils
- for regional relief coordination – Emergency Recovery Victoria (ERV)
- for state relief coordination – Emergency Recovery Victoria (ERV)

Responsibility for the activation of relief rests with the Incident Controller. Emergency relief is based on a scalable system that can see its activation at small and large emergency events. If any or all of the functional relief services are required, the request **must** be authorised by the Incident Controller and MERC via the MEMO.

Imminent Threat – Standby

Where an imminent threat from an emergency is present, the MRM may identify and notify recovery resources to be placed on stand-by for activation. This should also be communicated to other agencies and organisations.

Escalation Arrangements

Relief and recovery commences at the local level. Escalation from local to regional to state, builds on existing local arrangements. If assistance is required due to capacity issues, responsibility is retained at the local level and aided by additional support.

As per the SEMP – Recovery Escalation, pg. 33, the RERC or MRM, in consultation with the relevant tiers, can escalate specific recovery activities within recovery functional areas for reasons including:

- An increasing scale and change in the recovery effort
- To overcome exhaustion or loss of capacity
- To ensure the relief and recovery effort is sustainable
- Escalating recovery costs
- Agency coordination becoming increasingly complex
- The need for support from more or a broader range of services
- Need to access resource sharing arrangements

Figure 4: Escalation Arrangements
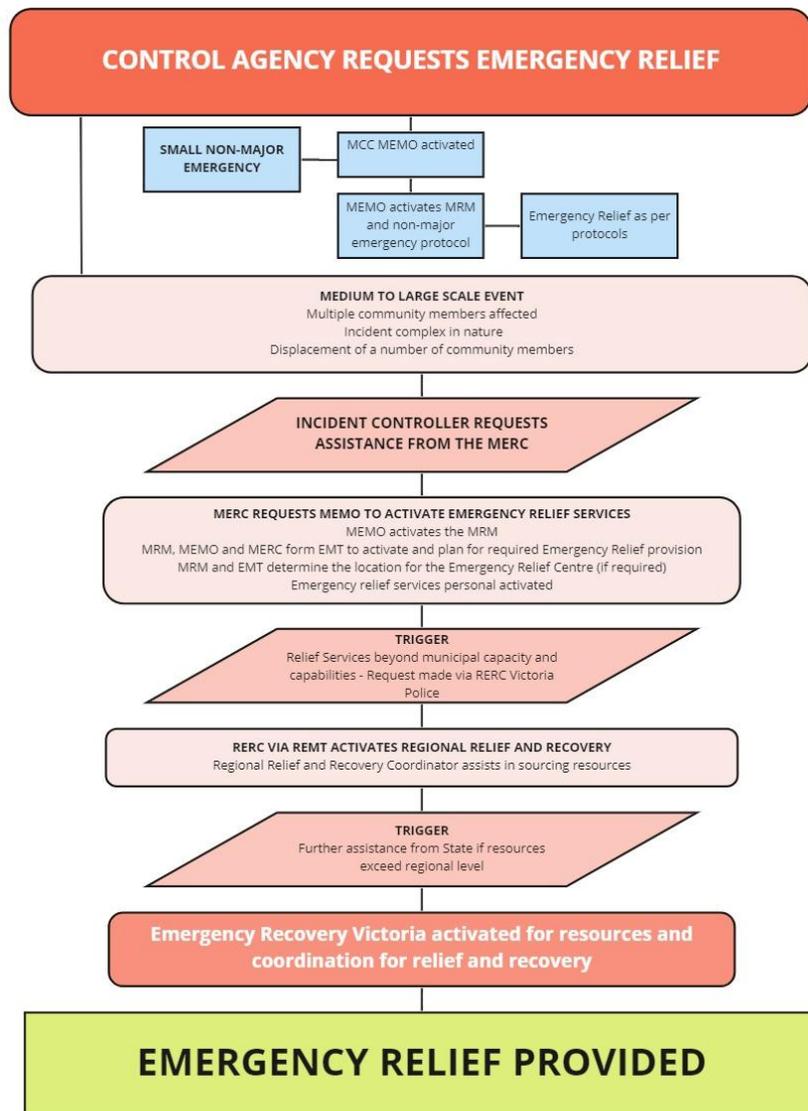
PART ONE - RELIEF

'The provision of well-coordinated, integrated and timely assistance to meet the immediate health, wellbeing, financial and essential needs of affected communities, during and immediately after an emergency event.'[2]

Emergency Relief Principles

Emergency Relief needs to be a planned process to ensure the community receives essential support to meet their basic and immediate needs.

Figure 5: Relief Principles
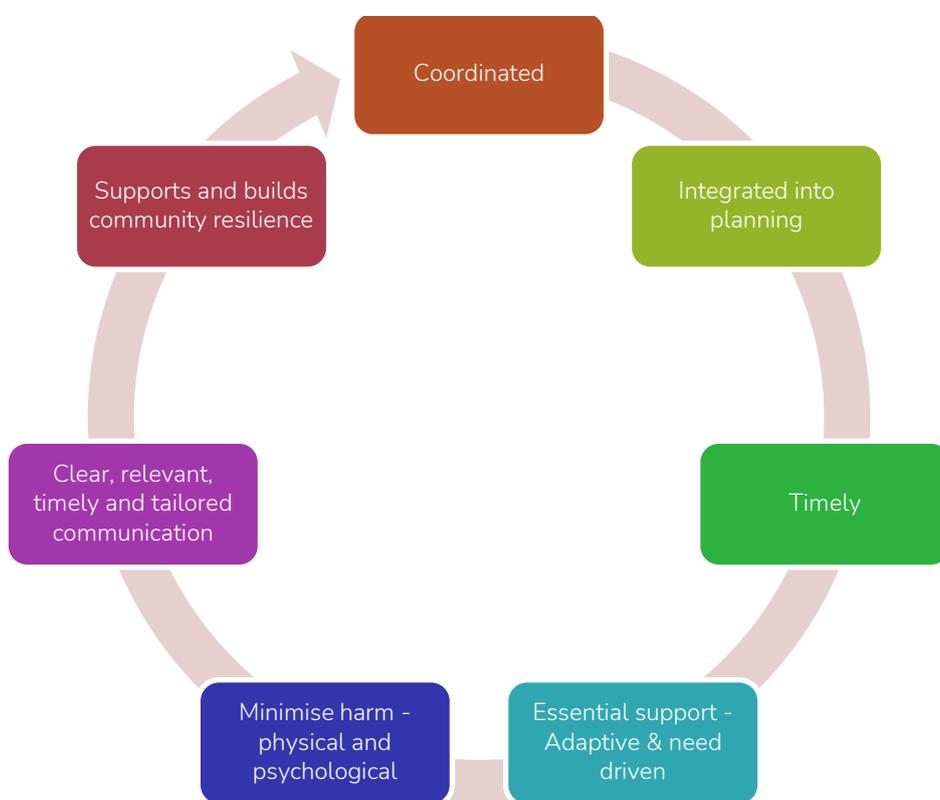
Relief is considered to be part of the response phase of an emergency; however the interface of relief and recovery will be dependent on the impacts and the needs of the community. Emergency relief is generally short term and occurs withing 24 – 48 hours of the emergency impact but can extend well beyond this time.

State and Regional Relief Coordination

Emergency Recovery Victoria (ERV) is accountable and responsible for State and Regional Relief Coordination. This ensures a streamlined approach across both the state and region.

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[2] Victorian Preparedness Framework 2022, pg. 33

Agency Roles

The SEMP outlines the Relief Coordination Agencies for specified relief activities.

Although the table outlines the coordinating lead agencies, it does not prevent other agencies, government and community organisations from delivering relief support and services. These services can be identified through the local and regional arrangements and plans.

Relief Activities	Relief coordinating agency
Animal Welfare	DEECA
Community information	Control Agency, Tier coordinator
Disbursement of material aid (non-food items)	Salvation Army
Drinking water for households in non-reticulated areas	DEECA
Emergency financial assistance	DFFH
Emergency shelter (temporary)	DFFH
Food and grocery supply continuity	DJSIR
Food and water	Activity Leads
Health and Medical assistance and first aid	Activity Leads
Psychosocial support	DFFH
Reconnecting family and friends	Australian Red Cross, VicPol

Local Arrangements

Merri-bek City Council is responsible for ensuring the provision and coordination of relief at the municipal level. This is to ensure a place-based and person-centred approach to services based on the needs of the community.

Emergency Shelter

People displaced by an emergency are encouraged to make their own accommodation arrangements with friends, family or commercial accommodation providers. If this is not possible, Council may provide accommodation at Emergency Relief Centres (ERC's) or at alternative locations such as hotels or motels. DFFH and council, can arrange emergency shelter and accommodation if localised resources have been exhausted.

Emergency Relief Centres (ERC)

Councils have the responsibility to establish an ERC where affected people have access to relief services. Services found at an ERC include food and water, shelter, assistance to reconnect with family and friends, personal and psychological support, information and material aid.

Council has local arrangements in place to effectively coordinate and manage a centre. An ERC Team have undergone training, to manage and operate the centre along with addressing the needs of affected people.

To ensure a regional approach, MCC is a participant in the North West Metropolitan Region Emergency Management Collaboration Group (NWMR EM) and has adopted the regional 'Emergency Relief Centre Standard Operating Guidelines' *(a copy of this document is available on Crisisworks)*. The guidelines assist with the coordination and management of ERC's and practical information.

Should an emergency exhaust locally available resources to provide emergency relief, MCC will activate the NWMR EM Collaboration to fulfil resource requirements. MCC is also a signatory to the

MAV Resource Sharing Protocols and should local and immediate regional resources become exhausted this protocol can be activated.

ERC Activation

The ERC may be opened once the nature, extent and location of the emergency event is known. A discussion with the IC, MERC, MRM and MEMO will be undertaken to ensure the location of the ERC is situated in the safest and most convenient location away from the incident.

Several sites have been identified throughout the municipality as ERC's. A decision will be made on the day of the incident on which is the best centre to be opened to ensure the community is not put in harm's way by going to the incorrect centre. Notification of the location, facility and services will be provided by the EMT. Plans for each identified ERC are available via Document Link: [D25/277093](#) Emergency Relief Centre Operational Plan.

The activation of a full-scale ERC is between 30 minutes - 2 hours from the request of opening.

Council's ERC may, at the request of the Emergency Management Commissioner through the REMI and/or the MERC, be requested to be on standby or open under the Council's emergency management resource sharing protocol. This may be requested on 'Code Red Days' to support other municipalities within the region.

Community Information

Community Information is the responsibility of the Incident Controller (IC) and the Control Agency through the agency's arrangements. It must also include localised emergency relief information. Information should be discussed and agreed upon through the IMT and between the IC and MEMO and Merri-bek's delegated communications EMLO. This ensures information can be released jointly by agencies which considers the demographics of the area.

Information can include:
- Media release
- Community information bulletins
- Community meetings
- Social media
- Door knocks
- Variable message boards
- Phone enquiries and calls

All announcements and information from response, relief and recovery agencies must be consistent with each other. All agencies are responsible to ensure information is accessible to community members who may have additional needs.

MCC has a network of key community leaders and organisations, who will be called upon to deliver messages and information to the community. This will ensure appropriate and targeted information will reach all affected community members.

Food and Water

Food and water can be provided in a variety of settings including relief centres or via distribution of relief packs to communities who are isolated or sheltering in place. In the relief stage of an emergency, Council can seek assistance from the Australian Red Cross and the Salvation Army as well as local businesses.

Psychosocial Support

Psychosocial/personal support is not formal counselling and aims to assist people to move from a highly emotive, aroused state to a calmer and quieter state. This enables them to begin to take control of their recovery journey, make decisions and access supports and services.

Material Aid

MCC is responsible for activating the provision of immediate material aid for those impacted by the emergency. Material aid includes clothing, bedding and personal items. The Salvation Army is the lead agency in the provision of material aid and will be contacted by the MRM if required.

Registration

The purpose of registration is to collect basic information on person(s) attending the ERC. The initial registration can happen in person or via a QR Code where people are able to self-register for assistance. The QR Code is directly linked into Crisisworks so staff are able to contact and be aware if the person has attended or left the ERC.

Register.Find.Reunite is facilitated via the Red Cross. Victoria Police is responsible for the control and coordination of the service. The program allows displaced people to register and assists in reunification with family and friends.

The Personal Information Form (PIF) can also be utilised to record and register displaced person(s). The PIF form has 4 copies, the top copy is retained by Council and the second copy is the Register.Find.Reunite (RFR) form. **There is a section of this form which can only be completed by Red Cross or VicPol.** The third and fourth copies are for the affected person and may be used to provide information to DFFH or other agencies.

Health Care and First Aid

Emergency impacted people may require emergency health care and first aid. Ambulance Victoria is responsible for pre-hospital care and for establishing field primary care clinics or other health relief services. Ambulance Victoria is not activated via Council but can be requested through Incident Control.

St John Ambulance is contacted by the MRM to assist with initial first aid at the ERC.

Emergency Financial Assistance

DFFH is responsible for administering emergency relief payments via the Personal Hardship Assistance Program. All members of the community should not automatically expect or rely on an emergency payment to be forth coming because of an incident. Individuals, communities, organisations, groups and businesses should build their own resilience by ensuring adequate insurance coverage is taken out to the level required to assist during an emergency.

PHAP payments will only be administered if the emergency has been declared as being eligible.

Animal Welfare

The Municipal Emergency Management Officer will activate the Animal Welfare in Emergencies Plan following advice from the MERC or DEECA. MCC is responsible for the following:
- Assigning a person to undertake the role of Animal Welfare Coordinator
- Assisting in the development of information and the public relating to the welfare of animals impacted by the emergency
- Ensuring stray or wandering animals are impounded or placed in a secure location
- Management of animals presenting at an ERC – if this exceeds council's ability, DJSIR can be contacted to arrange translocation of animals to an identified shelter
- Reunification of animals with their owners
- Environmental health management including disposal of deceased animals – domestic, native and feral. (DJSIR will provide technical expertise and Council will undertake onsite work to dispose of animals)

In large scale emergencies, the Unit Manager Compliance Operations will oversee the implementation of the plan in consultation with DEECA Animal Welfare Liaison Officer assigned to

the emergency. Further information can be found in the Animals in Emergencies Welfare Plan - [D25/656597](#)

Legal Assistance

Victorian Legal Aid is responsible for coordinating support from the legal community through Disaster Legal Help Victoria (DLHV). DLHV is a free service which can provide information through a telephone line, website: http://disasterlegalhelp.org.au/ and information kits. Depending on the scale and nature of the emergency, DLHV also provides a legal presence at ERC's and may facilitate pro bono legal referrals. The emphasis of this being on resolving disputes between insurance.

Donations and volunteers

Emergencies may provoke a desire to assist the affected community amongst members of both the affected and broader communities. The larger the event, the more likely that media attention will drive many unsolicited offers of voluntary support and unsolicited donated goods.
People offering volunteer services should be redirected to Victoria's Volunteering Portal www.volunteer.vic.gov.au . Clear communications should go out to the community about where they can donate goods for the particular emergency. Key messages for donated goods and spontaneous volunteers can be found in Document Link: [D25/373750](#)

Non-major Emergencies

Non-major emergencies are incidents which have occurred on a small scale (residential), where individuals or a family may have had their home or possessions severely damaged or destroyed. Non-major emergencies include:

- Housefires
- Storms
- Floods

MCC have a Non-major Emergency Protocol which can be accessed via Crisisworks. This protocol outlines agencies and actions which need to be undertaken following an incident.

Community Reassurance

Community Reassurance is utilised to address community fears or perceptions where an incident has occurred, or a crime has been committed. A community reassurance program is requested by the MERC to the MRM to deploy staff and resources to the affected community to:

- Inform the community of what has happened
- Explain the current strategies being put in place to address the incident and alleviate community fear/concern
- Provision of psychological support

MCC will utilise Victorian Council of Churches Emergencies Ministry(VCC EM) to assist in the psychological support of the community. Following community reassurance, a report will be submitted to Victoria Police from MCC and VCC EM outlining the community perception and recovery from the incident.

Transition to Recovery

It is essential to ensure a smooth, coordinated transition from the response phase (including relief) to the recovery phase of an emergency. While it is recognised recovery activities should have commenced shortly after impact, there will be a cessation of response activities and hand over to the municipality to coordinate local recovery programs.

There are several key considerations in reaching an agreement on the timing of the transition including:

- The nature of the threat/hazard and risk of continuing/recurring threat

- The extent of impact on communities – this may determine if a prolonged transition period is required
- The extent of loss and damage as well as the extent of emergency relief required
- Anticipated resource needs for an effective recovery operation
- Identification of responsible agencies as per the five pillars of recovery

Early notification of the need for recovery is the responsibility of the Incident Controller through discussions with MRM, MEMO, MERC and relevant agencies who will be involved in the recovery effort. These discussions should begin early in the emergency response activities to provide recovery planning and activation to begin.

Transition will be determined following an agreement to move from emergency response management to emergency recovery management. The control agency, (depending on the type of incident/emergency), Municipal Emergency Response Coordinator (Victoria Police), and MEMO will consult with the MRM to reach agreement on the timing and process of the transitional requirements. The transition period will be determined to allow enough time for briefing, resource planning and implementation of recovery services.

Transition activities and tasks to be undertaken in collaboration with agencies are as follows:

- Notification of the Transition Plan to relevant response and recovery agencies and local government.
- Identify governance arrangements (authorisation, coordination and
- monitoring) for the transition.
- A briefing report for the MRM from the Incident Controller.
- Handover of the immediate media coordination arrangements from the Control Agency to the Recovery Coordination Agency (DFFH).
- Identification of resources for transfer from response to recovery for continuity or services, including logistics and supply contracts.
- Provision of initial loss and damage data/information and the status of clean-up projects by the control agency. E.g. fencing rehabilitation works, water replenishment.
- Identification/notification of the hazard/threat and OH&S issues for staff undertaking recovery activities.
- Development of a communication strategy and media briefing, notifying key stakeholders of the coordination changes for the ongoing management of the incident, including community interests. This is authorised by the Incident Controller, Emergency Response Coordinator, and the Recovery Coordinator (DFFH) in consultation with the MRM.
- Ongoing management of relief centres and establish recovery coordination centres, with key contact information through Local Government.[3]

EMV's An Agreement for Transition of Coordination Arrangements from Response to Recovery includes a schedule of transition arrangements can be accessed via Content Manager - D25/653815 or Crisisworks Library Items.

Initial Impact Assessments

Initial Impact Assessments (IIA) are undertaken to record the direct results of an emergency and assists in identifying relief and recovery requirements across the social, economic, natural and built

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[3] Transition Agreements October 2013, Department of Families, Fairness and Housing/SEMP 2020 – Transition to recovery pg. 28

environments. The process involves the collection, storage, use and disclosure of information to allow legislative functions to be undertaken in accordance with the EM Act.

Data providers can share information with data users via EM Impact. Merri-bek currently has four identified data users who can access this information. The data received from the IIA can be utilised to assist in planning for Municipal Secondary Impacts and to share further data and information with agencies.

Further information relating to IIA, privacy and the use of the system is available via [EM-COP](#) .

Municipal Secondary Impact Assessments

It is important to ensure information from the Initial Impact Assessment (IIA) undertaken by the control agency is received. This will give an overview of the direct and immediate impact of an emergency and assists with transitional, relief and recovery planning.

Municipal Secondary Impact Assessments (MSIA) are the subsequent assessment of the impact of the emergency. This process is managed by relief and recovery coordinators/managers and assists to:
- Determine what needs to occur to ensure safety to life and property
- Identify what relief and recovery requirements are needed
- Provide advice to relevant Government Departments, agencies and the community
- Effectively commence recovery operations.

It is recommended the assessment is undertaken within four weeks of the emergency event, however, can commence whilst the Response Phase is still in place – only when it has been deemed safe to do so.

All information gathered from MSIA's is recorded and actioned on Crisisworks.

Following MSIA's there could be a need for further assessments to determine ongoing needs of the community. Post emergency needs assessment (PENA) is a longer term, more thorough estimate of the effects and consequences of the emergency on the health and wellbeing of the community, property, economy and environment. This should be considered on the status of the recovery and the ongoing impact on the community.

MCC have adopted the NWMR EM Collaboration Municipal Secondary Impact Assessment Guidelines which are available in Crisisworks or via the document link: [D18/460546](#)

Further information on MSIA's can be found on the MEMEG/EMV 2019 Secondary Impact Assessment Guidelines for Councils links:

- [Part 1 - Secondary Impact Assessment Guidelines (PDF - 1.5MB)](#)
- [Part 2 - Secondary Impact Assessment Role Statements (PDF - 709KB)](#)
- [Part 3 - Secondary Impact Assessment Standard Operating Procedures (PDF - 804KB)](#)
- [Part 4 - Secondary Impact Assessment Data Collection Templates Excel - Raw Data - NOT FOR USE (XLSS - 97KB)](#)
- [Part 5 - Data Collection Forms Templates Combined (PDF - 902KB)](#)

Disaster Recovery Funding Arrangements (DRFA)

The DRFA is a cost sharing arrangement between the Commonwealth and State Governments which provides financial assistance for the recovery from eligible and declared natural disasters.

On activation of the DRFA Merri-bek will undertake the following processes to determine eligibility and ensure claims are processed:

Data collected via Initial Impact and Secondary Impact Assessment as to damage to essential public assets and restoration of these assets

Impact to the community and individuals including financial hardship and recovery needs.

An officer will be redeployed to manage the process and ensure the claims are processed for eligibility.

Further information and eligibility criteria can be found on the DRFA website: www.vic.gov.au/disaster-recovery-funding-arrangements

PART TWO - RECOVERY

'Recovery is the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning'[4]

Recovery from emergencies is a developmental process of assisting individuals, families, communities and industry to manage the re-establishment of those elements of society that contribute to the social cohesion of their communities.

Recovery activities should recognise and acknowledge the resilient capabilities of individuals, households, neighbourhoods and communities. Resilience should be encouraged and promoted through programs that encourage, create and develop resources and connections which can be utilised in times of crisis.

COMMUNITY RECOVERY IS DETERMINED BY COMMUNITY NEEDS
MUST BE RESPONSIVE TO IMMEDIATE AND CHANGING NEEDS

Principles of Recovery

There are eight principles of recovery. The principles are designed to support flexible, locally driven and delivered activities to support complex issues and needs as required.

Understand the context	Understand the unique history, values and dynamics of a community
Recognise the complexity	Responding to the complex and dynamic nature of disasters and the community
Use community-led approaches	Community centred, responsive and flexible. Engagement with the community to support them to move forward
Coordinate all activities	Have a planned, coordinated and adaptive approach between community and partner agencies based on impacts and needs
Communicate effectively	Effective communication between the affected community and all partners
Recognise and build capacity	Support and build on individuals, communities and organisational capacity and resilience
Strengthen communities	Increase community strength by reducing vulnerabilities and building resilience
Ensure an inclusive approach	Communities are made up of many groups – ensure actions both intentional and unintentional do not exclude groups of people

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[4] Victorian State Emergency Management Plan 2021, pg. 30

Recovery Governance

In 2020 ERV was established as a permanent and dedicated agency responsible for coordinating recovery. Their aim is to ensure planning has a holistic and coordinated approach across all areas of government with a community centred approach.

The diagram below depicts the identified responsibilities for planning for recovery. Further information can be found via the SEMP https://www.emv.vic.gov.au/responsibilities/semp and Victorian Recovery Framework: www.vic.gov.au/emergency-recovery-victoria   A copy of the framework is also located on Crisisworks.

Figure 6: Recovery plan levels and responsibilities[5]

State Emergency Management Plan

The SEMP identifies four recovery environments. It recognises recovery operations involve cooperation between all levels of government, non-government organisations, community agencies, the private sector, affected communities and emergency organisations.

Social	Health and wellbeing of individuals, families and communities:
	- **safety and security**
	- **personal and material support**
	- **health and medical**
	- **psychosocial support**
	- **targeted programs and support**
	- **community development**

[5] Recovery Framework – Bushfire Recovery Victoria – June 2020 pg. 23

	- **community liaison** - **shelter**
Natural	Healthy and functioning environment: - air and water quality - land, degradation and contamination - fauna and flora - national parks and public land - cultural and heritage sites - waste and pollution management
Built	Essential physical infrastructure: - housing - utilities (electricity, gas and water) - transport (roads, bridges, rail) - essential services (hospitals, public buildings etc) - communications (telephone, internet etc) - safety of buildings and infrastructure
Economic	Direct and indirect effects an event may have on: - employment - tourism and hospitality industries - small business - primary producers - manufacturing - retail business

Recovery Framework

The Recovery Framework defines the five key principles which drive community-led recovery. Emergency Recovery Victoria has identified five overarching priorities:
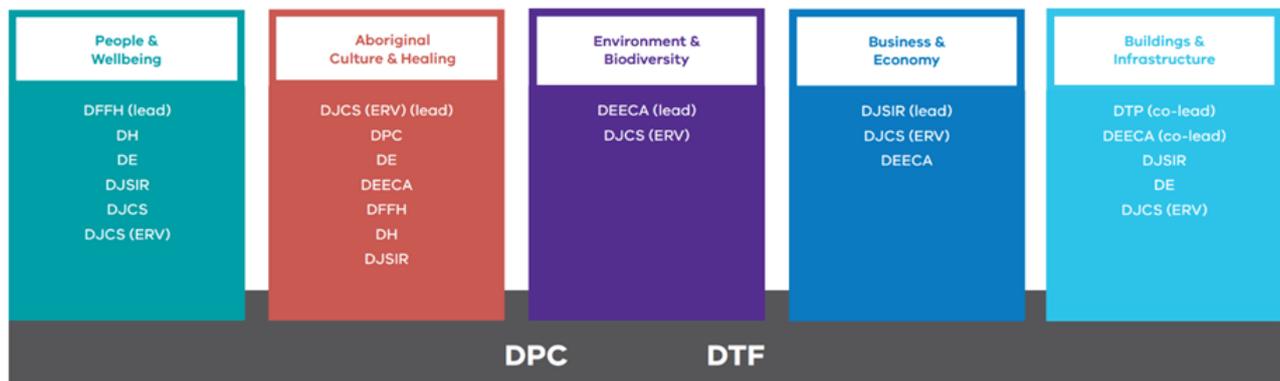
Figure 6: Lines of recovery

Community Engagement

While the role of local government and government agencies is to assist and support communities during emergency recovery, individuals and communities play a much bigger role in their overall wellness and preparedness to minimise the impact of and to be able to recover from any emergencies through their own planning and actions.

Individuals

Individuals, where possible, should meet their own recovery needs and have developed emergency plans suited to their own personal situation and risks. Individuals should be encouraged to consider activities to support their own recovery including:

- Emergency planning for their known local risks – including when to leave and their destination
- Contacting their insurance company and ensuring they have adequate insurance coverage
- Ensure they have detailed copies of essential documents
- When affected by an emergency obtain detailed records, including photographs of damage to their property and belongings
- Keep updated on services available
- Have awareness of the ongoing psychological impact of the emergency and utilise services or speak to their GP.

Communities

Communities play an integral role in supporting their own recovery. It has been shown over many emergencies, communities recover better when they are supported to manage their own recovery. Activities throughout the recovery process must support and maintain a community-led approach which places an emphasis on the identity and dignity of the affected community and individuals.

Community-led Recovery

Community-led recovery allows the affected community to take back control and lead decisions and processes which will affect their loves. The process allows social cohesion and assists in a stronger, more connected community which can assist in resilience building.

Community-led recovery recognises the following:
- Differences between priorities for different sectors of the community
- Participation from those most affected by the emergency to make decisions about their own recovery
- Adaptability of plans, policies and services which are adaptable and supportive of community need
- Builds partnerships between the community and agencies involved in the recovery process
- Understand and consider the values, culture and priorities of the affected community

Community Recovery Committees

Community Recovery Committees (CRC's) are the primary method for supporting community recovery after an emergency and municipal councils are responsible for establishing and leading a municipal/community recovery committee. The community recovery committee will report up to the Municipal Recovery Planning Committee to assist in determining actions that need to be undertaken within the community.

A CRC will be formed through discussion with the EMT and via the MRM. The MRM will nominate one of the Deputy MRMs as Chair and conduit for the CRC to assist and guide the recovery planning process. The nominated Deputy MRM shall report to the EMT and the MEMPC on all Community Recovery Planning activities and requests.

The membership of the Community Recovery Committee will vary depending on the affected area and nature of the emergency.

A Terms of Reference for CRC's is located via CM link: D23/39643

Community Recovery Plans

Community Recovery Plans (CRPs) assist the community to identify recovery needs and issues. Although there may be a wide variety of priorities, CRCs identify how the community can be supported by Municipal, State and Federal Government, local agencies and other organisations. This is a community led process and can include:

- Consultation
- Development of priorities for the community
- Submission of community priorities for funding and coordination
- Establishment of working groups to support these priorities

- Close consultation with local government and relevant approval agencies.

CRPs need to also consider the following:

- Determine and clarify the role of CRC's
- Identify what supports are needed for the community
- Provision of good facilitation and structure of the planning process
- Ensure all the four areas of recovery are addressed
- Inclusion of the relevant agencies and their roles
- Community consultation and engagement – how this is to occur
- Develop a model for setting priorities

The CRP must be a flexible working document which allows for regular reviews by the committee.

Outreach Programs

Outreach support is an important component of recovery in to fully assess the impact of the emergency and ensure all community members have access to core recovery information and services. Outreach programs are often conducted following an MSIA. This support assists in the following:

- Confirms impacts following MSIA
- Informs planning to household and community needs for recovery
- Assists in reaching vulnerable communities or isolated people to have access to information
- Enables people to 'tell their story' to someone who will be supportive and attentive
- Assists in referral information and services for longer term case management

Case Coordination and Case Management

Case coordination is suitable for people who have the capacity to look after themselves and seek support independently. Case coordination is the provision of information and advice, monitoring service which identifies how people are progressing with their recovery. Council is expected to offer case coordination without external funding and seek support from DFFH..

Case management is an individualised service that offers personal support and advocacy, attends to immediate needs, provides information, assesses current circumstances and undertakes risk minimisation. Case management actively engages other service providers for the benefit of the individual or family and ensures that services are coordinated.

When local arrangements need to be supplemented due to community need, the MRM will escalate the gap in service provision to the Regional Relief Coordinator to assist in in identifying additional case management resources. .

Vulnerable People

Municipal Councils are responsible for considering how they will engage with vulnerable community members. These groups can include people with disabilities, isolated households, elderly, people who are grieving, people with psychological or physical injuries and those from culturally diverse backgrounds. DFFH and ERV can assist in the coordination of agencies such as mental health services, RDNS, local medical services etc.

Council has responsibility to support residents who are accessing services via current programs to ensure continuity of care and referral during an emergency.

Children and Young People

Children and adolescents can be particularly vulnerable following an emergency and have specific and individual needs in the recovery process. Children and young people need to be consulted and

included in the recovery planning and should be encouraged to take an active role. The MRM should consider the following:

- Engagement of internal council services such as Youth Services, Maternal & Child Health and Family Services to assist with child and youth specific recovery planning.
- Establishment of a youth community recovery committee.
- Investigate youth led recovery initiatives.

Gender in Emergencies

When planning for recovery, it is important to be aware of the impact of emergencies on gender and have inclusive planning around supports and networks in place. Research has shown issues associated with:

- Drug and alcohol use
- Community aggression and male violence
- Mental health and suicide
- Family violence – can often happen where there has been no sign of this previously
- Financial hardship
- Loss of a role within the family unit or community.

To facilitate safe spaces for all genders, the following needs to be in place:

- Don't use exclusionary language and ensure correct use of pronouns
- Engage with appropriate services who are able to meet the needs of all genders through service provision
- Provision of appropriate counselling services targeted to the needs of genders
- Utilise existing networks (gender based) in the community.

Displaced People

It is important to recognise and consider recovery activities for those people who may have moved away from the affected area. This is to ensure they are engaged in support and services as well as staying connected with their communities.

People experiencing homelessness may also be affected by the emergency. Council will work with DFFH and local support agencies to support this cohort throughout the recovery process.

Places of Worship or Community Gathering

Communities often regard places of worship and community gathering venues as significant. These areas are not considered as high of a priority as dwellings and accommodation; however, their quick reinstatement can support the community in their psychosocial recovery. It is important to take these areas into consideration and may require offering alternative or temporary spaces for these communities to gather and meet.
The Recovery Manager shall:

- Determine the community's needs and wants regarding places of worship and community gatherings.
- Assist in the prioritisation of council owned places and spaces.
- Support the community with resourcing alternative/temporary places to meet their needs whilst formal places and spaces are being reinstated.

Recovery Operations

Recovery is a complex social and developmental process where partnerships between communities, agencies and government are paramount. All sectors must work together to support the personal, family and community networks affected by emergencies. Municipal Councils are required to take the lead in delivering on the ground relief and recovery services with the support of the Victorian Government.

Merri-bek City Council has adopted the Municipal Emergency Recovery Guide by the North West Metropolitan Region. The guide outlines actions to facilitate and support community recovery at the Local Government level in Victoria. The guide is also aimed to assist the MRM to commence

recovery services immediately following an event. This guide is available in Crisisworks or via the document link: D18/460542

Vulnerable Facilities

The Vulnerable Facilities List is available via document link: D25/656666
The list includes facilities where vulnerable people may reside or be situated and includes schools, aged care facilities, retirement homes, hospitals, rooming/boarding houses, childcare centres and preschools. This list is maintained by Merri-bek City Council on a six-monthly basis.

Merri-bek has all vulnerable facilities mapped via MyMaps.
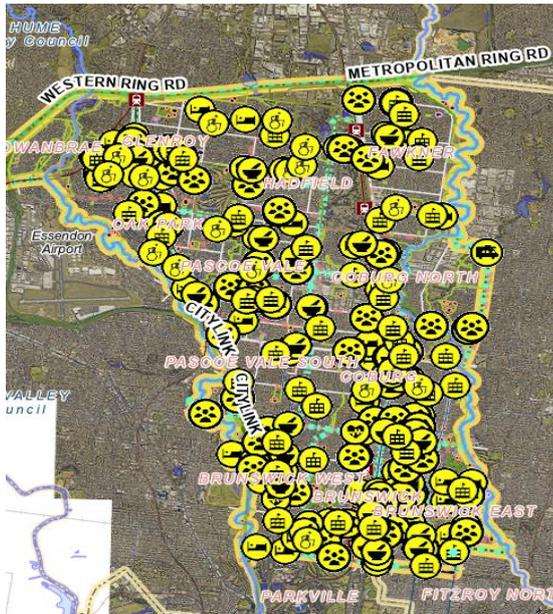
The icons on the map can be clicked on to identify the following:

- What the facility is and used for.
- How many people reside or attend the facility.
- The capacity of the facility.
- The contact details for the facility.

The map also allows for polygons to be drawn to assist with identification of vulnerable facilities which may be affected by an emergency.

Public Health

Following an emergency event, public health risks or incidents can add to the hazards confronting the community and emergency service personnel. Plans need to be prepared in advance to enable such risks to be effectively eliminated or mitigated.

MCC Public Health and Wellbeing Plan is now incorporated in the Merri-bek City Council Plan. Merri-bek's Public Health and Wellbeing information can be found via link: Public health and wellbeing

In an emergency the Recovery Manager will liaise with the Coordinator of Public Health or delegate to manage the municipal health response activities and resources. This includes the following:

- Receive and record information on the specifics of the incident.
- Identify and assess public health risks.
- Advise and consult with the MEMO and MRM.
- Assume the role of Municipal Public Health Liaison Officer in the CEOC (or ECC that has been established).
- Advise the Environmental Health Department line managers and brief personnel.
- Liaise with the MEMO and request support or arrange for additional external resources (if needed) form partners, DFFH and other relevant agencies.
- Prioritise and organise operational activities.
- Ensure emergency health plans operate in conjunction with standard operating procedures.
- Ensure staff from other councils are given appropriate delegation of authority prior to undertaking field work.

- Use procedures and systems established by the MEMO to monitor and records expenditure.
- Facilitate the distribution of public health information to the community.
- Attend Municipal and community recovery meetings.

Recovery timeframes

The process of recovery is to be coordinated from the start of the emergency. Activities should promote community resilience through programs that encourage, create and develop resources and connections that can be utilised during recovery operations.

There are five primary phases/steps of recovery. Attached to these are approximate timelines which may vary depending on the specific needs of the community and recovery activities.
- During the incident – usually the response phase.
- Immediately after the incident (1 -7 days).
- Short term (weeks 2 – 4).
- Medium term (months 2 – 3).
- Long term (month 4 onwards – up to 18 months or even 3 years depending on the impact of the emergency).

Steps of Recovery

Recovery commences at the same time as the response phase of the emergency. This ensures adequate planning can begin to meet the needs of the affected community. The below tables outlines actions that may be required to be undertaken for each time frame during the Incident.

Obtain reports of losses to assess community needs via the ICC or CEOC.
Prepare MSIA Teams to enter the impacted area when the emergency is under control and it is safe to do so.
Establish data collection system – E.g. Open an event in Crisisworks.
Convene the Recovery Management Team if required.
Respond to reported issues.
Activation of ERC's – the MERC, MEMO and MRM to confer on the best placed ERC.
Implement communication strategies – community meetings, fact sheets, media releases and online information.
Begin consequence management planning.

Immediately

Continue the activities from the response phase.
If required conduct MSIA.
Begin planning for a Community Outreach program if necessary.
Confirm required recovery services and identify the agencies/service providers who need to be involved.
Contact the finance department and create a cost centre for the emergency.
Determine whether the Community Recovery Committee will need to be convened or established. If so, commence planning for its establishment.
Identify whether the capacity of some service providers is exceeded beyond capacity to provide. If so, escalation can be requested via line of control.
Commence long-term planning and resourcing for the Emergency Recovery Team.

Ongoing planning for and responding to media and communications needs and issues.	
Implement plans including BCP's and Staff Welfare Plans to alleviate the risk of worker burnout and fatigue.	

Short term

Transition from response and relief to recovery usually occurs over the first two to four weeks following the emergency. Planning for medium- and long-term recovery usually begins at this time.

Social Recovery	Initiate case coordination and management processes for affected residents.
	Facilitate access to personal support, accommodation and material aid if required.
	Consultation with regional and state governments to ensure there is capacity to undertake case management at a local level.
	Begin to plan and work with the CRC if established regarding Community Recovery Plans and needs of the community.
	Respond to volunteers by implementing the Spontaneous Volunteers process and may need to identify voluntary labour required to assist with recovery and/or clean-up
Financial Assistance	Identify and disseminate information in relation to grants and funding available.
	Confirm there is an auspice/coordinating agency for appeals and donations and disseminate this information to the community.
Communication	Appoint a media liaison officer to coordinate the information flow to the community.
	If required, open a Recovery Centre to coordinate information and assistance to the community.
	Activate mechanisms to inform the community including community meetings, social media, newsletters, mailouts etc.
Recovery Management Team	Identify resources required to meet the needs of the recovery process.
	Develop appropriate recovery plans for the relevant recovery environments.
	Plan for the employment of a Community Development Officer and Business Recovery Manager if required.
Maintaining Business Continuity	Activate the NWMR EM Collaboration to assist with recovery tasks.
	Activate further support via MAV Resource Sharing Protocols if required.
	Ensure adequate backfill arrangements for key staff who will be dedicated to the ongoing recovery needs of the community.
	Ensure staff welfare and fatigue is managed adequately.
Support from government	Liaise with DFFH and ERV to facilitate support
	Request required resources – e.g. funding
Regional Recovery Committee (if activated)	Ensure representation on the committee
	Discuss and develop funding submissions and recovery for government/ministerial resources and taskforces.

Medium Term

Many of the actions initiated in the earlier phases will continue into the medium term of recovery.

Social	Continue with case coordination

	Identify and action outcomes from the outreach program if undertaken.
	Distribute milestone factsheets and newsletters
	Work with the CRC on long term recovery programs and social events
	Implement Recovery Plan and seek government funding.
Financial Assistance	Disseminate information to the community about accessing grants and financial support.
Municipal Recovery Management Team	Meet as required and report to Community Recovery Committee
	Review, update and address any emerging issues identified in the Recovery Plan.
Community Recovery Committee	Support the committee in the identification of appropriate action plans and recovery strategies.
Communication	Expand communication strategy – regular newsletters, media releases etc.
Reporting and debrief	Capture learnings and assess recovery services.
	Ensure continued support for staff and personal if required.
	Report any findings from initial recovery phases.

Long Term

These actions will be considered and applied according to need.

Case coordination and referral of affected residents who require ongoing support and resources.
Continue needs assessment processes to inform planning, support and service provision.
Develop briefings and budgets for Council consideration for longer-term recovery actions.
Ensure a community-based exit strategy is planned for and the community has been part of the consultation process.
Establish ongoing information provision and communication strategies.
Conduct an After-Action Review and debrief involving all agencies to ensure learnings have been captured and actioned.
Discussion with the CRC and community regarding commemoration activities/functions.

Services and Support

The table below outlines the responsibilities of Municipal Councils as Lead and Support Agencies.

The overarching arrangements for all agencies are detailed in the SEMP [Recovery | Emergency Management Victoria](#). There may be a need for councils to assist other agencies outside of the below activities for communication and information dissemination purposes.

Service/Activity	Lead Agency	Supporting Agency	Other information/considerations
Interim Accommodation	DFFH	Community Housing Municipal Councils	• ERC and ability to manage evacuees • Planning for longer accommodation needs • Encourage people to seek support from family and friends • Liaison with local motels/hotels and real estate agencies in the area • Cost implications if not under DFRA Funding
Transition to stable housing	DFFH	Community Support Services Municipal Councils	• Support people to access services and information about housing, health and wellbeing • DFFH are to coordinate the delivery of a funded single entry point for recovery of those directly impacted.
Damaged buildings	Municipal Councils		• Provision of building advice and information • Assessment of damaged buildings – repair or demolition orders. • Liaison with insurance companies • Assessment of repaired buildings prior to occupation
Financial Assistance (PHAP)	DFFH - Personal Hardship Assistance Payments to be distributed to affected households.	DFFH	• Publicity of available assistance measures. • Adaptation of assistance measures to best suit the community. • Establish distribution guidelines. • Assist with access to financial counselling • Eligibility criteria has to be established for all grants prior to distribution.
Financial Assistance (DRFA)	EMV/ERV - Further information via www.emv.vic.gov.au/natural-disaster-financial-assistance	Services Australia	
Insurance Advice	DTF as lead liaison	ICA Victorian Legal Aid VMIA	
Personal Support Family violence services and information	DFFH DFFH (Family Safety Victoria)	Municipal Councils VCC EM ARC Mental Health Services Private providers Specialist family violence services	• Identify service provision – location and need • Ensure privacy and confidentiality • Liaison with key service providers to meet the needs of community • Promotion of services available via communications • Duration of service provision

Service/Activity	Lead Agency	Supporting Agency	Other information/considerations
Public Health Advice	DH	Municipal Councils	• Assist in the dissemination of public health advice • Engage EHO's as part of the recovery committee
Advice on wellbeing in recovery	DFFH	Municipal Councils ARC VCC EM	• Liaise with personal support agencies to ascertain the need for service provision • Support with communications and information sharing
Community Information	EMV	Municipal Councils	• Ensure information is disseminated to different demographics within the community utilising known community leaders, communication methods etc.
Municipal and Community Recovery Committees	Municipal Councils	DFFH	• Convene Municipal Recovery Committees • Facilitate the formation and support CRC's
Recovery Centres	Municipal Councils	ARC DFFH	• Provide spaces for Recovery Centres • Coordinate and staff centres • Provide accurate information for the community.
Community Development Services	Municipal Councils	DFFH	• Identify service provision and projects for community development. • Work with the CRC to discuss possible community development programs
Economic Recovery	DJSIR	Municipal Councils	• Implement approved actions and projects. • Encourage the resumption of local trade • Continue to monitor economic impacts and consequences
Businesses	DJSIR	Municipal Councils	• Assist businesses to access advice and information • Work with businesses to return to BAU activities • Provide opportunities and programs to assist with businesses with skill and knowledge acquisition.
Building and Assets	Municipal Councils	DEECA EMV/ERV	• Coordinate the clean-up and restoration of local roads and council owned infrastructure • Oversight and inspections of rebuilding and redevelopment
Natural Environment, public land and waterways	DEECA	CMA VMIA PV EPA DPC	Although council is not a lead or supporting agency in this area, it is important to advocate on behalf of the community in relation to environmental recovery, cultural heritage sites and areas of significance to the community.

Wellbeing of workers

Staff, whether paid or voluntary need to be supported and managed appropriately to ensure consistent and effective services are delivered to the community throughout the recovery process. Most recovery workers are affected in some way at some stage by involvement in a disaster. These effects can range from physical injuries to psychological impacts.

Plans for the management of human resources should be in place prior to an emergency to ensure a smooth deployment of staff in a pressurised environment. People who are understanding, caring, patient, informative, encouraging and supportive to disaster-affected people are the single most important influence in helping people resume their lives and minimise adverse consequences.

Considerations include:

- Need an ability to stand apart from emotional encounters with the community and not to take issues beyond their control personally.
- Need a high level of team skills for work with their colleagues.
- Should have consolidated their core professional skills and have a clear understanding of their place in the recovery system, of their own job and of their organisations' tasks and responsibilities—a disaster is not a training ground for inexperienced workers.
- Should be secure in their roles in their agencies or organisations—the nature of recovery work necessitates time spent out in the field, away from the normal working environment: workers cannot function effectively or provide the time required, if they are anxious about their positions.
- Are likely to be required to travel and work out of hours in less-than-optimal conditions.
- Must be prepared to accept the limitations of what can be achieved during disasters and be willing to work within agreed hours and rosters—taking time away from emergency sites is a vital element of sustainability and in managing trauma and fatigue.
- All Merri-bek Emergency Management staff have undertaken mandatory training in Personal Support and Psychological First Aid.

When managing staff, it is important to be aware, prolonged disasters will deplete existing staff teams and create significant occupational health and safety challenges. It may also take some time for staff to readjust during the transition stage to BAU. In addition to the usual requirements of occupational health and safety legislation, the following issues require consideration in managing staff in a disaster recovery context:

- The handling, storage or transport of plant (machinery) or substances (any material—liquid, powder, gas).
- The physical work spaces.
- Training or supervision and information on safe work practices.
- Facilities or mechanisms for the welfare of workers.
- Appropriate rostering and breaks.
- Regular briefing and debriefing – both personal and team.
- Well-developed structures and roles within the recovery team.
- Flexibility to allow staff time off/time out away from the emergency impacts.
- Employee Assistance Programs which are easily and confidentially accessed by staff.

Withdrawal and transition from recovery

The transition and withdrawal of recovery services must be coordinated and well planned to ensure the affected community does not feel abandoned or isolated. Withdrawal and handover must be a gradual process and where possible, local support services and agencies should be empowered to take over these functions.

The MRM has the responsibility to determine, through consultation with government bodies (DFFH, ERV) and the CRC, the best timing to cease formalised support services.

Appendices

Document Links

All documents are stored on the Emergency Management Network Team Site: General | Emergency Management Network | Microsoft Teams and the Merri-bek Crisisworks Library: MERRIBEK: Dashboard

Guides

Document Name	CM Link
Municipal Emergency Management Plan	D25/289150
NWMR ERC Standard Operating Procedures	D25/656552
Emergency Relief Centre Operational Guide	D25/277093
NWMR EM Collaboration Secondary Impact Assessment Guide	D18/460546
Viral (Respiratory) Pandemic Sub- Plan 2023 - 2026	D23/146071
Animal Welfare in Emergencies	D25/656597
Non-major Emergency SOP	D25/655130
Technical Resource Plan (document reviewed 6 monthly)	D22/545339
MECC/CEOC Operational Guide	D18/367295

Contact Lists

Contact List Name	CM Link
Merri-bek Vulnerable Facilities List	D25/656666
MEMP Committee Contact List	D25/657707
ERC Phone List and Reference Guide	D25/671767
After hours contact list (internal services)	D25/660623
Merri-bek Facilities Access List (Restricted document)	D25/669542
Emergency Accommodation List	D25/659523
Community Agencies Contact List	D23/46694

Planning Documents

Document Name	CM Link
Transition from Response to Recovery (EMV)	D25/660959
ERC Internal Operation Guide and Audit	D25/660989
Community Recovery Committee Terms of Reference	D23/39643
Incident Specific Recovery Plan Template (includes TOR)	D25/660893
QR Code – ERC's Template	D22/526245
Communications Template – Customer Service Scripting Form	D25/677774
Demographic Information - Suburb	D25/660542

Community Recovery Committee Terms of Reference

This Community Recovery Committee has been formed following the incident in <description of incident/emergency including date.

The role of the Community Recovery Committee (CRC) is to:

- Identify key recovery issues for the community
- Monitor the progress of the recovery process in the community.
- Identify community needs and resource requirements and make recommendations to recovery agencies, council and the recovery manager.
- Liaise, consult and negotiate on behalf of the community with recovery agencies, government departments and the council.
- Liaise with Emergency Recovery Victoria as the recovery coordination agency through the designated regional director or delegate; and
- Undertake specific recovery activities as required.

Purpose:

To coordinate longer term community recovery activities and support communities of Merri-bek to manage their own recovery following the <name of incident>

Membership:

List of invitees.

Roles and responsibilities:

Chairperson:

It is expected that the Chairperson will:

- Chair the meetings of the committee
- Coordinate the development and delivery of the meeting, agendas, reports and advice, and work program, including maintaining the Terms of reference.

Executive Officer:

It is expected that the Executive Officer will:

- Manage and coordinate the administration of meetings, and provide secretarial support including the distribution of agendas, minutes and the terms of reference.
- Act as a primary point of contact and liaison for the committee members, stakeholders and proxies (if required).
- Arrange for reports to be provided when required.

Members:

It is expected that members will:

- Attend and participate in each meeting using existing skills and knowledge and available resources to support the affected community's recovery
- Actively maintain communication and relationships to support the committee's work, including liaising in a timely way with relevant stakeholders and proxies
- Contribute to the setting the agenda for meetings, developing key reports, plans and these terms of reference
- Actively participate in setting and supporting the agreed recovery activities.,

Frequency of meetings:

Review of Terms of Reference:

Website Links

Name	Website
State Emergency Management Plan	www.emv.vic.gov.au/responsibilities/semp
Disaster Legal Help	http://disasterlegalhelp.org.au/
Emergency Recovery Victoria	www.vic.gov.au/emergency-recovery-victoria
Volunteers Victoria	www.volunteer.vic.gov.au
Protocols for inter-council resource sharing	https://www.mav.asn.au/what-we-do/policy-advocacy/emergency-management/protocol-for-inter-council-resource-sharing
Mayor and Councillor Guide	https://www.mav.asn.au/__data/assets/pdf_file/0006/6819/Mayor-and-Councillor-Guide-Emergency-Management-2021.pdf
MEMEG/EMV 2019 Secondary Impact Assessment Guidelines for Councils	Part 1 - Secondary Impact Assessment Guidelines (PDF - 1.5MB) Part 2 - Secondary Impact Assessment Role Statements (PDF - 709KB) Part 3 - Secondary Impact Assessment Standard Operating Procedures (PDF - 804KB) Part 4 - Secondary Impact Assessment Data Collection Templates Excel - Raw Data - NOT FOR USE (XLSS - 97KB) Part 5 - Data Collection Forms Templates Combined (PDF - 902KB)
NDFA Information	www.emv.vic.gov.au/natural-disaster-financial-assistance