Prevention
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Municipal Emergency Management Plan

Section E: Greater Dandenong Municipal Emergency Prevention and Preparedness Arrangements


This document has been adopted by the members of the Greater Dandenong Municipal Emergency Management Planning Committee as representatives and with authority of their agencies on the Date 27/02/2018

The signature below indicates this document has been approved for release under their delegation as Municipal Emergency Resource Officer

Craig Cinquegrana
MERO – Senior Officer
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**SECTION E – Emergency Prevention & Preparedness Arrangements**

**E.1 INTRODUCTION**

Prevention and Preparedness for emergencies is the responsibility of us all from individuals, communities, business and industry, municipalities and state and federal governments.

This section of The Plan identifies specific emergency management prevention and preparedness arrangements and structures, as determined by the Emergency Management Act and others that have been adopted by the City of Greater Dandenong and the Greater Dandenong MEMPC.

It also details the prevention and preparedness activities and arrangements for the management of emergencies in the municipality of Greater Dandenong as well as actions for individuals to prevent and prepare for emergency incidents for building their own resilience to emergencies.

**E.2 PREVENTION**

The Greater Dandenong MEMPC sees community engagement as an essential part of emergency management planning to assist in preventing emergencies affecting the community.

The prevention of emergencies includes a range of activities that require the allocation of resources (human and financial) and multi-agency support to ensure a coordinated and well planned approach and outcomes for the community of Greater Dandenong.

Prevention takes many forms, including legislation, risk mitigation, programs and plans. Much of this work is integrated within everyday business and activities of services either by the municipality or in partnership with the MEMPC member agencies.

Agency Representatives on the MEMPC will provide no later than the August meeting a list of emergency prevention campaigns and dates for the following year to allow the City of Greater Dandenong to support those campaigns through as many avenues as possible. This will also allow the City of Greater Dandenong’s Communications and Events teams to provide support to the Agency in a timely manner.

Campaigns can be submitted outside of the August meeting but require at least three months’ notice before the campaign is to begin. If notice is provided within this period the City of Greater Dandenong may not be in a position to provide the municipal preferred level of support to help promote the agencies campaign.

The City of Greater Dandenong and the MEMPC Agencies agree that individuals within the municipality are best placed to undertake their own plans to reduce the risk of an emergency incident and to keep them, their family, friends and neighbours safer during an incident.

Prevention of emergencies should always aim to reduce and mitigate the risk of death and injury to members of the community.

All community education campaigns must be notified through the MERO or the Emergency Management Coordinator.
Key Plans And Works Conducted

The City of Greater Dandenong and key agencies develop and implement a range of plans and initiatives that ensure appropriate prevention activities are conducted regularly across all departments within Council.

The following points are examples of plans and activities developed and implemented by Council and other agencies in reducing the risk within the community:

- Council Plan
- Municipal Integrated Fire Prevention Plan
- Pandemic Plan
- Heatwave Plan
- Road Safety Strategy
- Community Safety Strategy
- Assets Management Plan
- Civil Engineering Standard Drawings
- Greater Dandenong Water Cycle Strategy
- Flood Management Strategy (mitigation)
- Flood Emergency Sub Plan

Public versions of some of the documents can be found on the City of Greater Dandenong’s website: greaterdandenong.com

E.2.1 Prevention – Individual / Household / Business

Preventing emergencies at an individual, household and business level is as simple as thinking, beginning a conversation with family, committee members or employees and planning before undertaking activities or during certain periods of the year.

Prevention programs and materials are available through a number of websites which are listed below, however the following items should be considered in preventing emergencies affecting you, your household, community group or business.

- Know the risks (emergencies that could happen) near your property
  - Are you near bush or grass lands (fire, storm and flood), rivers or creeks (flood)
- How often are property gutters inspected, cleaned, maintained
- Does your property rely on electricity for water and sewage (multi-level dwellings)
- How often is the property maintained (lawns maintained, inspection of roof tiles, placement of household chemicals, gas bottles, pool fences)

The above points provide a guide for individuals, households and business to discuss their prevention actions and activities to reduce their known risks.

The following provide links to prevention activities for some of the frequently experienced risks within the municipality.


### E.3 COMMUNITY RESILIENCE

Prevention of emergencies provides the foundation of community resilience across all levels of society as well as helping in community cohesion.

Emergencies happen and emergency responders will always have to prioritise those in the greatest need during an emergency, especially where life is in danger. During this time, individuals and communities may need to rely on their own resources to ensure they are able to cope with the consequences of the emergency.

Many communities through previous experience have shown that by working with neighbours, community groups and sporting clubs, emergency services and industry, they have been able to develop prevention measures that have reduced the impact of an emergency. As a result they are able to cope, recover and continue activities as close to pre-emergency very soon after the incident.

Building community resilience is something that many people and communities already do.

It is not about creating or identifying a whole new community network or a one-off response to or recovery from an incident, but rather an ongoing process of using and enhancing existing relationships to improve the social cohesion and emergency preparedness of an area.

Some existing local community groups will have information on how to get involved or how they can fit resilience into their programs, projects and groups.

Individuals, households, neighbourhood, communities, business and industry sectors should know what local services, emergency responders and the municipal council are able to do for them in day to day services as well as in an emergency and vice versa.

### E.3.1 Community Engagement To Resilience

Community education of emergency risks is a vital component of prevention and preparedness and a responsibility of us all in assisting in developing community resilience.

Through effective, thoughtful and planned community engagement the community is provided an opportunity to participate in decision making and for the emergency management sector agencies, including Council to enhance the relationship with residents and visitors to the municipality.

Resilient communities are well prepared, better able to respond to an emergency, and therefore better able to recover from the impacts of an emergency.
Engaging with the community helps the emergency management sector better understand the community needs and the level of resilience of residents and stakeholders. This understanding enhances the engagement levels required. Effective community engagement builds trust between the community and strengthens community capacity to better cope during, and to recover from an emergency.

The City of Greater Dandenong has adopted the International Association for Public Participation (IAP2) Spectrum of Public Participation, as its approach to all community engagement within and across the municipality. The following table and graph provides guidance to the type of engagement that will be used in emergency management education for the required outcome of that engagement.

<table>
<thead>
<tr>
<th>Approach</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inform</td>
<td>To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.</td>
</tr>
<tr>
<td>Consult</td>
<td>To obtain public feedback on analysis, alternatives and/or decisions.</td>
</tr>
<tr>
<td>Involve</td>
<td>To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.</td>
</tr>
<tr>
<td>Collaborate</td>
<td>To partner with the public in each aspect of the decision including development of alternatives and the identification of the preferred solution.</td>
</tr>
<tr>
<td>Empower</td>
<td>To place final decision making in the hands of the public.</td>
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Greater Dandenong MEMPC members, together with other emergency service agencies, will actively engage the community through a range of mechanisms. These include community programs and projects, media releases, advertisements, ‘Greater Dandenong Your City’ (Council’s newsletter), Council’s website, social media and service networks as detailed in the City of Greater Dandenong Community Engagement Planning Framework to assist the community in building resilience.

Special measures will also be developed to communicate with key CALD groups in the municipality given that the percentage of people from non-English speaking countries residing in the municipality is high.

With approximately 60% of residents born overseas from over 150 different birthplaces and 55% from non-English speaking backgrounds, Council recognises that this broad mix of nationalities enriches the diversity of the community.
All community education activities will take place with an All Community All Emergency approach by the emergency services agencies in partnership with Council and the MEMPC sub-committees in a clear and simple English format. Where it is possible and appropriate material in multiple languages and access to interpreters will be provided.

Consideration of prevention and preparedness messages and material should be produced to assist all communities in an easy English format, however to assist community and agencies the top ten primary languages spoken in the Greater Dandenong municipality are:

- English
- Vietnamese
- Khmer
- Cantonese
- Punjabi
- Greek
- Sinhalese
- Mandarin
- Arabic
- Italian.

The following is a summary of the process from the CGD Community Engagement Planning Framework that has been agreed and adopted by the members of the MEMPC for all community engagement activity within the Greater Dandenong municipality:

All Community Education / Engagement activities:
- must be done in partnership between the emergency service agency and the City of Greater Dandenong
- must have a Campaign and Communications Plan
- must include more than one agency
- must consider if the campaign is suitable for collaboration with neighbouring municipalities
- must be agreed by all parties.

A campaign debrief between the stakeholders must be undertaken and an agency report tabled to the MEMPC within a timely manner.

The following image provides a summary of the required step process for emergency service community education and engagement taken from the CGD Community Engagement Planning Framework.
E.4 PREPAREDNESS ARRANGEMENTS

Emergencies don’t only happen through major natural disasters like storms, floods, bush and grass fires, they can happen in and around the home, work place, travelling or doing your favourite activity.

Emergency preparedness includes a range of activities that require the allocation of resources (human, planet and financial) and the support of the community to ensure a coordinated and well planned approach and outcomes.

Preparedness takes many forms, including planning (Section F), training (Section D), purchase of infrastructure, capital works and maintenance and the development and implementation of programs. While much of this work is integrated with the everyday business as usual activities of Council and emergency service agencies, communities’ own preparedness is just as important.

E.4.1 Individuals / Households / Community Groups / Businesses and Industry Sectors Preparedness Arrangements

As a community there are many resources and tools to assist in being prepared for when emergencies occur. As everyone’s situation is different the following is provided as a guide to develop your own preparedness to suit your circumstances.

- Download the Australia Red Cross Prepare App: [www.redcross.org.au](http://www.redcross.org.au)
- Listen to your local emergency broadcaster: ABC 774AM
- Watch Sky News on television
- Ensure your property number is visible from the road

E.4.2 Preparedness Arrangements - Municipality

To assist in a coordinated approach to any required emergency activation the City of Greater Dandenong has introduced a number of activities and processes for coordination of its personnel and resources.

Standard Operating Guidelines/Procedures, training and exercises (see Section D), operational templates, providing input and submissions to regional and state regulations and legislation, all form part of the on-going preparedness activities by the City of Greater Dandenong.
As part of Council’s preparedness, it has, in partnership with stakeholders (emergency service agencies and neighbouring municipalities) developed activation triggers (see following table). The triggers are not only for predetermined levels of activation, but to assist the community having an awareness that in certain circumstances and hot and fire days some of Council’s services may extend the time it takes in delivering those services, due to redeployment of Council personnel in readiness for any emergency incident.

### E.5 TRIGGERS AND ACTIVATIONS

Knowing when it is time to relocate to remain safe is the responsibility of each individual.

It is important for individuals, households, community groups, businesses and industry to discuss their known risks and at what level if noticing an incident or maybe receiving a warning do you relocate to a safer location, preferable to family or friends.

Considerations for those triggers could include:

- Timely manner, it is always best to leave early
- Type of incident
- Time of incident

#### E.5.1 Council

Each hazard has a range of complexities for consideration on minimising the impact to the community. Agencies through their own operational plans will develop their own trigger points across a range of consequence measures for each hazard. These triggers may activate cross agency assistance that may include the City of Greater Dandenong both at a local level, regional level or cross regional (Eastern Region).

The City of Greater Dandenong activation of this Plan will vary based on the complexities of the incident as well as consequence across the social, economic, built and natural environments. However, in general terms, while Council may have involvement in single incidents and small incidents, the activation of The Plan may not occur and the activity will fall under ‘business as usual’.

The CGDEMPMC has considered natural risks to develop a range of trigger points for activations of this Plan which shall follow those activation procedures as detailed in Section G.7 and G.8.

The CGDEMPMC has also considered and developed a table of triggers and activations for its MECC and ERCs. This is to assist the emergency management sector and the community understand when council will stand-up and to what level in preparedness for known natural incidents within the municipality.

The following table provides Greater Dandenong Council’s preparedness levels for:

- Bush and Grass Fire
- Storms
- Floods
- Tsunami
- Marine pollution
- Earthquakes, and
- Heatwaves
### Section E Greater Dandenong Prevention & Preparedness

#### Arrangements

<table>
<thead>
<tr>
<th>Preparedness Level</th>
<th>Fire Danger Rating</th>
<th>Forest Fire Danger Index</th>
<th>Grass Fire Danger Index</th>
<th>Storm Trigger</th>
<th>Flood Trigger</th>
<th>Tsunami Trigger</th>
<th>Marine Pollution Trigger</th>
<th>Earthquake Trigger</th>
<th>Heatwave Trigger</th>
<th>MECC Level</th>
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</thead>
<tbody>
<tr>
<td><strong>RED</strong></td>
<td>CODE RED</td>
<td>100+</td>
<td>150+</td>
<td>Violent Storm or greater (&gt;11 on the Beaufort Scale) occurring / predicted Winds 103km+/ or 56knots+</td>
<td>Major Flooding / SES Level 3</td>
<td>Tsunami Land Impact predicted or High Risk Warning Issued</td>
<td>Spill or bloom that will activate a Level 3 IOC occurring / predicted</td>
<td>&gt; 6.8 mag</td>
<td></td>
<td>Protracted Event when directed by EMCC, VICPOL or DHHS</td>
</tr>
<tr>
<td><strong>ORANGE</strong></td>
<td>EXTREME</td>
<td>75-99</td>
<td>100-149</td>
<td>Strong Gale or Storm (9-10 on the Beaufort Scale) occurring / predicted Winds 76-102km or 41-56knots</td>
<td>Moderate Flooding / SES level 2</td>
<td>Tsunami WARNING issued</td>
<td>Spill or Bloom that will activate a Level 2 IOC occurring / predicted</td>
<td>5.1 mag – 6.7 mag</td>
<td></td>
<td>3 - 5 days of 5c above median 30c threshold reached in CGD</td>
</tr>
<tr>
<td><strong>SEVERE</strong></td>
<td></td>
<td>50-74</td>
<td>50-99</td>
<td>Near Gale or Gale (7 or 8 on the Beaufort Scale) occurring / predicted Winds 51-75km or 28-40knots</td>
<td>Flood Watch issued for Council Area</td>
<td>Tsunami WATCH issued</td>
<td>Spill or Bloom with no real impact expected on the local environment</td>
<td>&lt; 5.0 mag</td>
<td></td>
<td>CGD reaches the median threshold of 30c Heat Health Warning issued</td>
</tr>
<tr>
<td><strong>BLUE</strong></td>
<td>VERY HIGH</td>
<td>25-49</td>
<td>25-49</td>
<td>No Storm Event (&lt;6 on the Beaufort Scale) Winds 5-56km or 0-27knots</td>
<td>No Flooding Event</td>
<td>No Tsunami Event</td>
<td>No Marine Pollution Event</td>
<td>No Earthquake Event</td>
<td>No Heatwave Event</td>
<td>No Heatwave Event</td>
</tr>
<tr>
<td><strong>HIGH</strong></td>
<td></td>
<td>12-24</td>
<td>12-24</td>
<td>No Storm Event (&lt;6 on the Beaufort Scale) Winds 5-56km or 0-27knots</td>
<td>No Flooding Event</td>
<td>No Tsunami Event</td>
<td>No Marine Pollution Event</td>
<td>No Earthquake Event</td>
<td>No Heatwave Event</td>
<td>Normal Business</td>
</tr>
<tr>
<td><strong>GREEN</strong></td>
<td>LOW/ MOD</td>
<td>0-11</td>
<td>0-11</td>
<td>No Storm Event (&lt;6 on the Beaufort Scale) Winds 5-56km or 0-27knots</td>
<td>No Flooding Event</td>
<td>No Tsunami Event</td>
<td>No Marine Pollution Event</td>
<td>No Earthquake Event</td>
<td>No Heatwave Event</td>
<td>Normal Business</td>
</tr>
</tbody>
</table>

Greater Dandenong Emergency Management Natural Event Trigger Levels, August 2017
E.6 REFERENCE


EMMV – www.emv.vic.gov.au

Australian Red Cross Single Incident Emergency Assistance - www.redcross.org.au/emergency-services


OBJECTIVE REFERENCE – CITY OF GREATER DANDENONG ELECTRONIC STORAGE

Section G (Response Arrangements) A4513140
Section B (Contact List) A4513134
E.7 DOCUMENT AMENDMENTS & REVIEW

REVIEW:
The Municipal Emergency Management Planning Committee maintains this section of the MEMPlan with the support of City of Greater Dandenong Council officers.

This Section was last updated 06/03/2018 It will be reviewed by November 2021.
The table below provides a history of review.

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<th>Date</th>
<th>Action</th>
</tr>
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<tr>
<td>4</td>
<td>11/01/2018</td>
<td>Complete rewrite of section</td>
</tr>
<tr>
<td>4.0</td>
<td>27/02/2018</td>
<td>Endorsed by Greater Dandenong Municipal Emergency Management Planning Committee</td>
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