

CASEY MUNICIPAL EMERGENCY MANAGEMENT PLAN

2026 - 2029



Version – February 2026

All enquiries about the Casey Municipal Emergency Management Plan should be directed to:

Municipal Emergency Management Planning Committee
emergency@casey.vic.gov.au

Alternatively, you can call the City of Casey on (03) 9705 5200 and request to speak to the Executive Officer MEMPC.

Throughout this document multiple acronyms and technical phrases are used. For the convenience of the reader, a glossary of terms and list of acronyms and abbreviations is provided in Part 10.



Cover photos – Clyde Arial Photo, Hallam Factory Fire January 2023 (top right); MVA Cranbourne, Plane Crash Clyde 2017 SES and CFA (bottom left and right).

Indigenous Statement of Acknowledgement:

The Casey Municipal Emergency Management Planning Committee proudly acknowledges the Traditional Owners, Casey's Aboriginal communities and their rich culture and pays respect to their Elders past, present and future. We acknowledge Aboriginal people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we work and live.



Indigenous Statement of Acknowledgement:	1
1 Part One – Introduction.....	5
1.1 Authority	5
1.2 1.3 Plan Assurance and Approval.....	5
1.3 Plan Review	6
1.4 Plan Aim and Objectives.....	6
2 Part Two – Municipality characteristics	7
2.1 Overview	7
2.2 Community characteristics.....	8
2.3 Economic environment	10
2.4 Built environment	11
2.5 Natural environment.....	13
2.6 History of significant emergencies	14
2.7 Maps.....	18
3 Part Three – Planning Arrangements	26
3.1 The MEMPC.....	27
3.2 Southern Metropolitan REMPC.....	28
3.3 Victoria’s emergency management planning framework.....	29
3.4 MEMP Distribution.....	29
3.5 Consultation	29
3.6 Sub-plans and complementary plans.....	30
3.7 Community Plans	31
4 Part Four – Mitigation Arrangements	32
4.1 Community Emergency Risk Assessment (CERA).....	32
4.2 Climate change adaptation	33
4.3 Community education and engagement.....	34
4.4 Individual, household and business preparedness	35
4.5 At risk groups in an emergency – Vulnerable Persons Register	36
4.6 Training and exercising	36
5 Part Five – Response Arrangements	38
5.1 Emergency management priorities.....	38
5.2 Command, Control & Coordination Arrangements	38
5.3 Control and Response Support Agencies	39
5.4 Operational tiers and escalation	39
5.5 Key municipal emergency management roles:.....	40
5.6 Activation process.....	42
5.7 Resource support	43
5.8 Public Warnings and Information	47
5.9 Evacuation.....	48

5.10	Initial Impact Assessment	48
5.11	Debriefing arrangements	48
6	Part Six – Emergency Relief Arrangements	49
6.1	Child Safe Standard Statement	49
6.2	Relief principles	50
6.3	Relief activation.....	50
6.4	Relief coordination and escalation.....	50
6.5	Relief functions	51
6.6	Gender and emergencies	55
6.7	Emergency Relief Centre (ERC)	55
6.8	Non-major emergencies.....	57
6.9	Transition to recovery	57
7	Part Seven – Community Recovery	58
7.1	Recovery principles & concepts	58
7.2	Community resilience	59
7.3	Recovery environments	62
7.4	Recovery management structure.....	63
7.5	Recovery activation.....	63
7.6	Recovery coordination and escalation.....	65
7.7	Recovery functions.....	66
7.8	Diverse needs.....	68
7.9	Recovery Committees	69
7.10	Integration of recovery to normal business.....	70
8	Part Eight – Roles and Responsibilities.....	71
9	Part Nine – Risk Profiles.....	72
9.1	Bushfire/ grass fire	72
9.2	Storm and Flood.....	72
9.3	Hazardous Material Release	73
9.4	Extreme Temperatures	74
9.5	Essential Service Disruption	76
9.6	Human Epidemic/Pandemic.....	77
9.7	Insect/Plant/Animal Health.....	78
10	Part 10 - Supporting information	80
10.1	Restricted Information	80
10.2	Amendment History	80
10.3	Exercise History	81
10.4	Glossary of terms and acronyms.....	83
Annexure A	Fire Risk Management	85

1 Part One – Introduction

An emergency in Victoria is defined in the *Emergency Management Act 2013 (EM Act 2013)* to mean “an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing—

- a) an earthquake, flood, windstorm or other natural event;
- b) a fire;
- c) an explosion;
- d) a road accident or any other accident;
- e) a plague or an epidemic or contamination;
- f) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any
- g) other State or Territory of the Commonwealth;
- h) a hi-jack, siege or riot; and
- i) a disruption to an essential service”.

Any emergency has the potential for significant consequences for the Casey community. Preparing for emergencies which present a risk to the community through robust planning is one way to mitigate against the impacts of an emergency.

This Municipal Emergency Management Plan (MEMP) for the municipality of Casey is a legislated requirement which considers the local risk profile, mitigation work, response (including relief) and recovery arrangements. The MEMP aligns with emergency management planning at the regional (Southern Metro) and state levels.

1.1 Authority

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

The MEMPC members are jointly responsible for preparing this plan. It was endorsed by the MEMPC at their meeting on **3 February 2026**.

For further information about the Casey MEMPC and the planning process refer to Part 0.

The MEMP has been prepared in accordance with and complies with the requirements of the *EM Act 2013* including having regard to the guidelines issued under section 77, [Guidelines for Preparing State, Regional and Municipal Emergency Management Plans](#).

1.2 Plan Assurance and Approval

1.2.1 Assurance

Pursuant to *EM Act 2013* (s60AG) the MEMPC are responsible for preparing and submitting to the Regional Emergency Management Planning Committee (REMP) a Statement of Assurance to confirm that this MEMP complies with the requirements of the *EM Act* and guidelines.

The Statement of Assurance was submitted to the Southern Metropolitan REMPC on **5 February 2026**.

1.2.2 Approval

The MEMP requires approval from the Southern Metropolitan REMPC for any changes made to its contents.

This current version of the MEMP was approved by the Southern Metropolitan REMPC on **10 March 2026**.

This Plan comes into effect when it is published on the [City of Casey Website](#) and remains in effect until superseded by an approved and published update. Some sections of the plan may be withheld from the public to protect confidentiality. For further information about restricted sections of the MEMP refer to Part 10.

1.3 Plan Review

To ensure the Plan provides for a current integrated, coordinated and comprehensive approach to emergency management and is effective, this Plan is regularly reviewed and updated. The need to review and update the MEMP may be

- as a result of changes to emergency management legislation and policy at the Federal and State Government levels
- following activation for a major emergency affecting the Casey municipality or
- as a result of learnings from a municipal emergency management exercise.

At a minimum the MEMP it is to be fully reviewed at least every three years. This Plan will be reviewed no later than **10 March 2029**.

This Plan is current at the time of publication and remains in effect until modified, superseded or withdrawn. It is the responsibility of individuals to ensure they have the current version of the MEMP and any Sub-Plans. A version history for the MEMP is provided in Part 10. Any Sub-Plan developed will each contain their own version history.

An urgent update of this Plan is permitted if there is significant risk that life or property will be endangered if the plan is not updated (*EM Act 2013 s60AM*). Urgent updates come into effect when published on the [City of Casey Website](#) and remain in force for a maximum period of three months.

1.4 Plan Aim and Objectives

1.4.1 Aim

The aim of the Casey MEMP is to capture municipal level multi-agency emergency management arrangements for the mitigation of, response to and recovery from all emergencies, as well as capture arrangements for specific emergency risks, where arrangements differ at the municipal level from those already captured in state and regional level plans.

1.4.2 Objectives

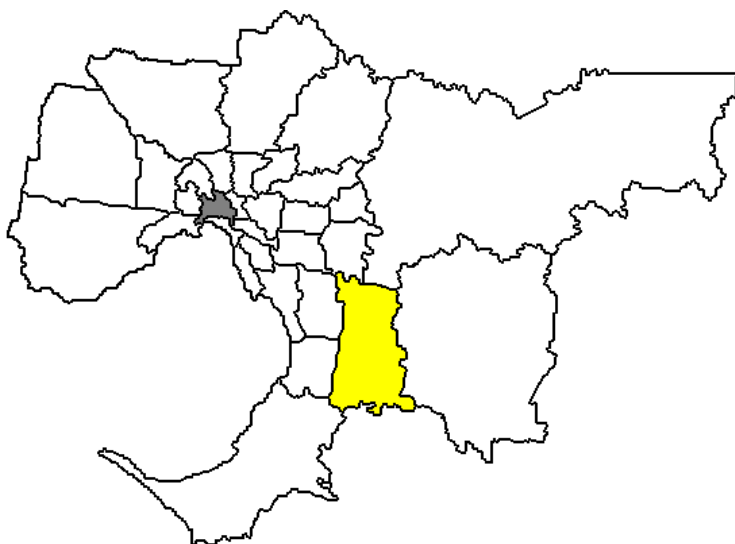
The objectives of this MEMP are to:

- document the municipal level multi-agency emergency management arrangements across mitigation, response, relief and recovery
- help individuals and communities build a greater understanding of emergency management and develop their capacity to cope with emergencies that may affect them
- reduce the risk in the community relating to emergency events.

2 Part Two – Municipality characteristics

This section of the MEMP provides an overview of the characteristics of Casey municipal area to provide the reader with an understanding of the natural environment, community demographics, local economy, including infrastructure and industry, across the municipality.

The information is provided to assist individuals, community, government agencies, support agencies, industry and council to consider these characteristics when undertaking emergency planning and preparedness, response and recovery activities.



The information in this part of the MEMP has largely been drawn from the following:

- Profile id: [Home | City of Casey | Community profile \(id.com.au\)](#)
- City of Casey website: www.casey.vic.gov.au

2.1 Overview

The City of Casey covers 396.66 square kilometres and is divided into 12 wards.

The City of Casey is home to a remarkable diversity of cultures, languages, faiths, identities, landscapes, and stories. From our first Australians to our most recent arrivals and every wave between, the City of Casey welcomes and represents all community members and their respective ambitions to live healthy, rewarding, and happy lives.

These intersecting and overlapping community stories form Casey's collective identity and contribute to its evolving, rich history. We recognise this diversity as our strength and we aim to share, nurture, and celebrate it.

The City of Casey is one of the fastest growing regions in Australia. We have more than 369,453 residents from around 150 different cultural backgrounds.

We are home to:

- one of the largest numbers of Aboriginal and Torres Strait Islander residents in metropolitan Melbourne
- a high number of residents from refugee or asylum seeker backgrounds
- residents who speak over 140 different languages
- residents representing more than 120 faiths

2.2 Community characteristics

When the MEMP was reviewed in 2025, the data available was still based on the most recent census from June 2021. However, the Forecast ID 2025 and the Health and Social Profile 2025 provides more recent forecasts of the characteristics for 2025 and beyond.

2.2.1 Population overview

At the June 2021 Census, Casey had an estimated population of 369,453 with a split of 49.8% (182,041) male and 50.2% (183,195) female. The population density per square km is 902.9 persons. The estimated population forecasted for 2025 is 429,383 and is projected to grow by over a third in the next two decades, reaching 614,075 by 2046.

2.2.2 Ages

- In 2021, City of Casey had higher proportion of children (under 18) and a lower proportion of persons aged 60 or older than Greater Melbourne.
- The top five, five-year age groups of Casey residents in 2021 were:
 - 35 to 39 (8.7% or 31,628 people)
 - 30 to 34 (8% or 29,260 people)
 - 5 to 9 (7.9% or 28,849 people)
 - 0 to 4 (7.6% or 27,841 people)
 - 40 to 44 (7.2% or 26,374 people).
- The top five service age groups in Casey in 2021 were:
 - parents and homebuilders (aged 35 to 49) (22.3% or 81,458 people)
 - young workforce (aged 25 to 34) (15.2% or 55,683 people)
 - older workers and pre-retirees (aged 50 to 59) (11.3% or 41,254 people)
 - primary schoolers (aged 5 to 11) (10.9% or 39,759 people)
 - tertiary education and independence (aged 18 to 24) (9.1% or 33,223 people).
- The estimated top five, five-year age groups of Casey residents in 2025 are:
 - 35 to 39 (8.5% or 36,691 people)
 - 30 to 34 (8% or 34,291 people)
 - 40 to 44 (7.9% or 34,090 people)
 - 0 to 4 (7.6% or 32,791 people)
 - 10 to 14 (7.6% or 32,819 people)
- The estimated top five service age groups in Casey in 2025 are:
 - parents and home builders (aged 35 to 49) (22.4% or 96,396 people)
 - young workforce (aged 25 to 34) (15.4% or 66,017 people)
 - primary schoolers (aged 12 to 17) (10.6% or 45,611 people)
 - older workers and pre-retirees (aged 60 to 69) (10.4% or 44,847 people)
 - tertiary education and independence (aged 18 to 24) (10% or 43,076 people)

2.2.3 Households

- Within Casey there was an estimated 122,669 dwellings, with an average of 3.06 persons per household in 2021
- The 2021 census shows that:
 - 45.4% or 53,605 households were made up of couples with children
 - 20.7% or 24,361 households were made up of couples without children
 - 11.6% or 13,682 households were one parent families
 - 2.4% or 2,776 households identify as group households

Estimated forecast shows that by 2025 there will be 139,923 dwellings, with an average of 3.15 per household. This will increase by an average of 3,214 dwellings per annum to 202,928 with the average household size estimated at 3.12 by 2046.

2.2.4 People needing assistance

- 5.2% or 18,994 people in City of Casey reported needing help in their day-to-day lives due to disability. This was a similar percentage to 2016.
- Special Assistance: Several services running inside the municipality boundaries care for our vulnerable community members ranging from rooming houses, support groups and regularly organised outings and activities

2.2.5 People living alone

- 16% of households in City of Casey contained only one person

2.2.6 Aboriginal and First Nations communities

Casey is home to a large number of Aboriginal and Torres Strait Islander residents across the Southern Metropolitan Region (2,395 people). Of those people, 49% are male and 51% are female. The Casey Aboriginal population is comparatively young, with the median age at 22. With such a high youth population in the local Aboriginal community, it is important for Council to acknowledge the right to self-determination and provide opportunities for children and young people to grow, develop and thrive to become tomorrow's leaders. More information on the City of Casey Aboriginal and Torres Strait Islander population can be found at: [Aboriginal and Torres Strait Islander profile - Key statistics | City of Casey | Community profile](#). City of Casey's Commitment to Reconciliation can be found at: [City of Casey's commitment to Reconciliation | City of Casey](#).

2.2.7 Culturally and linguistically diverse persons

- 22,047 people who spoke a language other than English at home reported difficulty speaking English.
- 153,787 people who were living in City of Casey in 2021 were born overseas, and 16% arrived in Australia within 5 years prior to 2021.

2.2.8 Education and internet access

- 22.0% of people in City of Casey aged 15+ had a Bachelor or Higher degree qualification in 2021, lower than Greater Melbourne. This represents an increase of 23,655 people since 2016
- 11.2% of people had an Advanced Diploma or Diploma
- 40.7% of people stated they had no qualification
- 58.4% of people aged over 15 years had completed Year 12 schooling (or equivalent) as of 2021. This was less than Greater Melbourne.
- 15,253 people in City of Casey were attending university. This represents 4.2% of the population, compared to 5.8% in Greater Melbourne.
- In 2016, 9,151 households in City of Casey (9.5%) did not have an internet connection at the dwelling. *Please note: For the 2021 Census, the ABS dropped the question regarding household internet connection. This page shows data for the 2016 and previous Censuses only.*

2.2.9 Housing tenure

- In City of Casey, 71% of households were purchasing or fully owned their home, 20.9% were renting privately, and 1.4% were in social housing in 2021.
- 18.6% of households with a mortgage were making high loan repayments of \$2,600 or more per month in 2021.
- 52.7% of renters were paying between \$350-\$450 per week

- 72.1% of people reporting a need for assistance were in households who were purchasing or fully owned their home, 18.8% were renting privately, and 5.0% were in social housing in 2016.

2.2.10 Homelessness

In the City of Casey, there are people experiencing housing stress, overcrowding, insecure housing or who are homeless or at risk of being homeless. The number of homeless people in Casey on the 2021 census night was 1,855, and while it includes all defined categories of homelessness, it is likely an underrepresentation due to complexities in counting this cohort.

In 2022/23, 4,078 people accessed specialist homelessness services across Casey. The vast majority are women and children. Family violence is the main reason given by clients accessing these services in Casey, around 40 per cent of cases, followed by financial difficulties and the housing crisis. Family violence is also underreported.

The City of Casey receive approximately 30 referrals per month for assisting community members experiencing homelessness. Casey Link Workers collaborate with other internal teams (eg local laws, waste and sustainability, open spaces and customer services) to:

- provide access & support information to people experiencing, or at risk of homelessness;
- connect people to support services, housing agencies and health care.
- and ensure that people needing assistance (and have provided consent) are referred to appropriate services as soon as possible.

2.3 Economic environment

2.3.1 Local economy/ businesses and Employment

- There are 36,157 active and registered for GST businesses in the City of Casey.
- There are 103,547 local jobs within the City of Casey
- 199,816 Casey residents are employed.
- In City of Casey, 65.2% of people aged over 15 reported themselves as working, with 29.9% of people stating they are not in the workforce
- Out of the 199,816 employed residents in the City of Casey, 50,084 lived and worked in the area. This represents 25% of the resident workforce. The majority of Casey residents, work outside of the City of Casey
- In percentage terms, the Construction industry had the largest number of employees, with 16,153 jobs.

2.3.2 Tourism

- A high percentage of tourists visiting the City of Casey are visiting family and friends.
- The City of Casey supports visitation and tourism through the development and delivery of public events and the management of infrastructure and attractions like Bunjil Place and Myuna Farm.
- In 2020/21, the total tourism sales in the City of Casey were \$721.9m
- In the 5 years up to 2020/21, there were an average of 31,486 international visitors to the City of Casey. Average length stay for international visitors was 43.9 days, higher than the average for Victoria.
- International visitors to the City of Casey were more likely to be visiting friends and relatives, accounting for 69.4% of all visitors.

2.3.3 Industry

- The top 5 occupations for employed people 15 and over are:
 - Professionals (17.2%)
 - Technicians and trade workers (15.7%)
 - Clerical and administrative workers (13.3%)
 - Community and personal service workers (11.8%)
 - Labourers (11%)
- Hallam Industrial Estate is the largest industrial area in the municipality.
- There are several small industries as well as rural industries such as market gardening and general farming.
- The three major business sectors in the City of Casey are Retail, Construction and Health and Community Services.
- Monash University, Berwick Campus is an international learning community with strong links to its local region and is a five-minute walk from Berwick train station. A student accommodation building is located on site.
- Chisholm Institute has two campuses (Casey and Cranbourne) and is one of Australia's biggest TAFE colleges.
- One of Casey's best-known activities is horse training and racing. Cranbourne is one of the largest training centres in Australia. The Cranbourne Racing Complex hosts three racing codes, turf, harness and greyhounds. Each has its own track and specific training facilities.
- Running parallel with Casey's population growth has been an expansion of the City's retail services, ranging from small convenience stores to regional shopping centres of Cranbourne Park, Casey Central and Fountain Gate at Narre Warren. Westfield Shopping Centre in Fountain Gate, run by Scentre Group, is the second largest shopping centre in Victoria.

2.4 Built environment

2.4.1 Suburbs

The following suburbs, townships and rural localities are within the City of Casey:

- | | |
|-----------------------|--------------------------------|
| - Beaconsfield (part) | - Eumemmerring |
| - Berwick | - Fountain Gate (Narre Warren) |
| - Blind Bight | - Hallam |
| - Botanic Ridge | - Hampton Park |
| - Cannons Creek | - Harkaway |
| - Clyde | - Junction Village |
| - Clyde North | - Lynbrook |
| - Cranbourne | - Lyndhurst (part) |
| - Cranbourne East | - Lysterfield South |
| - Cranbourne North | - Narre Warren |
| - Cranbourne South | - Narre Warren North |
| - Cranbourne West | - Narre Warren South |
| - Devon Meadows | - Pearcedale |
| - Doveton | - Tooradin |
| - Endeavour Hills | - Warneet |

2.4.2 Critical infrastructure and major hazard facilities

Critical infrastructure is essential to community wellbeing and includes assets such as regional shopping centres, hospitals, airfields, railway stations, major arterial roads, and major food production

sites. Casey is home to a number of critical infrastructure (as defined under the [Emergency Management Amendment \(Critical Infrastructure Resilience\) Act 2014](#)) that is either based within or running through the municipality.

The National Broadband Network (NBN) is recognised as critical infrastructure for the City of Casey, providing essential communications that support community safety during emergencies. As outlined by NBN, the network has its own emergency preparedness measures, including satellite backup services, mobile network equipment, and power resilience strategies to help maintain or quickly restore connectivity in the event of an emergency. These measures ensure residents, businesses, and emergency services can stay connected and informed maintain essential digital services.

For further information on building critical infrastructure resilience from emergencies visit [Critical Infrastructure Resilience \(emv.vic.gov.au/our-work/critical-infrastructure-resilience\)](#). For further information on the NBN emergency preparedness visit [How to prepare: NBN and emergency events](#).

There are no registered major hazard facility sites in the City of Casey. There are 4 registered major hazard facilities within Dandenong South, located within approximately 4km from the edge of the municipal boundary. For further information on major hazard facilities visit [Licensed and registered major hazard facilities | WorkSafe Victoria](#)

2.4.3 Material recycling and landfill

City of Casey has the following landfill sites:

6 closed/historical landfills, owned and managed by City of Casey

- Narre Warren Closed Landfill – 184 Quarry Road, Narre Warren. A couple of houses close to the boundary on the northern side.
- Stevensons Road Closed Landfill – 21-37 Cyril Beechey Lane, Cranbourne. Housing to the west of the landfill.
- Sydney Pargeter Reserve, Endeavour Hills.
- Donnelly Reserve, Cranbourne.
- Revegetation site, Warneet.
- Sanitary Landfill revegetation site, Tooradin.

2 privately owned and operating landfills:

- Hallam Road Landfill (Putrescible waste) – Veolia – 274 Hallam Road, Hampton Park – Housing surrounding the boundaries.
- SBI Inert Landfill (Solid Inert Landfill)– SBI – 950 Ballarto Road, Botanic Ridge. Minimal houses with in 500m of landfill.

2.4.4 Road network

- The major arterial roads passing through Casey are the:
 - Princes Highway
 - South Gippsland Highway
 - Monash/Princess Freeway
 - Westernport Highway

These and other arterial roads are controlled by the Department of Transport and Planning (DTP). A map of DTP managed roads can be found here: <https://transport.vic.gov.au/road-and-active-transport/business/road-and-traffic-management/map-of-dtp-managed-roads>.

Current road project upgrades include:

- At Clyde Road, Berwick, there is a current project to upgrade the intersections at Kangan Drive and Princes Freeway.
- At Thompsons Road, Clyde North, there is a current project to upgrade the intersection at Berwick-Cranbourne Road.
- At South Gippsland Highway, Devon Meadows, there is a current project to upgrade the intersections at Clyde Fiveways and Fisheries Road.

2.4.5 Rail network

- DTP also manages Victoria's train and bus services within the municipality.
- Metro Trains Melbourne operate trains in Casey. Casey has six train stations on two train lines. Hallam, Narre Warren and Berwick stations are on the Pakenham line and Lynbrook, Merinda Park and Cranbourne are on the Cranbourne line.

2.4.6 Drainage network

Stormwater infrastructure within the municipality is managed by the City of Casey and Melbourne Water. The asset ownership and maintenance responsibility for stormwater infrastructure are generally determined based on the contributing catchment area. Council is responsible for drainage assets with contributing catchment of less than 60 hectares. Melbourne Water oversees larger stormwater assets including major retarding basins, floodplains, creeks and waterways with contributing catchment greater than 60 hectares. Melbourne Water and City of Casey are working toward an agreed asset owner database which identifies ownership and clear responsibilities.

The City of Casey undertakes flood mapping at a regular interval. This data will be used to inform council's land use planning, implement better development controls, as well as to help plan future flood mitigation works. Council also carries out an annual pipes condition assessment program to identify and replace damaged underground drainage assets and maintain effective drainage network. Council's maintenance officers utilise the condition assessment report to locate and unblock underground pipes which helps to prevent localise flooding of properties and local streets.

Council continues to communicate and share information with Melbourne Water and emergency services agencies to facilitate better stormwater management outcomes.

2.5 Natural environment

2.5.1 Parks and reserves

According to the [Open Space Strategy 2023](#) a considerable proportion of Casey's open space serves as a primary purpose of drainage, utility and conservation. There is approximately 30 nature reserves and revegetated sites within the City of Casey. Beyond spaces reserved solely for environmental purpose, open spaces offer valuable opportunities to support biodiversity, encourage sustainable use of resources and increase tree canopy cover.

According to the Strategy, the Public open space in the City of Casey includes:

- Land owned and/or managed by Casey City Council (may include local or state owned)
- State-owned land or land managed by other government agencies including national and regional parks, metropolitan parks and nature conservation reserves.
- Open space reserved for drainage and utility purposes.

The areas of most significant vegetation remnants and fauna habitats include Lysterfield Park, Churchill National Park, Royal Botanic Gardens Cranbourne, Dandenong Police Paddocks and coastal areas of Blind Bight, Cannons Creek, Tooradin, and Warneet.

2.5.2 Significant water bodies

- Several waterways flow throughout the municipality
 - Dandenong Creek
 - Eumemmerring Creek
 - Cardinia Creek
 - Troups Creek
 - Ti Tree Creek
 - Clyde Creek
 - Hallam Valley Contour Drain

Dams subject to dam failure:

- Oaks Court, Lysterfield South (private)
- Three dams adjacent to Caithwell Court, Narre Warren North (Council owned)
- Over 20 Melbourne Water Retarding Basins with more to come through Precinct Structure Plan development.
- Over 16 Council-owned Retarding Basins and Waterbodies
- Tooradin is one of the coastal towns subject to flooding from sea level rise/king tide with storm surge.

2.5.3 Agriculture

Agriculture in the City of Casey is relatively small in the broader Victorian context and contributes 0.3% of Victoria's Agriculture employment – 1,225 jobs. In 2023-24, the total value of agricultural output in the City of Casey was \$287.04m. The largest commodity produced was vegetables, which accounted for 43.1% of the City of Casey's total agricultural output in value terms. This mainly comprised of horticulture and livestock production, including:

- Vegetables
- Nurseries and cut flowers
- Livestock slaughtering
- Egg production
- Other fruit
- Milk
- Crops for hay
- Wool

2.6 History of significant emergencies

Date	Incident type/ description
February 1983, 'Ash Wednesday'	Ash Wednesday bushfires spread across most of Victoria. In the City of Casey, the townships of Harkaway and Narre Warren North were affected with some properties either lost or damaged. Tragically, six firefighters from the Narre Warren Brigade were among those who lost their lives when their truck was overrun by fire in Upper Beaconsfield, just to the east of the municipality.
September 1984	Major Floods affecting Police Road (5.69m), Heatherton Road and Eumemmerring Creek (49.74m), Princes Highway Berwick and Cardinia Creek (50.65m) and Cardinia Gauge (12.55m).
19 February 2005	Cranbourne Botanical Gardens Bushfire – 20 hectares

January 2009 Heatwave	In January of 2009 a heatwave of unprecedented intensity and duration in Victoria led to 3 consecutive days of maximum temperatures above 43°C (metropolitan Melbourne). Ambulance demand increased by 45% over the 3 consecutive days of extreme heat and an increased demand was sustained for a significant period of time after the heatwave had passed. Heat related cases increased 34 fold and a 2.8 fold increase in cardiac arrests occurred. 374 additional deaths were noted when compared with the same period for the previous 5 years. <i>Data specific to the City of Casey unable to be obtained.</i>
2007/2008	Cranbourne Methane Gas Leak occurred in the Brookland Greens residential estate which was caused by the closed Stephensons Road Landfill site. The gas leak affected residents in the nearby area.
January 2009, 'Churchill National Park'	On 30 January 2009, a bushfire sparked by a car fire on Power Road, Endeavour Hills, spread into Churchill National Park, Lysterfield South. This fire threatened residential properties in Lysterfield South and Endeavour Hills before being extinguished. This fire had the potential to spread into the foothills of the Dandenong Ranges and caused significant concern for emergency services.
February 2009, 'Black Saturday'	On 7 February 2009, Victoria was devastated by the worst bushfires in Australia's history when 173 people lost their lives. Six homes in Narre Warren South and three homes in Narre Warren North/Harkaway were lost along with out-buildings, fences, machinery and some livestock. Fires that started on the South Gippsland Highway in Cranbourne North on that day also had the potential to affect properties in Lyndhurst, Lynbrook, Cranbourne North and Hampton Park.
April-May 2009	H1N1 Influenza pandemic impacted large parts of Australia, in Victoria there were 37,000 laboratory-confirmed cases, including almost 5,000 hospitalisations and nearly 200 deaths. <i>Data specific to the City of Casey unable to be obtained.</i>
September 2010	Across the span of three days from the 5th of September 2010 to the 7th a Windstorm event impacted Casey resulting in 174 requests for assistance from the community to the State Emergency Service. The impacts of the event included fallen trees onto properties and across roads creating traffic hazards and causing damage to buildings. Damage by requests/jobs are as follows: 59 building damage, 1 flooding, 133 tree down and 59 traffic hazard related works.
October 2010	On 21 October 2010, fire jumped containment lines and spread onto Council's road reserve from a controlled burn along the eastern boundary of the Royal Botanic Gardens Cranbourne. No properties were threatened but Junction Village residents were prompted to enact their Bushfire Survival Plans.
February 2011	On 4 February 2011, a severe storm resulting in heavy rainfall over the City of Casey caused substantial flash flooding across the region. During this storm: • 180 millimetres of rain fell at Lynbrook over a 24-hour period. • Over 600 residential households, 10 aged care facilities and many businesses were significantly impacted by floodwater. • 103 properties sustained such heavy damage through flooding that residents were either evacuated or relocated. • Hampton Park Shopping Centre was flooded • A number of roads were closed to traffic for some days. These included Narre Warren- Cranbourne Road, Shrives Road, Heatherton Road, Pound Road, Centre Road, Webb Street and Princes Highway.

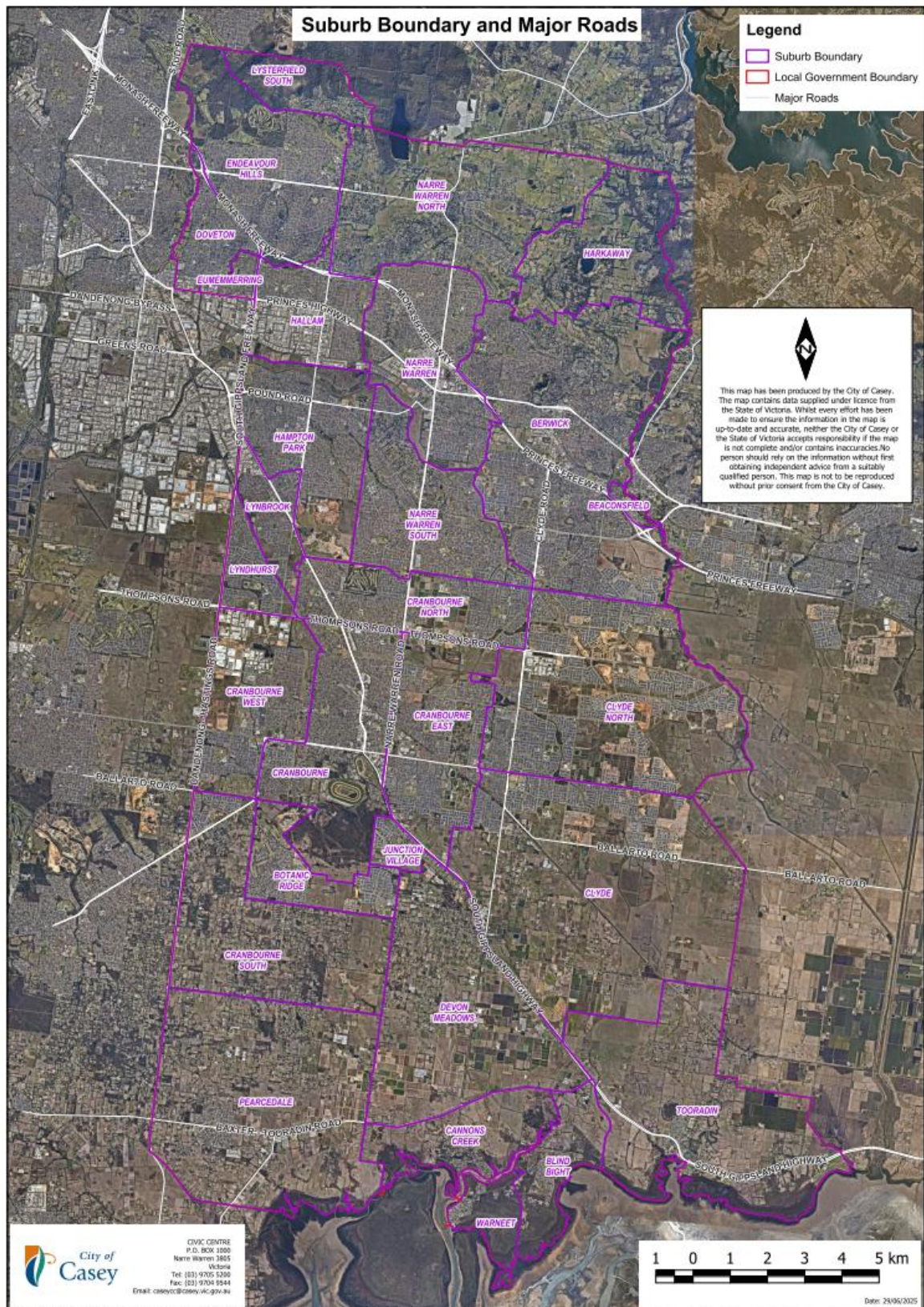
	SES received over 735 requests for assistance from the City of Casey residents. A number of people also required rescue assistance due to floodwaters
January 2014 Heatwave	The 14 to 17 January 2014 heatwave occurred over the State with Melbourne temperatures exceeding 41°C with some parts of the State experiencing over 45°C for more than three (3) consecutive days during this period. This resulted in 167 excess deaths and an increase of 25% in Ambulance Victoria's emergency caseload in the Metropolitan region. <i>Data specific to the City of Casey unable to be obtained.</i>
11 November 2014	Monash Freeway Chemical Spill occurred between Heatherton, Endeavour Hills and Stud Roads, Dandenong North at 10.50am which closed the Monash Freeway in both directions until 3pm. The emergency was sparked by a drum leaking highly flammable aviation fuel. The incident caused major traffic disruptions along the Monash Freeway and roads adjoining the freeway.
30 January 2019	Storm event resulting in building damage, fallen trees and traffic hazards impacting multiple suburbs across the municipality of Casey. Approximately 150 requests for assistance were received from the community by the State Emergency Service.
March 2019	Deployment of Casey's relief centre staff and Environmental Health Officers occurred during the Bunyip State Park Bushfires in Cardinia
2019/20 'Black Summer'	Deployment of Casey's relief centre staff and Environmental Health Officers occurred during the Eastern Victorian Bushfires in late 2019 to early 2020.
14 February 2020	Storm event resulting in flooding entering premises and causing damage to multiple residential properties across the municipality. Approximately 80 requests for assistance were received from the community to the State Emergency Service.
2020+ COVID-19 Pandemic	The coronavirus disease 2019 (COVID-19) caused by SARS-CoV-2 emerged in 2019 overseas and in Australia in 2020. At the time of finalising this version of the MEMP the impacts from COVID-19 were still being experienced by the Casey community. City of Casey COVID 19 Data (By local government area): - Total cases to date 157,583 (as at 22.12.22) 2019 Est population 353,872 - Victoria total lives lost 6,216 - Victoria total cases recovered 2,765,578
9-10 June 2021	Storm event resulting in fallen trees, traffic hazards and building damage. Approximately 200 requests for assistance was received by the community to the State Emergency Service over a two day period. Storm event impacted multiple suburbs across the municipality of Casey.
29 October 2021	High winds resulting in damage across the municipality of Casey in the form of building damage, fallen trees, traffic hazards and trapped community members. Approximately 240 requests for assistance were received from the community to the State Emergency Service on the 29th of October with a total of approximately 400 requests across a three day span.
28 January 2022	Storm event resulting in flash flooding and building damage for multiple residential properties across the municipality. Approximately 60 requests for assistance were received from the community to the State Emergency Service.
October-November 2022	Widespread flooding across the State, in some cases more significant than the 2010 flood event. Within the metro area parts of Hallam and the South Gippsland Hwy in Tooradin were cut off.

February 2024	Storm event resulting in flash flooding and power outages. Resulted in over 5,000 residents offline for approximately 24 hours. Parts of the municipality were without power for 10 days after the storm. A power and shower hub was activated.
September 2024	Storm event resulting in flash flooding and power outages. Power and shower hub was activated.

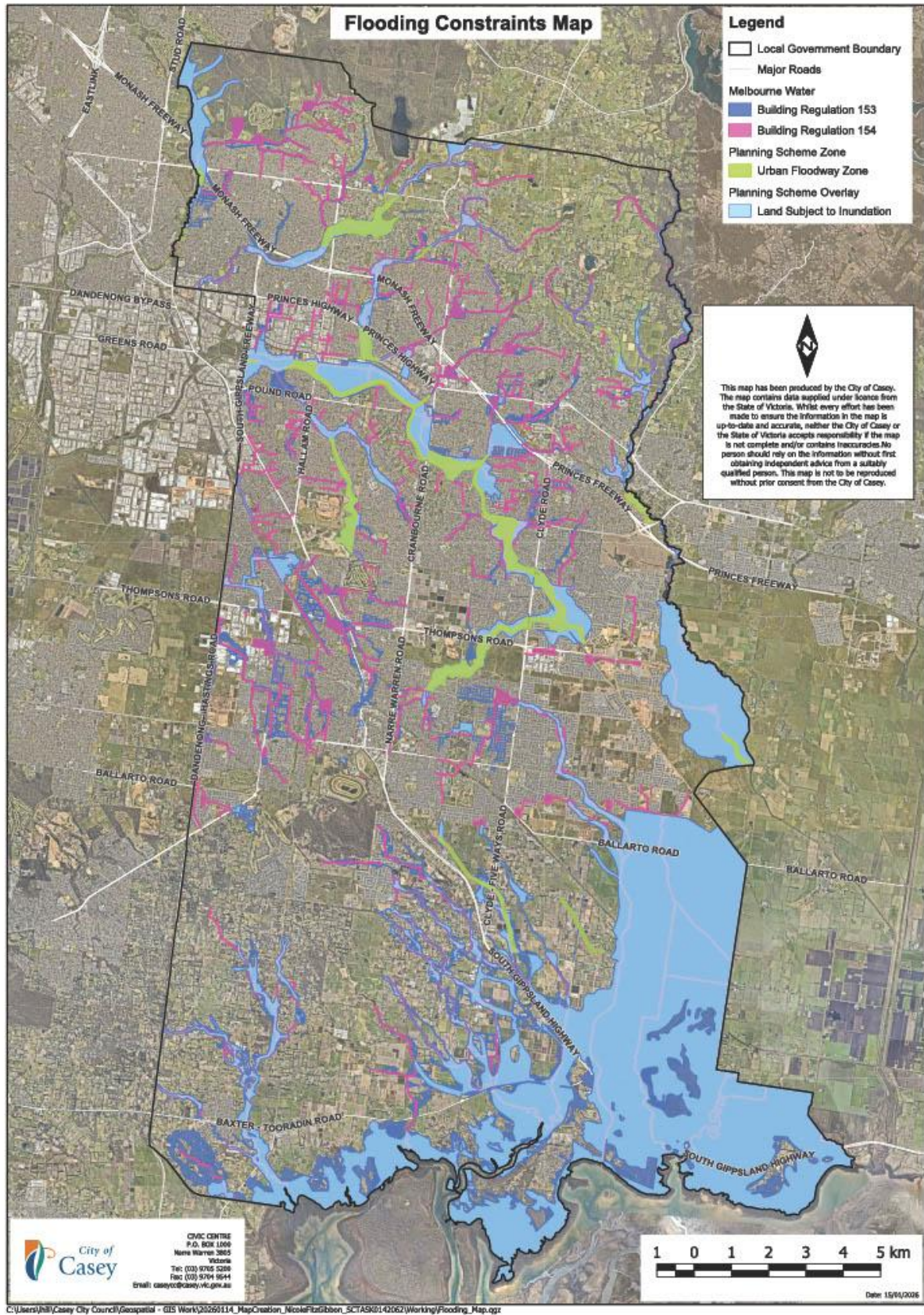
2.7 Maps



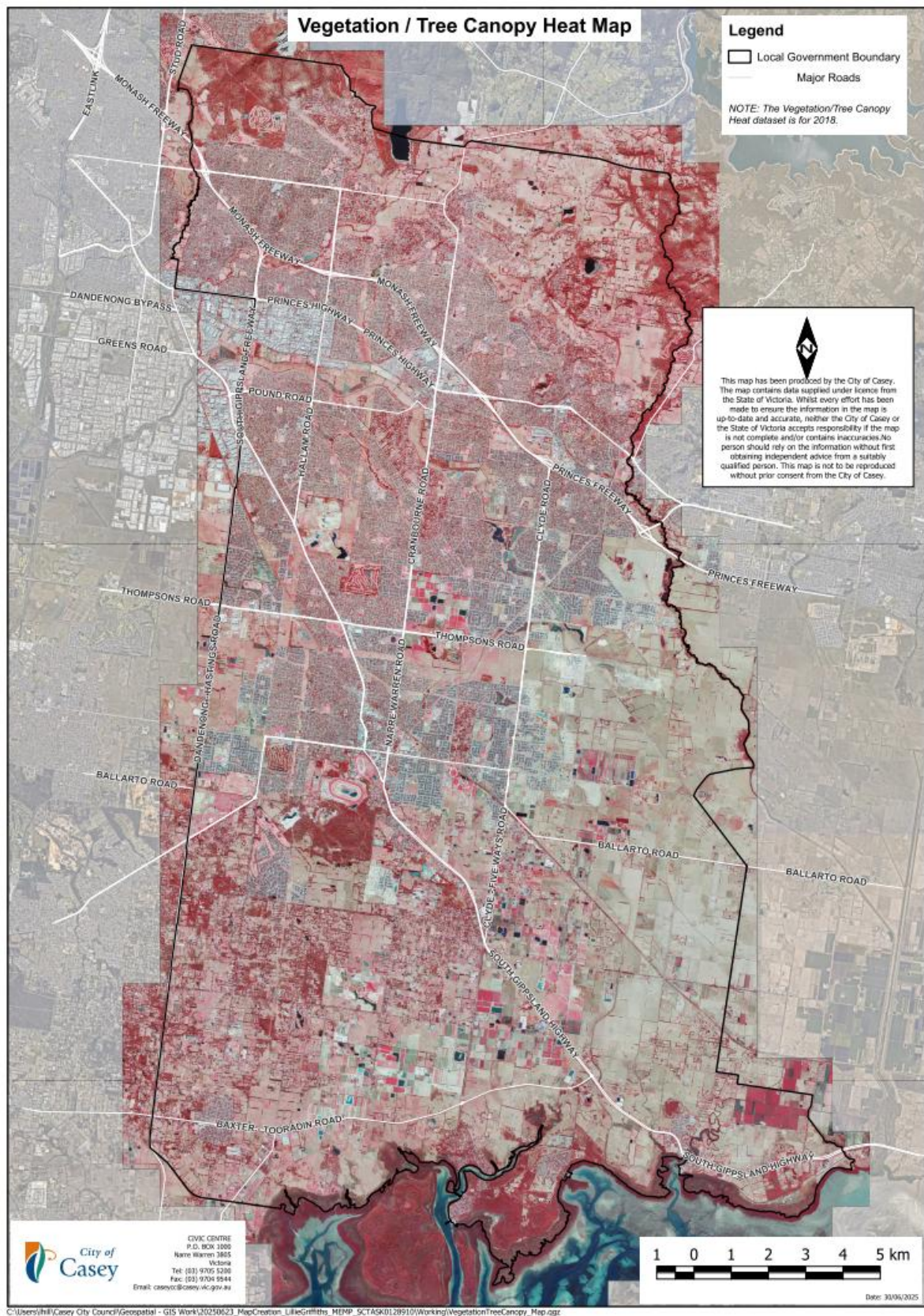
Map showing local government boundaries and major roads.



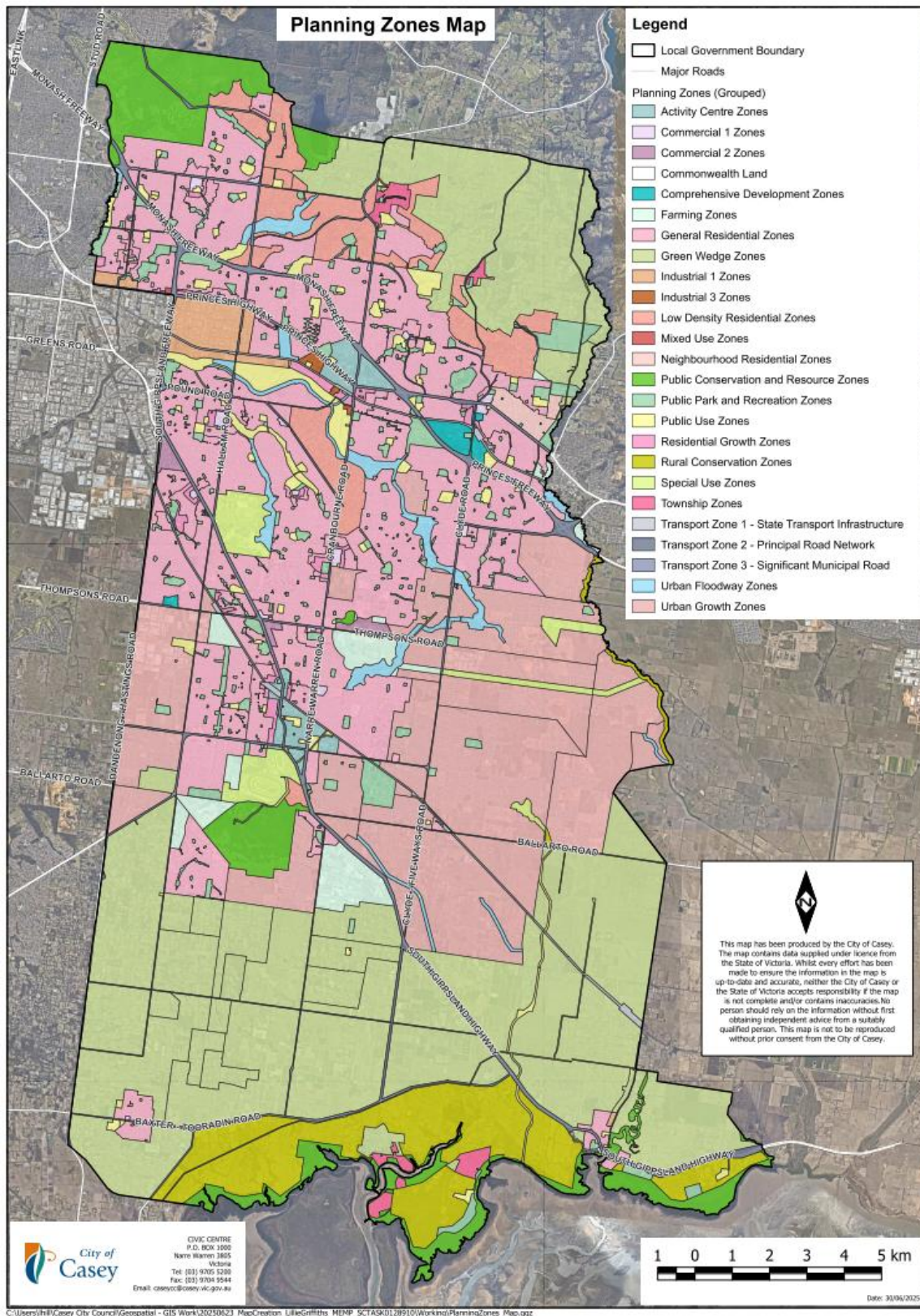
Map showing suburb boundaries.



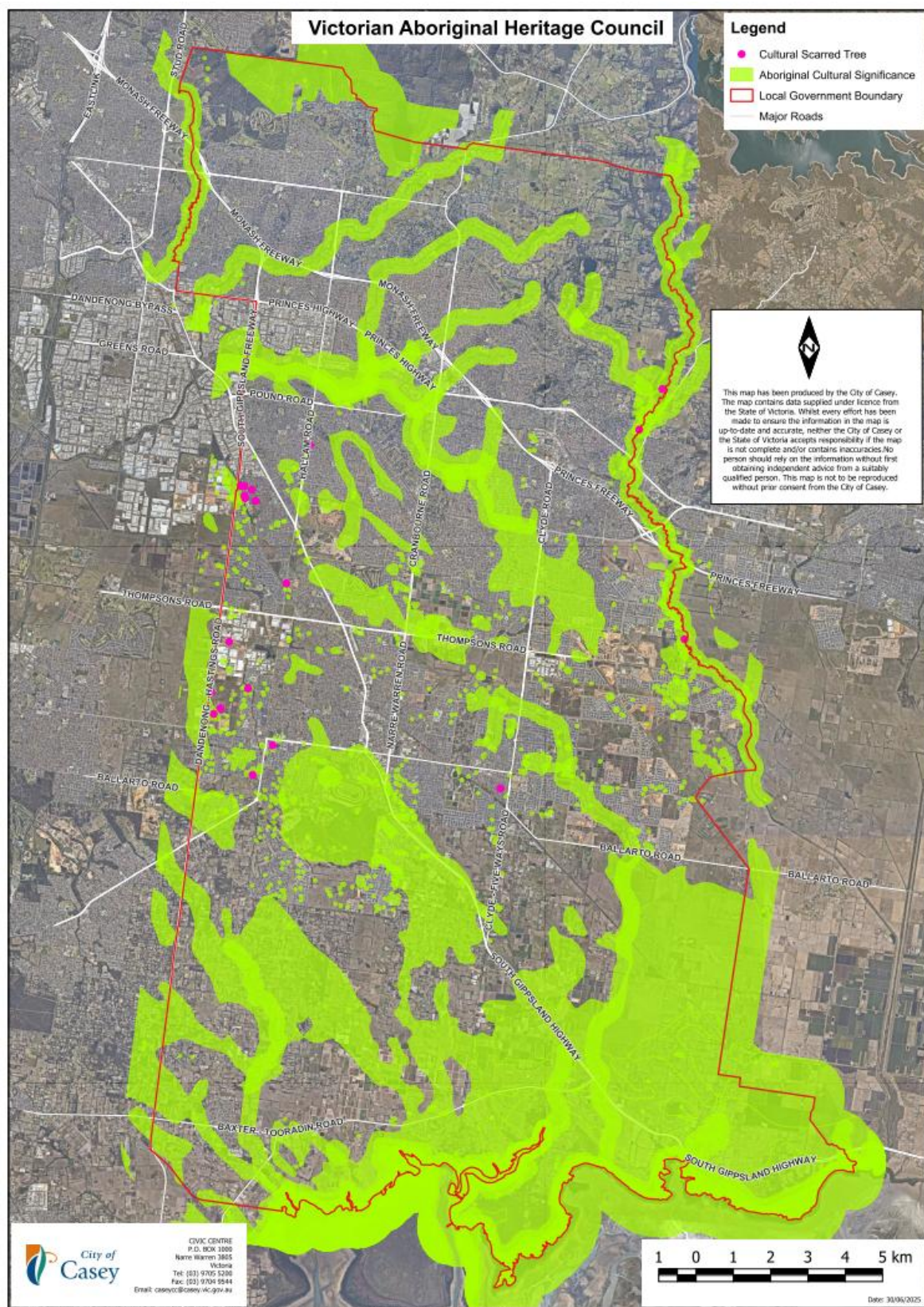
Map showing Melbourne Water (Building Regulations 153 and 154), the Planning Scheme (Urban Flood Zone) and the Land Subject to Inundation overlay (LSIO).



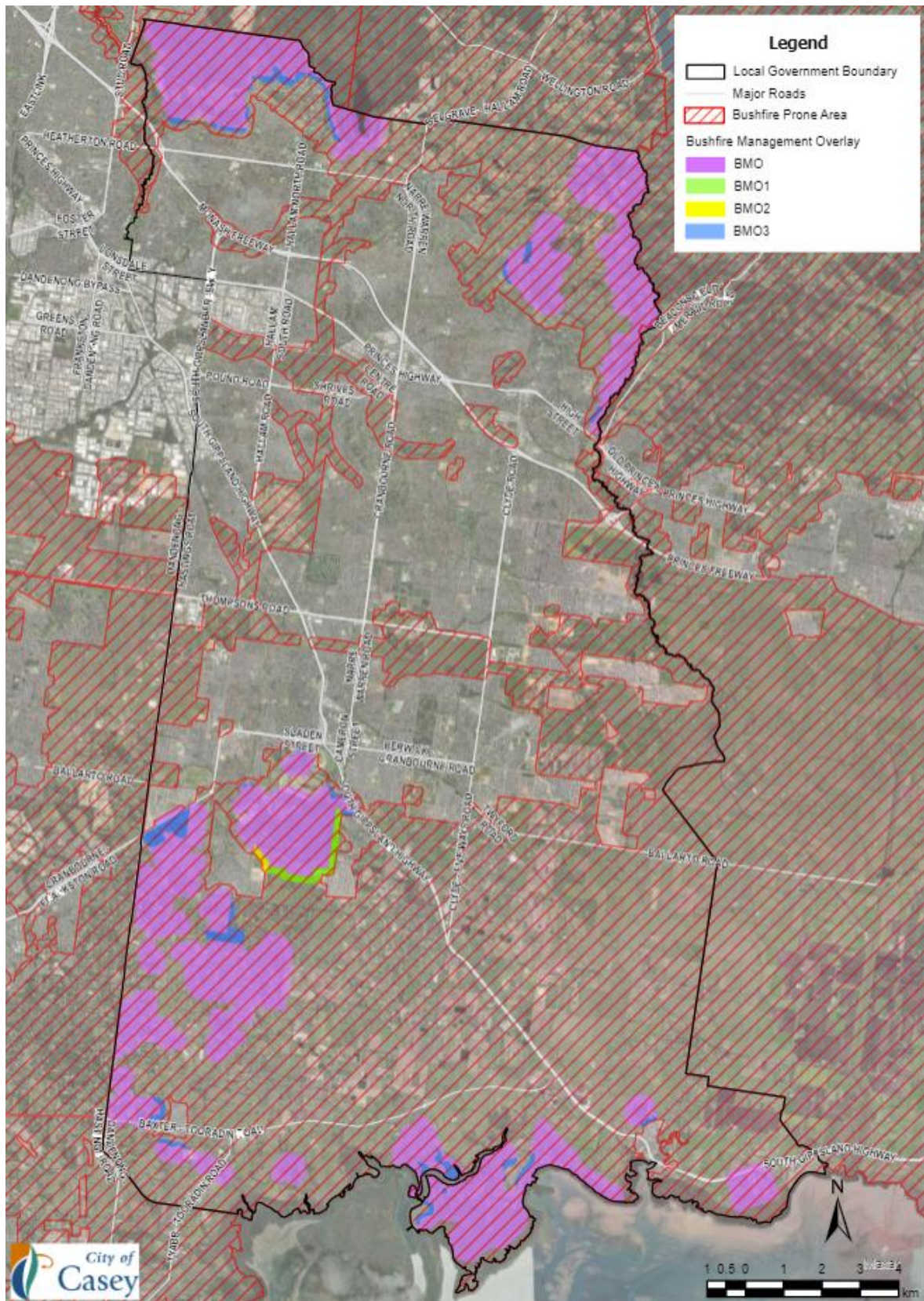
Vegetation/ tree canopy heat map.



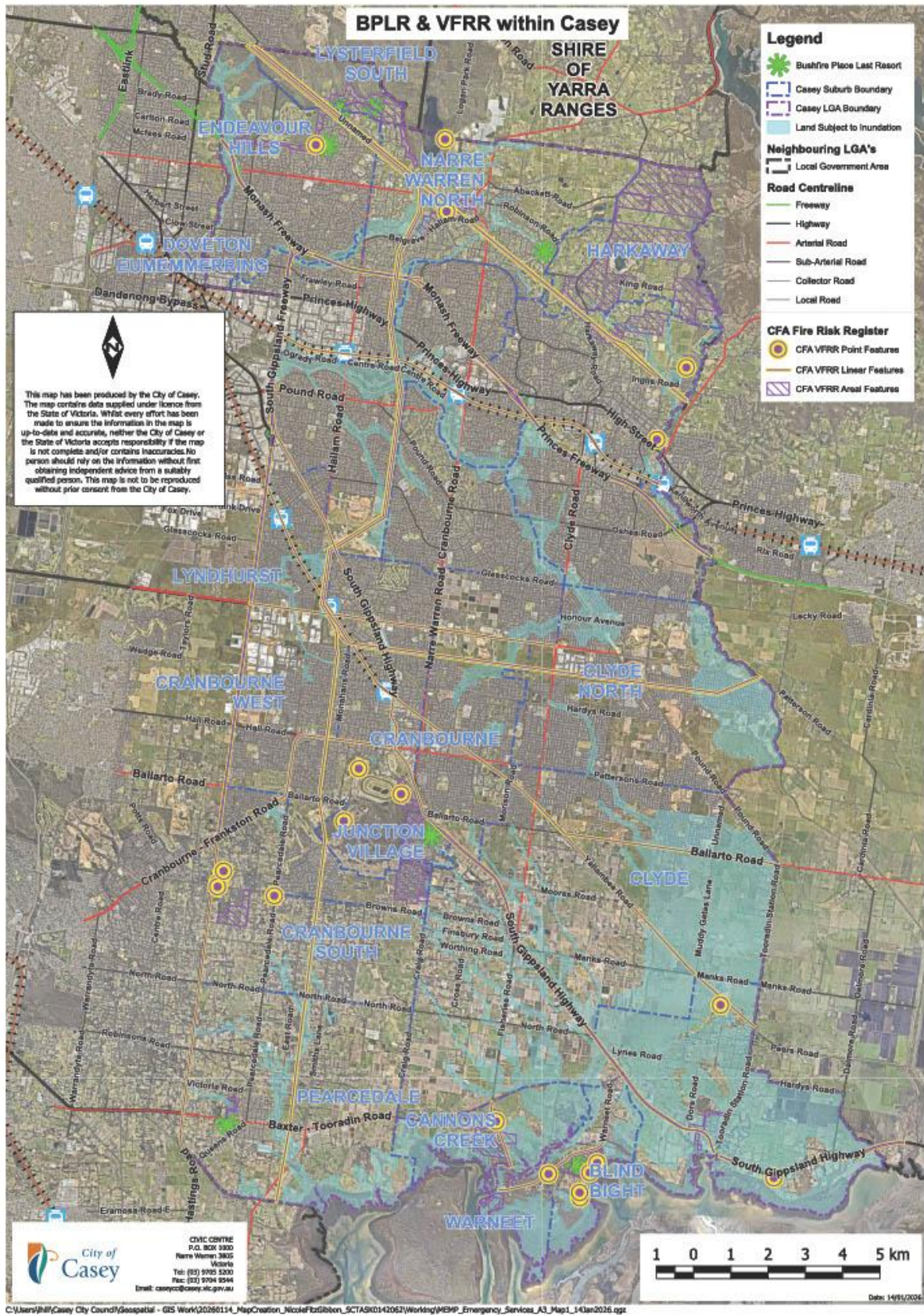
Map showing planning zones.



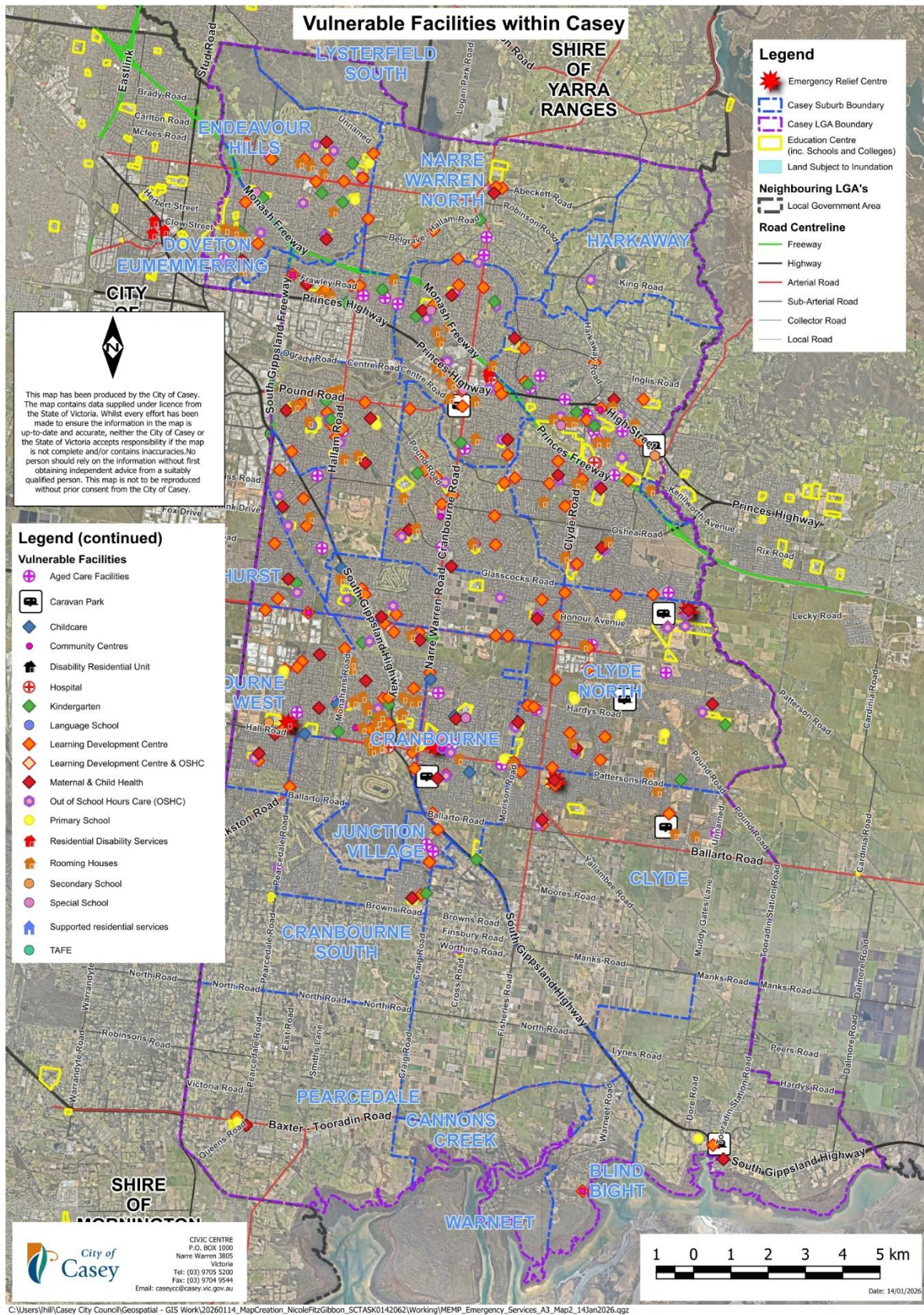
Information from Victorian Aboriginal Heritage Council.



Map showing Bushfire Prone Areas (BPA) and Bushfire Management Overlay (BMO).



Map showing Bushfire Place of Last Resort (BPLR) and Vulnerable Fire Risk Register (VFRR).



Map showing Vulnerable Facilities with Casey (VFR) and Emergency Relief Centres (ERC's).

3 Part Three – Planning Arrangements

3.1 The MEMPC

In accordance with the *EM Act 2013* s59 the City of Casey is responsible for establishing a Municipal Emergency Management Planning Committee (MEMPC) for its municipal district.

The principal role of the MEMPC is to undertake strategic planning for the emergency risks that could affect the Casey municipality.

The members of the MEMPC are collectively the owners of, and responsible for the development and maintenance of this MEMP and any Sub-plans to ensure they meet all requirements under the *EM Act 2013*.

Core functions of the MEMPC, in accordance with the *EM Act 2013* s59D, are:

- (a) to be responsible for the preparation and review of its MEMP; and
- (b) to ensure that its MEMP is consistent with the state emergency management plan and the relevant regional emergency management plan; and
- (c) to provide reports and recommendations to the Regional Emergency Management Planning Committee for the region in which the municipal district is located in relation to any matter that affects, or may affect, emergency management planning in that municipal district; and
- (d) to share information with the Regional Emergency Management Planning Committee for the region in which the municipal district is located and with other Municipal Emergency Management Planning Committees to assist effective emergency management planning in accordance with Parts 6 and 6A; and
- (e) to collaborate (having regard to any guidelines issued under section 77(2)(ii)) with any other Municipal Emergency Management Planning Committee that the Municipal Emergency Management Planning Committee considers appropriate in relation to emergency management planning, including preparing municipal emergency management plans; and
- (f) to perform any other function conferred on the Municipal Emergency Management Planning Committee by or under this or any other Act.

The Casey MEMPC meets on a quarterly basis.

Refer to the Terms of Reference for further information on the Casey MEMPC. The Terms of Reference is available on [EM-Cop](#) (not available to the general public) or through a request submitted to the MEMPC Chair at emergency@casey.vic.gov.au.

3.1.1 MEMPC Membership

In accordance with the *EM Act 2013* (s59A) the core membership of the MEMPC includes representatives from the following organisations:

- City of Casey (Chair)
- Victoria Police
- Country Fire Authority
- Fire Rescue Victoria
- Victoria State Emergency Service
- Department of Department of Families, Fairness and Housing (formerly the Department of Health and Human Services)
- Ambulance Victoria
- Australian Red Cross

The core members of the MEMPC have the authority to invite additional members. As of January 2026, additional members included representatives from the following:

- Agriculture Victoria (Department of Energy, Environment and Climate Action)
- Department of Education
- Department of Health
- Emergency Recovery Victoria
- Forest Fire Management Victoria (Department of Energy, Environment and Climate Action)
- Monash Health
- The Salvation Army
- Scentre Group Fountain Gate (Westfield Shopping Centre)
- St John Ambulance Australia (Vic) Inc
- Victorian Council of Churches Emergencies Ministry Ltd
- Wireless Institute Civil Emergency Network
- Environment Protection Authority
- Services Australia

The MEMPC also resolved to invite community representation from the Casey Group Officer from Country Fire Authority and the Narre Warren Unit Controller and Cranbourne Unit Controller from Victoria State Emergency Service. These positions are held by local volunteers.

Other stakeholders may be invited from time to time to participate in MEMPC meetings if risks are identified that require further stakeholder and/or subject matter expertise input.

3.1.2 Sub-committees and Working Groups

Under the Terms of Reference of the MEMPC, Sub-committees and/or Working Groups may be established to plan for the management of specific risks that require additional or more complex levels of planning.

Current standing Sub-committees and Working Groups established by the MEMPC as of January 2026 include:

- Casey Municipal Fire Management Working Group

3.2 Southern Metropolitan REMPC

Planning for emergencies at the regional level is important as many emergencies traverse municipal boundaries and a range of support services provided by key stakeholders are delivered at a regional level.

Planning for mitigation, response and recovery at the regional level is undertaken by the Southern Metropolitan Regional Emergency Management Planning Committee (REMP) and the Relief & Recovery Sub-Committee.

The MEMPC maintains a process of two-way information sharing with the Southern Metro REMPC through the City of Casey representation on the REMPC and Relief & Recovery Sub-Committee. Council's involvement at the regional level builds stronger coordination between the municipal and regional level planning, particularly as it relates to roles and responsibilities, escalation, communication, capacity and reporting. Working relationships established through the regional committees also enables greater efficiency and effectiveness when an emergency occurs.

3.3 Victoria's emergency management planning framework

This plan supports holistic and coordinated emergency management arrangements within the region. It is consistent with and contextualises the [State Emergency Management Plan \(SEMP\)](#) and [Regional Emergency Management Plan \(REMP\)](#) for the Southern Metro Region. The REMP is a subordinate plan to the SEMP and the MEMP is a subordinate plan to the REMP.

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

This MEMP should be read in conjunction with the [SEMP](#), [Southern Metro REMP](#) and Regional Relief and Recovery Plan.

Agencies with roles or responsibilities in the MEMP and/or sub-plan must act in accordance with the plan (*EM Act 2013* s60AK) and are accountable to the extent possible for meeting all resourcing requirements to do so.

3.4 MEMP Distribution

Once endorsed and approved new versions of this MEMP will be published on the [City of Casey Website](#) for MEMPC members to access along with members of the community. Restricted sections of the MEMP will be separately distributed to relevant MEMPC members and other key stakeholders as appropriate.

The MEMPC is also responsible for providing a copy of the published MEMP to the State Library of Victoria within two months of the MEMP being published on the Casey Website. The MEMP will be deposited with the State Library of Victoria in accordance with *Libraries Act 1988* s49 via the National edeposit (NED).

3.5 MEMP Consultation

Consultation with the community is important in ensuring that the community's needs and priorities are captured within local emergency management arrangements. Emergency management stakeholders consult with community regularly in the development of programs and policies as part of their business as usual service delivery.

To ensure compliance with the consultation requirements outlined under Section 60AFB of the Emergency Management Act 2013, the MEMPC has engaged with stakeholders and community to ensure shared understanding of the roles, responsibilities, people, resources and systems needed for managing emergencies. This process also captures community needs and local knowledge to inform the development of the MEMP.

In August 2025, the City of Casey, on behalf of the MEMPC, surveyed the community to better understand the community's awareness of local risks, preparedness levels, and identify barriers to community preparedness, including incorporating community knowledge into the MEMP. Engagement for the MEMP ran for a 6-week period, from 11 August 2025 to 22 September 2025. Based on results, 32% of respondents felt they were 'somewhat prepared for an emergency' followed by 25% 'a little prepared', 22% 'mostly prepared', 17% 'not prepared at all' and only 4% 'very prepared'.

However, as noted in Section 7.2, the *City of Casey Health and Social Profile* found that a higher proportion of residents, 43%, felt their household was prepared for an extreme weather event, compared with results from the MEMP consultation survey in August 2025. This was due to a lower participation rate in the 2025 survey.

Over 40% of respondents stated they 'did not know where to start or what emergencies to plan for', and that 'it is a low priority due to other stresses'. Many respondents, 30% also noted they did not know how to create an emergency plan, and 26% were not sure where to access information to prepare for emergencies.

These results are consistent, as over 80% of all respondents were not aware that the MEMP outlines preparedness activities that community members can undertake. Highlighting that there is an opportunity to increase community awareness and education, promoting the MEMP as a tool to inform residents on local risks and how to increase preparedness levels.

Other insights from the consultation process suggested that over 47% of respondents would be 'somewhat likely' to use the MEMP to help plan for emergencies; however, there were suggestions that the information should be delivered in a more accessible, easy-to-find format, such as clearly identified on the Council webpages and increased in-person community engagement opportunities to build local networks and knowledge.

During community consultation, participants were asked: '*If you could add one topic to the MEMPC agenda, what would it be?*' The community highlighted hazards such as extreme weather events (heatwaves, storms), blackouts and power outages, flooding and drainage issues, and fire risk, which are currently captured in the MEMP; however noted that there should be a focus on cybersecurity threats and environmental/ climate change impacts.

Further to community consultation, the MEMP is also guided by the City of Casey's Council Plan 2025-2029. The Council Plan is the City of Casey's primary strategic document, outlining the organisation's strategic direction and supporting the ongoing commitment to the community and the community vision. Embedded into the Plan is the Municipal Public Health and Wellbeing Plan, ensuring all Council and partner organisations work together to improve community wellbeing. This approach considers various health and well-being challenges within the Casey community. Acknowledging that individuals' experiences are shaped by factors such as gender, age, disability, ethnicity, race, sexual orientation, income, culture, and religion. These factors are central to guiding the planning and decision-making and recognising that health and wellbeing objectives are everybody's responsibility.

The City of Casey Council Plan 2025-2029 and the City of Casey Health Social Profile 2024 can be found via the [corporate planning documents](#) on the City of Casey Website.

In addition to specific opportunities for consultation, any member of the community is also welcome to submit feedback to the MEMPC via the [Casey Website](#) at any time or as per contact details on the [cover page](#).

3.6 Sub-plans and complementary plans

3.6.1 Sub-plans

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

All sub-plans to this MEMP are subject to the same preparation, consultation, assurance, approval and publication requirements as this MEMP, as outlined in Part 6A of the *EM Act 2013*. Same as the requirements for the MEMP, sub-plans cannot not conflict with or duplicate other in-force emergency management plans that exist.

The Casey MEMP currently has no sub-plans.

3.6.2 Complementary Plans

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

Complementary plans do not form part of this MEMP and are not subject to approval, consultation and other requirements under the *EM Act 2013* however are considered by the MEMPC in preparing this MEMP.

Current complimentary plans to the Casey MEMP include:

- [Bushfire Places of Last Resort Plan](#)
- [Municipal Storm & Flood Emergency Plan](#)
- [City of Casey Heatwave Emergency Operational Plan](#)

3.7 Community Plans

Community plans, in the context of emergency management, include plans developed by and for a specific community group in conjunction with the MEMPC. At the time of finalising this version of the MEMP no community-based emergency management plans for Casey were identified.

Community groups interested in developing an emergency management plan are encouraged to review the information on the Emergency Management Victoria website regarding [Community Based Emergency Management](#) and the [Australian Red Cross 'RediCommunities'](#) information and contact the MEMPC.

4 Part Four – Mitigation Arrangements

Mitigation refers to the activities and arrangements in place that are intended to eliminate or reduce the incidence or severity of emergencies and minimise their effects on and consequences for communities. Mitigation activities should consider the context of the Casey community and their unique needs.

Mitigation includes emergency prevention and preparedness activities which are a shared responsibility across individuals, community, business, government and non-government organisations.

The mitigation 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 Casey. Mitigation activities undertaken at the local level take many forms, including planning, land use and development strategies and controls; road network improvements and maintenance; drainage engineering; building code controls; environmental health programs; public health and wellbeing planning and programs; immunisation; community profiling and development; community education and resilience building; fire fuel management.

Much of this work is governed by regulatory regimes separate to the *EM Act 2013* and are integrated within everyday business and activities of MEMPC member agencies and other local emergency management stakeholders. Further information about agency responsibilities for mitigation can be found at [Mitigation | Emergency Management Victoria \(emv.vic.gov.au\)](https://emv.vic.gov.au).

Some key mitigation activities completed at the local level are further described below. Part 9 also provides information of risk specific mitigation activities undertaken at the local level.

4.1 Community Emergency Risk Assessment (CERA)

Mitigation strategies must address known and emerging risks to the Casey community. The MEMPC is required to undertake a comprehensive emergency risk assessment regularly to ensure the Casey risk profile remains current. This is achieved through adoption of the Community Emergency Risk Assessment (CERA) process which is designed to:

- Identify the risks that pose the most significant threat to their community.
- Identify, describe and understand the exposure and vulnerability of key community assets, values and functions essential to the normal functioning of the community.
- Discuss and understand the consequence and likelihood, causes and impacts for each risk.
- Identify opportunities for improvement to prevention, control, mitigation measures and collaboration.
- Inform emergency management planning.

The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community assets, values, and functions. As such, CERA provides an opportunity for multiple community impacts and consequences to be considered enabling collaborative risk treatment plans and emergency preparedness measures to be described.

Integral to the success of the CERA process are the in-depth discussions that occur between experts, decision-makers and community representatives. The CERA meeting format promotes a collaborative discussion between agencies, experts and community representatives on the ways in which various hazards may affect important assets, values and functions for the community.

The intended outcome of this process is the development of specific risk mitigation strategies and MEMP sub-plans that enhance community resilience, safety and security within Casey.

The CERA review is conducted every three years using the ISO-31000 processes and is facilitated by the Victoria State Emergency Service. A full review of the CERA for Casey was last completed in November 2025.

Refer to the Victoria State Emergency Service website for further information on CERA: www.ses.vic.gov.au

The following table identifies the emergency risks that members of the MEMPC have workshopped to be the most significant for the Casey community:

Risk	Residual Risk Rating	Control Agency
Bushfire - All	High	Country Fire Authority Fire Rescue Victoria Department of Energy, Environment and Climate Action
Hazardous Material	Medium	Country Fire Authority Fire Rescue Victoria
Storm and Flood inc. storm surge	High	Victoria State Emergency Service
Extreme Temperatures (heat)	High	<i>Control Agency will be determined by key consequences of extreme heat event</i>
Essential Service Disruption	High	Victoria Police Department of Energy, Environment and Climate Action Department of Transport and Planning
Human Epidemic/Pandemic	High	Department of Health
Emergency Animal Disease	High	Department of Energy, Environment and Climate Action

A profile for each of the above CERA risks is provided for in Part 9.

4.2 Climate change adaptation

Climate change is having a direct impact on emergency management within Casey through the increasing severity and frequency of extreme weather events. Such events can include prolonged heatwaves, storms and floods and more extreme fire behaviour.

The predicted changes will impact the health and wellbeing of the community and increase property damage and loss, as well as place an increased demand on emergency management resources.

Key risks and impacts on the emergency management sector as a result of climate change include:

- an increase in the frequency, severity and complexity of extreme weather and cascading events, intersecting with other stressors that require joint agency planning and interoperability;
- implications for security and stability;
- an increase in exposure and vulnerabilities of communities to disasters and amplifications of other stressors and shocks;
- an increasing of the economic cost of disasters, further stretching the resourcing of emergency services;

- an increase of health and safety risks for volunteers and staff working in emergency management, including fatigue and mental health;
- sustained consequences of ecosystem changes, including impacts on effectiveness of risk mitigation activities;
- supply chain vulnerabilities for the sector;
- an increased expectation across private and public sectors that emergency services have regard for and consider climate change risk across operations and service delivery;
- an increase in liability exposures for emergency services and impacts of insurance sector changes;
- changes in the financing of projects and critical infrastructure;
- failure of building codes and land use planning to adequately adapt; and
- an ineffective transition to low emissions technologies.

(source: [Australasian Fire and Emergency Service Authorities Council \(AFAC\) 2018. Discussion paper on Climate Change and the Emergency Management Sector](#)).

Emergency management planning will need to consider the compounding impacts of extreme events. MEMPC member organisations will also need to consider the extent of their vulnerability to the effects of climate change impacting their capacity to support the Casey community and deliver emergency management services.

Similarly, the increasing frequency and severity of emergency events is creating an even greater need to build stronger community resilience to impacts of emergencies.

For more information on climate change and its relationship with emergency management, visit the [Australian Disaster Resilience Knowledge Hub Website](#).

For further information on climate change in the City of Casey visit <http://www.casey.vic.gov.au/environment-waste/environment/climate-change-and-energy/climate-change-in-casey>

4.3 Community education and engagement

Education and engagement are essential parts of mitigation through empowering Casey community members to plan and prepare for the emergencies that could affect them.

Engaging with the community helps the emergency management sector better understand the community needs and the level of resilience of residents and stakeholders. Effective community engagement builds trust between the community and emergency organisations and strengthens community capacity to better cope during and recover from an emergency.

Trust within government and non-government organisations plays a pivotal role in emergency preparedness. Higher levels of trust allow for better response from the community during disasters. Trust increases community capacity and willingness to adopt preparedness and response measures. Understanding and maintaining trust between emergency management organisations, local government, and the community should be considered when planning for emergencies, as it strengthens community participation in education and engagement programs, as well as increasing resilience and capacity to better cope during and recover from an emergency. In Casey, it should be considered that, only 34 per cent of people trust people in their local community mostly or a lot, this was lower in women (31%), people under 35 years (25%) and in some established areas (26%) (Doveton, Endeavour Hills, Eumemmerring, Hallam, Hampton Park).

Therefore, it is integral for the community to provide purposeful and meaningful feedback as well as participate in engagement and emergency planning initiatives that strengthen relationships between community, the City of Casey and emergency services organisations.

The [State Emergency Management Plan](#) outlines which agencies lead community engagement, education and awareness programs for different types of emergency risks. These programs may be delivered at the state, regional or local levels. Programs delivered at the local level may involve MEMPC participation and support. Information for community about local emergency risks and how to prepare, along with links to agency resources, is available on the City of Casey website: www.casey.vic.gov.au/emergency

All community engagement in the context of emergency management should adopt the approaches outlined in the [Community Engagement for Disaster Resilience Handbook](#). The [Casey Community Engagement Policy](#), which is also guided by the IAP2 spectrum of public participation, can further assist in planning the appropriate level of engagement and ensuring that it is accessible to and inclusive of the diversity within the community.

4.4 Individual, household and business preparedness

Encouraging individuals, households and local businesses in the Casey community to prepare for emergencies that could affect them is a key way that the community's resilience can be enhanced and the severity and consequences of an emergency can be mitigated against.

When major emergencies occur, emergency services will have to prioritise those in greatest need, especially where life is in danger. During in the immediate aftermath of an emergency, individuals and communities may need to rely on their own resources to ensure they and their family are safe.

Previous events have shown that communities with strong neighbourhood connection, high level of participation in community groups, sporting clubs or volunteer emergency services and a strong local economy have been more resilient to the impacts of an emergency ([COAG, National Strategy for Disaster Resilience](#)). As a result, they are able to cope, recover and continue activities as close to pre-emergency sooner after the incident.

Strengthening community resilience is an ongoing process of enhancing social capital and community cohesion and supporting the community to prepare for emergencies that could affect them. Emergencies are known to affect communities with pre-existing vulnerabilities the hardest.

The Casey community are encouraged at a minimum to undertake the following preparedness activities:

- Download the [VicEmergency App](#) on your smart phone and electronic devices.
- Save important contact numbers into your phone and the VicEmergency Hotline 1800 226 226.
- Make sure your house number is clearly visible from the roadside and, for properties with long driveways, make sure your driveway is accessible for emergency service vehicles. They need at least a 4-metre-wide driveway with at least a 4-metre height clearance.
- Write an emergency plan using the following templates:
 - www.redcross.org.au/prepare
 - www.cfa.vic.gov.au/plan-prepare/your-bushfire-plan
 - www.ses.vic.gov.au/get-ready/emergency-plans-and-kits
 - <https://www.frv.vic.gov.au/bush-and-grassfire-safety>
 - The VicEmergency Hotline (1800 226 226) also provides information on emergency preparation and planning.

- If you have animals, make sure they are part of your emergency plan and consider where you will relocate them to.
- Practice your emergency plan with the whole family, pets included.
- Make copies of important documents such as passports, insurance papers and medical scripts. Save these electronically and ensure you back them up.
- Get insurance and review what it covers. Consider household, business, and income protection insurance. Renters are recommended to have their own contents insurance.
- [Pack an emergency kit](#) and keep it somewhere easily accessible.
- Build connections in your local community. Talk to your neighbours about your emergency plans and see if there are ways you can assist each other. Look for [local volunteering opportunities](#) or other community groups you can get involved in.
- Practice packing your car so you know how long it will take you in an actual emergency.
- Visit the [‘Are you prepared for an emergency?’ website](#) for information on additional preparedness needed for different types of emergencies.
- Local businesses are also encouraged to prepare a [business emergency plan](#).

4.5 At risk groups in an emergency – Vulnerable Persons Register

Research has found that people with a disability are at a much higher risk than the general population to die or get injured in an emergency. People with impairments (such as motor, sensory and/or cognitive) and activity limitations (such as mobility and/or communication) may have a reduced ability to prepare for, take protective action during and recover from emergency events. Additionally, the City of Casey’s Disability Inclusion Action Plan (DIAP) 2025 -2029 outlines key directions to support people with a disability and their families to plan and prepare for emergencies. The DIAP commits to ensuring that people with a disability are actively considered and consulted with throughout the local emergency planning process.

Following a recommendation of the Black Saturday Bushfires Royal Commission, the City of Casey maintains a register of people residing in the municipality who meet the criteria within the [Vulnerable People in Emergencies Policy](#), known as the Vulnerable Persons Register (VPR).

According to the policy, persons who can be listed on the VPR are those who are frail and/or physically or cognitively impaired and unable to comprehend warnings and directions and/or respond in an emergency situation and cannot identify personal or community support networks to help them in an emergency ([Vulnerable People in Emergencies Guideline 1 – Planning and Screening](#)). The VPR is updated twice a year.

The aim of the VPR is to aid emergency response, including potential evacuation of vulnerable community members. It is used by Victoria Police during a major emergency.

In line with the Vulnerable People in Emergencies Policy the City of Casey also maintains a Vulnerable Facilities List which identifies locations within the municipality where vulnerable people are likely to be.

4.6 Training and exercising

Training and exercising are essential components of preparing for emergencies. Emergency management training and exercising is a controlled, objective driven activity used for testing, practising, or evaluating processes or capabilities. Exercises can range from simple discussion style to full scale field-based operations. Exercises should use the principles of the [Managing Exercises Handbook](#).

To assist in identifying gaps in the MEMP, provide learnings and opportunities for improvements the MEMP and Sub-plans require regular testing & exercising. Agencies may wish to undertake their own individual capability and capacity building through internal training and exercising that does not consider the multi-agency arrangements outlined in this MEMP. However, any multi-agency training or exercising completed at the local level should consider the arrangements provided within this MEMP and ensure all relevant MEMPC members are invited to participate. Any testing or exercising of the MEMP should have an evaluation report prepared detailing learnings, outcomes, and actions for enhancement of this MEMP or sub-plans. Such evaluation report should be submitted to the MEMPC for consideration.

A list of all multi-agency exercises involving the MEMPC is maintained within the MEMP. Refer to Section 10.3 for further.

5 Part Five – Response Arrangements

In Victoria, response is defined in the *EM Act 2013* as “the combatting of emergencies and the provision of rescue services”. The *State Emergency Management Plan* further explains emergency response as being “the action taken immediately before, during and in the first period after an emergency to reduce the effects and consequences of the emergency on people, their livelihoods, wellbeing and property; on the environment; and to meet basic human needs.”

Often the community’s view for emergency response is seen by examples such as lights and sirens, putting out fires, cutting up fallen trees, assistance after a car accident and sandbagging. However, emergency response can be far more complex. It requires coordinated adaptable tasks, actions and resources to facilitate reducing the impact and consequence on the community, reducing the risk of serious harm.

The response arrangements for all emergencies are largely outlined in the SEMP. This Part 5 of the MEMP outlines the emergency response arrangements for the municipal (incident) level. Whilst emergency relief is considered part of response arrangements this is separately detailed in Part 6.

5.1 Emergency management priorities

The State Emergency Management Priorities underpin and guide all decisions during a response to any emergency at any level:

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

5.2 Command, Control & Coordination Arrangements

Previously Victoria based its emergency response arrangements on the management functions of control, command and coordination. While control, command and coordination remain a key part of emergency management arrangements, this has been expanded to what is known as the “six c’s”:

	Description
Control	Control is the overall direction of response activities in an emergency, operating horizontally across all agencies participating in the emergency. Authority for control is established in the <i>State Emergency Management Plan</i> and carries with it the responsibility for leading all agencies responding to the emergency. A Control Agency may call on Support Agencies to assist their response activities.

Command	Command involves the internal direction of personnel and resources of an agency operating vertically within the agency. Authority to command is established in legislation or by agreement within an agency.
Coordination	Coordination involves the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. Response coordination aims to achieve: • Effective control establishment and to manage the response to emergencies; • Effective information sharing; and • Access to the necessary resources to support response. Victoria Police has responsibility for emergency response coordination at a municipal and regional level.
Consequences	Management of the effect of emergencies on individuals, the community, infrastructure and the environment.
Communication	The engagement and provision of information across agencies and proactively with the community to prepare for, respond to and recover from emergencies.
Community	The understanding of and connecting with trusted networks, trusted leaders and all communities to support resilience and decision making.

5.3 Control and Response Support Agencies

The [SEMP](#) identifies which organisations undertake the function of Control Agency and Response Support Agency in the response to different types of emergencies.

A Control Agency is an organisation identified as being primarily responsible for managing the response to the specified type of emergency. Where an emergency type is not listed or there is uncertainty as to the Control Agency, the Emergency Management Commissioner or relevant Emergency Response Coordinator (such as the Municipal Emergency Response Coordinator (MERC)) will determine the Control Agency.

A Response Support Agency is an organisation that provides services, personnel or material to support or assist a Control Agency, Coordination Agency or affected persons. In the event of an emergency, Response Support Agencies may be able to offer varying levels of support from 'on ground' resources to information. It may be appropriate to consult with a number of identified Response Support Agencies for advice in relation to any given emergency. It is the prerogative of the Control Agency to formulate action plans for a given emergency.

The Casey emergency response arrangements do not involve any deviations from the Control and Response Support Agencies as listed in the [SEMP](#).

5.4 Operational tiers and escalation

To provide for a scalable emergency management system, Victoria has adopted a three tiered approach – incident, region and state.

Most emergencies will be managed at the incident tier (for example single house fires or motor vehicle accidents) that require only the use of local resources and don't involve broader community

consequences. These are also sometimes referred to as 'non-major emergencies' or 'business as usual' events for emergency services.

An emergency event may be escalated from the incident tier to the regional and/ or state tier for a number of reasons including events which extend beyond a single municipality's boundary, local resources and capacity is exceeded or is likely to be exceeded, and Control Agencies should ensure capability and resources are available for response including:

- Having agreements and processes in place for additional resources if the Control Agency resources at the incident tier become exhausted.
- Developing Memorandum of Understandings (MOUs) with other local responder agencies and local councils to share resources at the local level.
- Developing trigger points for escalation from local to region or state tiers for assistance.

5.4.1 Non-major versus major emergencies

According to the definition in the SEMP a non-major emergency is:

- any emergency that is not a major emergency
- A small emergency incident managed by the public or through the business-as-usual arrangements of agencies or private enterprises in a small area, promptly and without call on further resources
- Significant consequences for the community are not anticipated and major emergency arrangements are not proposed.

The Casey MEMPC have further qualified this for the purpose of activations of this MEMP and agree that non-major emergencies are emergency events (natural or otherwise) which have a limited impact causing small scale damage or destruction, for example a house fire affecting one residence. These events typically have minor impact on the broader community, usually where up to three separate individuals or families require support.

5.5 Key municipal emergency management roles:

In the event of an emergency which will, or is likely to, trigger activation of the municipal emergency management arrangements outlined in this MEMP, the following key roles will be activated:

- Incident Controller
- Municipal Emergency Response Coordinator (MERC)
- Municipal Emergency Management Officer (MEMO)
- Municipal Recovery Manager (MRM)

Full details of emergency response roles and Incident Management Team (IMT) positions in accordance with the Australasian Interagency Incident Management System (AIIMS) are included in the [SEMP](#).

5.5.1 Incident Controller

The Incident Controller is a position appointed by the Control Agency for the particular type of emergency in accordance with the [SEMP](#). The Incident Controller is responsible for leading and managing the emergency response at the incident tier.

If the emergency event requires municipal emergency management coordination including resource support from other agencies or relief activation then the Incident Controller must direct all requests to the MERC.

In a major emergency, liaison with the Incident Controller will be maintained either through the MERC or appointing an Emergency Management Liaison Officer (EMLO) to attend the Incident Control Centre (ICC) if activated.

5.5.2 Municipal Emergency Response Coordinator (MERC)

Pursuant to the *EM Act 2013* (s40A) the Chief Commissioner of Police must, on the request of the Emergency Management Commissioner, appoint a member of the police force to be an emergency response coordinator for each region and municipal district.

The Divisional Commander (Superintendent) in charge of Southern Metro Region (Division 3) will delegate the role of Municipal Emergency Response Coordinator (MERC) for the Casey Police Service Area/local government area. The MERC position will be appointed to a Senior Sergeant who is stationed at either Cranbourne or Narre Warren Police Stations.

The MERC is responsible for ensuring coordination of all agencies responding at the local level for an emergency as well as coordination of resources in support of the Control Agency. Any multi-agency emergency that requires a coordinated approach should be escalated to the MERC. Refer to the [SEMP](#) for full details of the MERC responsibilities.

5.5.3 Municipal Emergency Management Officer (MEMO)

Pursuant to the *EM Act 2013* (s59G) the City of Casey must appoint one or more Municipal Emergency Management Officers (MEMOs).

During the response phase for an emergency the Duty MEMO has overall command of Council's emergency management operations. The MEMO also provides support to the MRM who leads the coordination of relief and recovery activities at the local level.

MEMOs are legislated as responsible for:

- liaising with agencies in relation to emergency management activities for the municipal district; and
- assisting in the coordination of emergency management activities for the municipal council.

In addition, the City of Casey has given responsibility for the following tasks to the MEMO:

- Provide operational leadership across all the City of Casey's emergency management response operations during a major emergency activation.
- Ensure all response activities and financial arrangements for the activation are recorded and authorised through the correct procedures.
- Activate the MRM and key council personnel involved in emergency management.
- Liaise with Council's Manager Emergency Management and Director Emergency Management to ensure they are kept abreast of the situation who will in turn inform the Councillors and Executive Management Team.
- Ensure available assistance and support is provided by council to reduce the impact of the emergency on the community.

5.5.4 Municipal Recovery Manager (MRM)

Pursuant to the *EM Act 2013* (s59H) the City of Casey must appoint one or more Municipal Recovery Managers (MRMs).

The MRM is responsible for developing partnerships with local community support organisations and service providers for the provision of relief and recovery services, as well as ensuring that local plans

align with regional and state relief and recovery plans. During an emergency, the MRM leads local coordination of relief and recovery activities.

MRMs are legislated as responsible for:

- coordinating, in consultation with agencies, the resources of the municipal council and the community for the purposes of recovery; and
- liaising with any municipal emergency management officer appointed for the municipal district in relation to the use of the municipal council's resources for the purposes of recovery; and
- assisting any municipal emergency management officer appointed for the municipal district with planning and preparing for recovery.

5.5.5 Incident Emergency Management Team (IEMT)

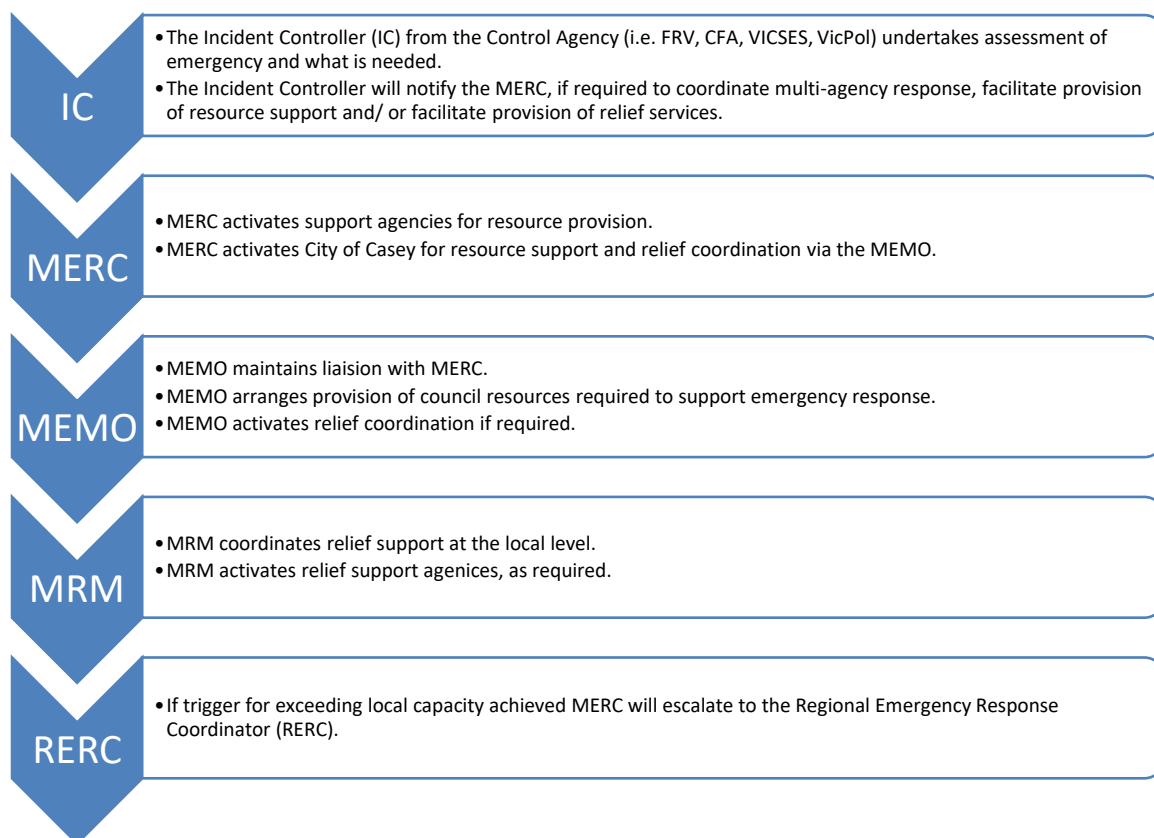
Where an emergency requires response by more than one agency, the Incident Controller is responsible for forming and chairing an Incident Emergency Management Team (IEMT). This collaborative forum identifies and discusses the risks and likely consequences of an emergency. These discussions assist the Incident Controller to establish priorities and plan for a whole of government approach to the emergency's management. An IEMT may also be established in preparation for an anticipated emergency.

To ensure that council are engaged and connected at an incident level it is recommended that the council EMLO (likely filled by the MEMO or MRM) participate in any IEMT established for a major emergency to undertake the following:

- Provide local knowledge to control and support agencies;
- Ensure relief and recovery coordination at a municipal level is linked in with response;
- Facilitate connection, engagement and communications with communities;
- Provide advice on impact and consequences from the emergency;
- Provide advice on road closures, access and egress;
- Provide access to council expertise and resources; and
- Facilitate stakeholder management with business and industry.

5.6 Activation process

All activations of the arrangements captured in the MEMP, including resource support and relief coordination, must be coordinated through the MERC in accordance with the following:



5.7 Resource support

The following provides a summary of the resources and services available to support emergency response at the local level:

5.7.1 City of Casey Resources

City of Casey business as usual resource support:

Council's standard business resources and services are available through contacting City of Casey on 03 9705 5200. Council's standard business resources and services should be called for routine service requests in public areas and/ or Council asset related matters. Availability of these resources and services outside of Council's standard business hours is dependent on the level of danger to the community present. If afterhours Council may only provide a remote assessment or take 'make safe' action until the next business day.

These resources and services include (for Council managed roads and assets):

- Assessment/ urgent repairs of structural damage to City of Casey assets.
- Removal of obstruction of managed walking paths, roads, and other open spaces.
- Clearance of blocked drains.
- Removal of fallen trees and/or branches that are a safety hazard.
- Clean up of spills on local roads/ providing material and resources to the CFA and FRV.

Municipal Building Surveyor:

The Municipal Building Surveyor (MBS) responds to situations where the structural integrity of a building is, or may become, compromised. In such cases, the building may be deemed unsafe to enter or occupy, potentially resulting in the displacement of its occupants.

The MBS holds the authority to issue orders to property owners, requiring them to carry out necessary rectification works following an incident. However, the MBS does not have the authority to perform immediate “make safe” works. This responsibility lies with the Control Agency or the property owner.

The Control Agency should request the MBS in situations where an order may be required to deem a building unsafe to enter or occupy.

Emergency management resource support:

As part of emergency response arrangements, the City of Casey supports Control Agencies during incidents by providing additional resources and services. These may only be requested by the Incident Controller to the MERC who will then activate the MEMO.

In line with the [SEMP](#), City of Casey resources can be sought to support emergency response operations subject to the following:

- Agencies are expected to use their own internal resource arrangements in the first instance.
- Agencies can request the use of council owned or contracted resources to supplement emergency response within the corresponding municipal district if such resources cannot be reasonably sourced by other means.
- Council contracted resources means personnel, services and equipment that belong to a third-party company but are under the direct control of the council and have been made available for emergency response operations as per the relevant contract.
- If the council cannot support the resource request the MERC has responsibility for sourcing it from elsewhere or escalating the request.

Resources and services available from City of Casey for emergency management include:

- Coordinating relief services for displaced households.
- Establishing Emergency Relief Centres (ERCs).
- Provision of locations for Emergency Services Staging Areas.
- Provision of local intelligence and mapping including the location of residents on the Vulnerable Persons Register.
- Provision of specialist personnel including Stormwater and Drainage Engineers, Municipal Building Surveyor (MBS), Traffic Management, Arborist, Environment Health Officers etc. (outside of direct business as usual requests as per above)
- Provision of the following plant and equipment that can be used to support emergency response (subject to availability at time of request):

200L Diesel Tank	Concrete cutter & saws	Post hole digger
Auger	Forklift	Pumps
Backhoe/loader	Generators	Skid steer
Blowers	Grader and roller	Tipper (incl Tipper and Crane Trucks)
Breakers	Jetter system	Water tank and pumps (various sizes)
Brushcutters	Loader	1,000L & 10,000L Water Tankers
Chainsaws	Pole saws	
Community Transport Buses (various sizes)	Porta power	

Staging areas:

During an emergency incident emergency services agencies may require a location away from the incident for personnel, vehicles, equipment or material to assemble. The City of Casey may, at the request of the Control Agency, provide locations throughout the municipality that can be utilised as staging areas.

The MEMO in consultation with the MERC and Incident Controller will determine suitable locations available for use as a staging area at the time of the request. The following should be considered in determining appropriate locations:

- the location of the emergency
- anticipated duration of use
- accessibility for emergency services from the emergency to the staging area and vice versa
- impact on local community
- traffic management issues
- potential costs and/ or damage likely to be caused from the use of the area (for example damage to infrastructure located below sporting grounds)
- any other potential impacts from the staging area location.

The following locations have been assessed for their suitability for use as a staging area: Edwin Flack Reserve, Pearcedale Recreation Reserve, Rutter Park Reserve (tractor pull area) and Casey Fields. Note: Consideration needs to be given to the use of ovals and the time and impact required to rectify any damage to the ground will have.

Locations suitable for use as staging areas may have community bookings or Council programs taking place. As such early communication to affected parties must be made which will be arranged by the MEMO or their delegate.

The return of any facilities or open space used as a staging area to their prior condition, including rectification and repair of any damage caused and clean up, is the financial responsibility of the Control Agency.

City of Casey facilities:

The City of Casey may make its facilities available for emergency management stakeholder use to undertake mitigation, response (except for staging areas) and/or recovery activities.

The cost of such use and if it is able to be waived will be advised by the MEMO taking into consideration the period of time the facility is required for, impact to other bookings and/or leaseholders, and any other consequence to the community from the use of the facility.

The return of any facilities or open space used to their prior condition, including rectification and repair of any damage caused and clean up, is the financial responsibility of the agency requesting its use.

Municipal Emergency Coordination Centre (MECC):

The purpose of the MECC is to enable more efficient and effective internal coordination of the City of Casey's emergency response, relief, and recovery activities in a major emergency. It is not a control centre for an emergency however an EMLO from the City of Casey may attend the ICC to maintain 2-way information flow between it and the MECC.

The primary functions of the MECC are to:

- Support the MEMO and MRM in discharging their responsibilities

- Coordinate the provision of Council resources to support the response to emergencies within the municipal area;
- Provide a 2-way flow of information and updates between Council and the Control Agency/ ICC;
- Coordinate the provision of Council resources to support neighbouring municipalities;
- Support emergency relief centres and other relief operations in the municipality;
- Enable key Council staff and local support agencies to begin planning for community recovery needs.

The MECC will be activated at the discretion of the MEMO and/or MRM. Some considerations as to whether MECC activation should occur include:

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

The City of Casey maintains detailed internal manuals to aide in effective activation and operation of the MECC.

5.7.2 Other resources

While there is no obligation for the City of Casey to source resources that are not owned or under its direct control, the MEMO may be able to assist agencies with identifying suitable local suppliers.

Where an agency requires a resource to fulfil its responsibilities under the SEMP and that resource is not council owned or controlled then the requesting agency will retain responsibility for the costs involved, even if that resource is sourced from third parties by Council. In these circumstances Council will be considered to be acting as an agent for the agency.

Owners and operators of such resources may impose conditions on their use which the requesting agency is required to comply with.

5.7.3 Resource request requirements

Agencies are required to follow the [‘Requesting Additional Resources’ section within the SEMP](#), including JSOP 3.09.

In addition to SEMP requirements, requests for resources:

- may be oral or in writing. If oral, the request must be subsequently confirmed in writing. Acceptance or implementation, however, will not be withheld pending receipt of a written request or confirmation. However, both parties shall make file notes of the request and agreed terms at the time of the request.
- should provide, as a minimum, the following information to enable that assisting organisation determine its capability to support the request:
 - a description of the emergency for which assistance is needed
 - the desired outcome of the assistance in the form of clear tasking instructions or the number and type of personnel, equipment, materials, and supplies needed
 - the expected time of duration of the assistance request
 - the qualifications required for the assistance for personnel, equipment, materials, and supplies
 - associated costs with requested assistance, if any.

Non-adherence with any of the above requirements will not prevent the assisting agency providing the Control Agency the required resources however as soon as practical all parties involved in the resource request will take immediate action to ensure adherence with the above.

5.7.4 Resource request escalation

As outlined in the [SEMP 'Requesting Additional Resources' section](#), all resources required that are unable to be obtained through an agency's internal arrangements must be requested via the MERC who will liaise with the MEMO and other local support agencies.

When resources cannot be sourced from within the municipality, the request will be escalated to the RERC to seek resources within the region.

5.7.5 Financial requirements

In accordance with the funding arrangements described in the [SEMP](#), all agencies are responsible for any and all costs incurred in fulfilling their role and responsibilities. This includes the costs of goods, services and resources sourced from other agencies and external contractors, even if a supporting agency organises/ facilitates the provision of such resource.

Where a supporting agency facilitates the provision of any goods, services, and resources at the request of the Control Agency, where practical, the Control Agency will be required to provide details of where the invoice can be sent to. The supporting agency will provide these details to the contractor/ provider to enable them to seek reimbursement directly with the Control Agency.

Although the SEMP provides that where an agency's expenditure is in order to fulfil its own responsibilities, that agency is responsible for the costs including services and resources sourced from others, councils are expected to provide council owned and contracted resources in-kind subject to capacity, capability and contractual constraints. Councils may charge for or time limit provision of their resources due to the expense or nature of the operation, or safety considerations, where reasonable.

Councils are also responsible for the costs involved in meeting requests relating to council property or if the request relates to a compliance/ legislative duty of council. The City of Casey may enter into a MOU or agreement with organisations if required to outline specific financial arrangements for the provision of resources.

These financial arrangements apply to all emergency management activities undertaken including mitigation, response, and recovery.

5.8 Public Warnings and Information

The Control Agency is responsible for the release of timely and accurate information and warnings to the community during the emergency response phase.

Official warnings and information are published on www.emergency.vic.gov.au

Support agencies may (where capacity allows) share such information and warnings via its communication channels including websites, social media, variable messaging boards, verbally etc. to ensure a broader reach for the information and warnings.

5.9 Evacuation

Evacuations are to be conducted in accordance with the Guidelines contained in the Joint Standard Operation Procedure (JSOP) J03.12 – Evacuation for Major Emergencies. Evacuation is a risk management strategy that involves the movement of people to a safer location. However, to be effective it must be correctly planned and executed. Evacuation may not be feasible in all emergency situations where the risks of evacuation process outweigh the risks of sheltering in place, or in circumstances where the impact of the emergency is imminent.

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

The MERC (who will then liaise with the MEMO and MRM) must be notified of the decision to evacuate at the earliest opportunity available to enable activation of emergency shelter. The City of Casey is responsible for the provision of emergency shelter in the form of an Emergency Relief Centre (ERC). The location of the ERC will be determined by the MRM in consultation with the MERC and Incident Controller. Refer to Section 6.7 for further information on ERCs.

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

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

5.10 Initial Impact Assessment

Initial Impact Assessment (IIA) is an appraisal of the extent of damage, disruption and breakdown of the community and its infrastructure as a result of the emergency. This is coordinated at the incident level by the Control Agency. The IIA provides important data to inform early recovery planning.

For further information on impact assessments refer to Section 7.7.1.

5.11 Debriefing arrangements

The Control Agency is responsible for organising an operational debrief following a major emergency with all participating agencies and organisations as soon as practicable after response activities finish. All agencies who participated in the emergency, should be represented with a view to assessing the adequacy of the response and to recommend any changes to the relevant agencies' plans and future operational response activities.

Any learnings which impact the arrangements outlined in this MEMP should be presented by the Control Agency to the MEMPC and/or debriefing reports submitted to the MEMPC for consideration in reviewing and updating this MEMP.

6 Part Six – Emergency Relief Arrangements

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

Typically, emergency relief is provided to individuals during, and in the immediate aftermath of, an emergency. Emergency relief is to meet the basic human needs of the affected community and can include services such as emergency shelter, provision of food and water, material aid (basic clothing and toiletries), registration and first aid (including psychological).

This section of the MEMP addresses the local emergency relief arrangements and coordination issues likely to arise from a significant emergency. These arrangements should be read in conjunction with State and Regional Relief and Recovery Plans.

Although relief and recovery both commence at the onset of an emergency, often there will be an immediate requirement for emergency relief, which will evolve into the delivery of recovery services. As such this Part 6 of the MEMP addresses the emergency relief arrangements with recovery arrangements outlined separately in Part 7. The relief and recovery arrangements within this MEMP should be read together.

Throughout the response and relief activities there should be a steady effort to move toward recovery. At an agreed point there will be a formal transition from response to recovery between the Incident Controller, MERC, and MRM. For more information on transition from response to recovery see Section 6.9.

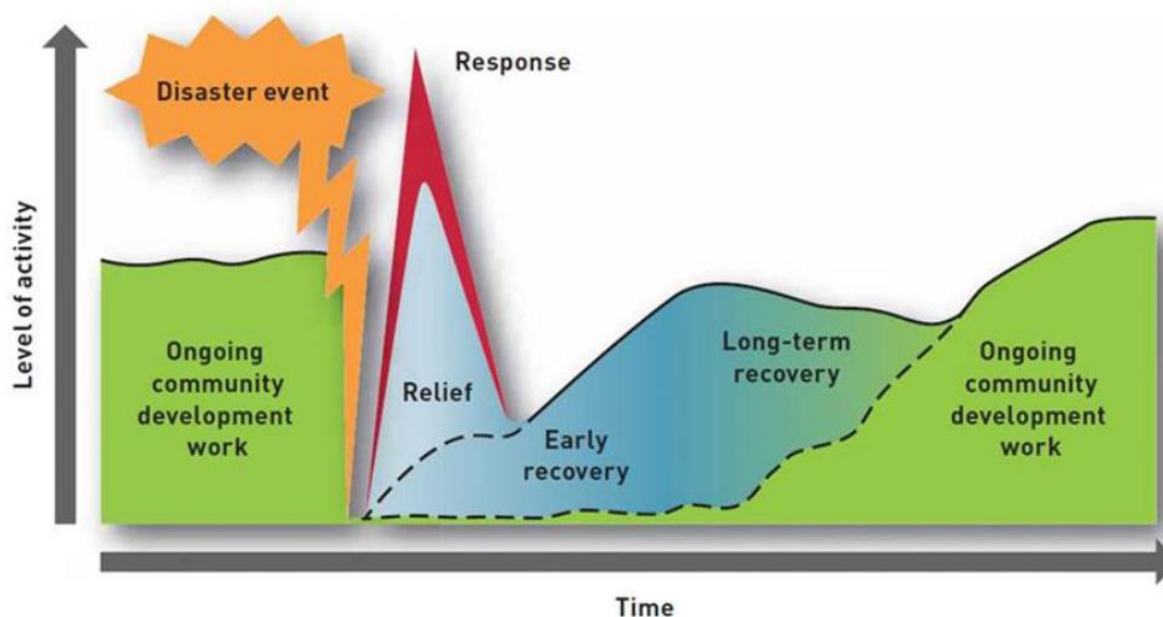


Figure demonstrating relationship between response, relief and recovery.

6.1 Child Safe Standard Statement

Agencies participating in the emergency relief and recovery arrangements outlined in this MEMP must ensure that they comply with the requirements as set within the *Child Wellbeing and Safety Act 2005*, Victorian Child Safe Standards and Reportable Conduct Scheme.

When an agency is called upon by the City of Casey to provide emergency relief or recovery services in accordance with operational arrangements specified in the MEMP, it must immediately notify City of Casey where it becomes aware of a breach of the Victorian Child Safe Standards. In the event of a breach of the Standards the witnessing officer must notify the most senior City of Casey Staff Member on site or the Municipal Recovery Manager.

6.2 Relief principles

The principles for the coordination and delivery of relief at a State, regional and local level include:

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

6.3 Relief activation

In the response phase of an emergency, relief is activated by the Incident Controller via the MERC who will then activate the MEMO and MRM. See 5.5.5 for further.

The MRM will then activate the Australian Red Cross, Department of Families, Fairness and Housing (DFFH) and VCCEM along with other relief support agencies, based on the known or anticipated needs of the displaced community based on information about the emergency obtained from the MERC.

6.4 Relief coordination and escalation

At the municipal (local) level emergency relief coordination is the responsibility of City of Casey in partnership with relief support agencies described through this Part of the MEMP.

The MRM will lead the coordination of relief within the municipality to the extent that the City of Casey and the relief support agencies have the capacity to do so.

When the physical, human and economic resources of local relief arrangements are exhausted, the resourcing of those relief services and/or coordination will be escalated to the regional level.

ERV are responsible for regional relief coordination and appoints Regional Emergency Relief Coordinator (RReC) to fulfill these responsibilities.

The process and decision to escalate relief coordination from municipal to regional level will be the result of ongoing consultation throughout the emergency between the MRM and the RReC. See the [SEMP](#) and the [Regional Relief and Recovery Coordination Standard Operating Procedures](#) for further details on escalation. *Note, the Regional Relief and Recovery Coordination Standard Operating Procedures are available on EMCop and not publicly available.*

6.5 Relief functions

6.5.1 Community information

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

The provision of community information, including information about relief, during the response phase of the emergency is the responsibility of the Control Agency. The inclusion of localised emergency relief information in public information and warnings issued by the Control Agency must be developed in consultation with the City of Casey MRM.

6.5.2 Emergency shelter

Members of the community should be encouraged through prior education and engagement to have their own emergency plans in place for how and where they will relocate to in an emergency.

While seeking shelter with friends and family should always be encouraged, if safe to do so, the MEMPC recognises that vulnerable members of the community may not have the appropriate support networks available to them. As such, arrangements have been developed for emergency shelter for the Casey community as outlined in this MEMP.

Emergency shelter in a major emergency may be provided at the Emergency Relief Centre or through local crisis accommodation providers subject to capacity. The establishment of an ERC is to address immediate emergency shelter needs and is therefore a short-term shelter solution (up to 48 hours or as determined by the MRM). Longer term accommodation needs will be addressed in consultation with DFFH and ERV.

Refer to Section 6.7 for further information on Casey Emergency Relief Centres (ERCs) and Section 6.8 for further information on emergency shelter arrangements for non-major emergencies.

6.5.3 Food and water

Australian Red Cross is the lead agency responsible for food and water for affected community members. Food and water can be provided in a variety of settings including catering at ERCs or via the distribution of relief packs to communities who are isolated or sheltering in place.

The Salvation Army primarily supports the Australian Red Cross in coordinating food and water at regional and state levels however may be able to support at the local level when requested.

Food and Water considerations:

Some considerations for the provision of food and water to displaced community members include:

- Ability to use existing catering facilities at the nominated emergency relief centres
- Specific dietary requirements (dairy, gluten)
- Aged/infant requirements (vitamised meals, baby formula and baby food)
- Supervision of supplies, food preparation and storage, personal hygiene, donated food
- Food requirements of Culturally and Linguistically Diverse (CALD) communities

6.5.4 Drinking water for households

In circumstances where the supply of drinking water to households is impacted due to either contamination or infrastructure damage, the relevant Water Authority, South East Water, will respond in the first instance followed by DEECA as the lead coordinating agency.

6.5.5 Material aid

Essential material aid in an emergency can include items such as bedding, clothing, and toiletries. The Salvation Army can be activated by the MRM to provide essential material aid.

6.5.6 Register.Find.Reunite / Registration

Victoria Police is responsible for the registration of emergency affected people but have delegated the physical task of the registration process to the Australian Red Cross.

Registration by the Australian Red Cross is done by trained volunteers using the Personal Information Form (PIF) as part of the Register.Find.Reunite (RFR) program.

Local Red Cross teams maintain a registration kit which is stored at the Cranbourne and Narre Warren Police Stations and will be brought to where registration is being conducted from such as the ERC.

City of Casey staff will register community members attending an ERC using CrisisWorks. Registration is not mandatory but is encouraged to enable more efficient planning of relief support services required by the community.

6.5.7 Health and medical assistance

Ambulance Victoria is responsible for providing pre-hospital medical services to displaced community members, including people attending an ERC. City of Casey may arrange additional first aid support to assist people attending an ERC if required, depending on the scale of the ERC operation and the needs of community members present.

The MRM may request that Environmental Health Officers (EHOs) attend the ERC to have oversight of environmental health issues such as safe food handling, ERC hygiene and other requirements to minimise infectious disease impacts.

6.5.8 Psychosocial support

Emergencies affect people differently and while an incident may not be considered by some as significant it may raise emotions for others.

The Victorian Council of Churches Emergencies Ministry (VCCEM) and the Australian Red Cross have local volunteers trained in Psychosocial First Aid (PFA) which can be activated by the MRM to support the psychosocial needs of the community.

DFFH has established a Psychosocial Panel of providers who are engaged and pre-approved to support Victorian communities affected by emergencies. The Panel consists of specialists including psychologist with extensive experience in providing psychological support services to communities. Agencies may request support from the panel through the DFFH, via PSSPanel@dffh.vic.gov.au. DFFH will discuss the request with the requesting agency further, including the types of supports that may be required and the timing of service delivery to best meet the needs of community and/or staff.

The Panel can offer a wide range of psychosocial services, which can be delivered in group settings - both in person and/or online - such as:

- facilitating community meetings after a major emergency
- trauma-informed counselling and personal support
- providing Psychological First Aid (PFA) services during emergencies, PFA training to support other services in preparing and responding to affected people and communities and staff/volunteer emergency event debriefing (informed by PFA principles)

- providing expert advice relating to psychosocial recovery, trauma informed practices, service delivery as well as community engagement and resilience building
- emergency outreach services
- other psychosocial support (as requested/needed).

6.5.9 Financial assistance

Members of the community should be encouraged through education and engagement to have adequate insurance coverage for emergencies that could impact them.

Hardship Assistance Payments may be available to eligible community members to assist with immediate needs such as temporary accommodation, material aid, and food and water. These payments are not designed to compensate for loss and will not compare to insurance coverage.

Under the Personal Hardship Assistance Program (PHAP) administered by DFFH there are two payments that may be available to community members:

- **Emergency Relief Assistance** is provided to alleviate personal hardship arising from the effects of an emergency by helping to meet immediate essential health, safety, and wellbeing needs. Assistance is available to eligible applicants to assist them during the initial period immediately following natural emergencies such as bushfire, flood, storm, storm surge, landslide, earthquake, meteorite strike, tornado, and tsunami.

Applications must be submitted within seven days of an emergency. Applications submitted after seven days can be approved at the discretion of DFFH.

Emergency relief assistance is also available after single house fires (if / where other relief services are not sufficient) and following other emergency events at the discretion of DFFH.

- **Emergency Re-establishment Assistance** is provided to help eligible people affected by an emergency re-establish their primary place of residence when their own resources are inadequate and their re-establishment needs are not met by other forms of assistance.

Emergency re-establishment assistance payments can only be made available after the approval of the Premier or the Minister responsible for emergency management legislation. Assistance can only be provided for the approved emergency event.

Applicants must meet eligibility criteria to receive emergency re-establishment assistance including meeting the income test and be uninsured in relation to losses incurred.

In a larger event, DFFH may have staff available to attend emergency relief and recovery centres for coordinating personal hardship assistance payments. Further information about the Personal Hardship Assistance is available here <https://services.dffh.vic.gov.au/personal-hardship-assistance-program>

Other agencies may also have financial assistance available including Salvation Army and Services Australia. Further information on financial assistance available through Services Australia is available here: <https://www.servicesaustralia.gov.au/natural-disaster>.

6.5.10 Animal welfare

During an emergency, the wellbeing of animals, including companion animals, livestock and wildlife, needs to be considered. Under the *Prevention of Cruelty to Animals Act 1986* animal owners have the responsibility to protect their animals from unreasonable pain or suffering.

Animal owners should have plans in place for their animals' welfare in the event of an emergency. Welfare includes ensuring animals have adequate access to food, water, shelter and freedom from pain, injury, disease, and obvious discomfort.

DEECA is the lead agency for the welfare of companion animals and livestock in relief and recovery and are supported by the Victorian Farmers Federation, RSPCA, and municipal councils. DEECA is also the lead agency for the welfare of wildlife and are supported by RSPCA, and Zoos Victoria. Municipal councils are the lead for housing displaced and lost/stray companion animals. Local veterinary services may also be able to assist with animal welfare needs in an emergency.

If required, the MEMO & MRM will arrange for the City of Casey Local Laws Team to assist with welfare for companion animals. Considerations for animal welfare in an emergency includes:

- Coordinating capture, transport, feeding, veterinary and temporary housing activities.
- Activating support from Council's Pound Contractor for transport, food, veterinary services, and housing of animals.
- Contacting local domestic animal businesses for support with the provision of housing and food.
- Coordinating the registering and housing of companion animals at relief centres.
- Coordinating suitable locations for the housing of larger animals such as horses and livestock.

6.5.11 Donations

Members of the community may wish to help those affected by an emergency through the donation of material aid such as clothing or preparing cooked food.

The City of Casey does not accept donations at ERCs or any other Council managed facility. People wishing to donate material aid items will be directed to local charities who accept donations. People will also be referred to monetary donation drives.

Money donations assist the affected community to take ownership of their own recovery through:

- assisting the local economy
- allowing people autonomy to decide what they need
- reducing the burden on community volunteer organisations to sort and manage large volumes of donated goods
- reducing the amount of unsuitable, broken, or soiled donated items going to landfill
- reducing resources required, including recovery funding, going towards the logistics required to sort, store and transport donated goods.

6.5.12 Spontaneous volunteer management

Members of the community should be encouraged through education and engagement to contact local emergency management volunteer organisations for information on how to get involved before an emergency event occurs.

Often when an emergency occurs those who are not directly affected may want to assist, known as 'spontaneous volunteering'. Coordinating spontaneous volunteers during the response phase of an

emergency can be a complex and resource intensive task. As such people wanting to assist will be referred to register with Volunteering Victoria.

Community members affected by an emergency can also coordinate their own assistance from family and friends through an online tool called [Gather My Crew](#).

6.5.13 Referral to agencies

The City of Casey MRM maintains a contact list of additional local agencies and support services available to community members who may require additional relief assistance to that described above.

Community members can also directly access local support services through resources such as:

- [City of Casey's Community Service Organisation Directory](#)
- [City of Casey's Food Resource Directory](#)
- [Ask Izzy](#)

6.6 Gender and emergencies

The City of Casey MEMPC recognises that women, men and gender diverse people experience disasters differently. Gender can influence how people perceive what is a risk, who makes decisions during an emergency and how people get or seek help or support during or following an emergency.

Australian and international research shows that “issues relating to gender are known to compound the already damaging effects of disasters”:

- Violence against women and family violence increase at times of disaster. This can include an increase in severity for women already experiencing violence or first-time occurrences. Women with disabilities are particularly vulnerable.
- Communities and support workers are more likely to make excuses for family violence during and after a disaster, justifying it as emerging from ‘stress’, ‘frustration’ or ‘trauma’.
- Gender inequalities are heightened. Emergency management services and Municipal Emergency Management Planning Committees can be very male dominated, both in numbers and within their culture. Given this, it is largely men who decide how a community mitigates, responds to or recovers from disaster.
- Traditional gender roles and stereotypes are reinforced. For example, expectations that so-called ‘real men’ act as heroes, avoid showing emotion or don’t seek help – all of which can deeply impact men’s mental health.
- Risk of discrimination, harassment or abuse increases for LGBTIQ people. This can result in LGBTIQ people being reluctant to access support services, particularly if they are faith-based.

Source: <https://www.mav.asn.au/what-we-do/policy-advocacy/emergency-management/gender-and-emergency-management>

6.7 Emergency Relief Centre (ERC)

An ERC is a location or facility used during an emergency as a place to relocate affected community members where they can receive essential support services including shelter, food and water, registration and reuniting with loved ones, material aid and emergency information.

The City of Casey has responsibility for the establishment and management of an ERC. Relief support agencies are responsible for supporting the ERC operations by attending the ERC to undertake the relief functions outlined above.

The decision to open an ERC rests with the MRM in consultation with the MEMO, MERC and Incident Controller and will be determined based on the characteristics of the emergency event (type, scale, location, distance to ERC, potential numbers of affected community members and capacity of the ERC) and risk to the community (in travelling to the ERC and potential for the ERC location to be impacted by the emergency).

Council will provide trained staff to undertake ERC management roles, subject to staffing availability at the time. Council staff will be supplemented by the personnel of relief support agencies such as trained volunteers from the Australian Red Cross, VCCEM and others. An ERC Manager will be appointed to manage all personnel, resources and services within an ERC. Depending on the scale of the emergency and the numbers of affected people, additional ERC support roles will be allocated.

The City of Casey's capacity in most circumstances will be limited to the operation of one ERC facility or location at a time and only for a short duration. If additional ERCs are required assistance from neighbouring municipalities will need to be sourced in line with the [Protocol for Inter-Council Emergency Management Resource Sharing](#) coordinated by the Municipal Association of Victoria (MAV) and arrangements with councils in the Southern Metro Region.

Given ERC management staff and relief support agency personnel may not be on standby at the time an ERC is activated it may take a minimum of two hours for the ERC to be setup. Other considerations in the activation of an ERC include:

- Staff being aware of their role in the event of an emergency and having adequate training/experience
- Staffing availability and rostering needs
- Additional needs groups – older adults, those with a disability, children and infants presenting to the ERC
- Ethnicity of attendees at the ERC – dietary needs and cultural requirements
- Requirements of vulnerable community members including non-English speaking
- Registration and recording processes
- Sanitation facilities and sewage disposal
- Administrative issues relating to the centre management

While agencies will make every effort to accommodate diverse needs in an ERC there are limitations on the level of support that can be provided in this setting.

The City of Casey maintains detailed internal manuals to aide in effective activation and operation of ERCs.

6.7.1 ERC Locations

The City of Casey has several nominated facilities within the municipality as pre-determined ERCs with activation plans and setup maps prepared. The location and type of facility will be chosen depending on the scale of emergency.

The location of these facilities is not included in the publicly available MEMP to avoid community members pre-emptively relocating to these sites before a decision has been made to activate them.

The City of Casey has also included in its lease agreement for community facilities a clause which allows the facility to be commandeered for use as an ERC. The ultimate decision for where an ERC should be located is at the discretion of the MRM based on the circumstances at the time of the emergency in consultation with the MERC and Incident Controller.

6.8 Non-major emergencies

As per section 5.4.1, non-major emergencies are emergency events (natural or otherwise) which have a limited impact causing small scale damage or destruction, for example a house fire affecting one residence. These events typically have minor impact on the broader community, usually where up to three separate individuals or families require support.

As such, it may not be feasible for the MRM to fully activate the emergency relief arrangements described in the MEMP. Rather the provision of emergency relief assistance for non-major emergencies will be managed under separate arrangements contained in Casey Non-major Emergency Procedures which are held by the MRM and developed in consultation with local relief agencies.

Larger scale emergencies involving any more than three separate individuals or families impacted by the one event such as those involving rooming houses, unit complexes or affecting several separate residences should be managed in-line with the general relief and recovery provisions of the MEMP, subject to the capacity at the local level.

6.9 Transition to recovery

Recovery activities should commence alongside relief or at the first available opportunity thereafter and continue after relief ends. Whilst there is still a threat to the safety of the community the Incident Controller will maintain control of the overall event. The transition from response to recovery is done by agreement between the Incident Controller, MERC and MRM based on the Initial Impact Assessment undertaken by the Control Agency.

It is essential to ensure a smooth coordinated transition from the response phase (including relief) to the recovery phase of an emergency at the municipal level.

While it is recognised that early recovery activities can commence before the formal transition, there will be an end of response coordination and a hand over to the municipality to coordinate local recovery programs.

A standard approach is required to assist with the transition of emergency management coordination arrangements between the Control Agency, Victoria Police (the response coordination agency), Emergency Recovery Victoria (recovery coordination at the regional level) and the City of Casey as the local level relief and recovery coordinating agency.

The key tasks as part of the transition include:

- continuity of emergency relief activities where required
- identifying resources required to support immediate community recovery requirements including public health and safety
- coordination of essential clean-up operations
- assessment of loss and damage impacts in the affected communities.

Refer to the SEMP for further information on transition arrangements. A [Transition to Recovery Template](#) and a [Guidance Note](#) are available on EM COP.

7 Part Seven – Community Recovery

Recovery is defined in the SEMP to mean the ‘assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning’.

This section of the MEMP provides an overview of the local principles and arrangements for the coordination and management of emergency recovery to support the Casey community.

It outlines the functions, roles and responsibilities of key stakeholders involved in recovery including community organisations, government departments and agencies, local support services and council. It details the escalating arrangements from locally managed recovery to the regional level and, where known, the capacity and capability of personnel and resources to assist in local recovery arrangements.

It does not describe in detail the processes, procedures or operations of recovery following a particular emergency event. These must be driven by the unique consequences of the emergency on the affected community and shall be detailed in an Incident Specific Recovery Plan developed following the emergency event.

The recovery process involves cooperation by community, industry, organisations, Government, and the private sector to support:

- emotional, social, spiritual, financial and physical wellbeing of individuals and communities
- cultural healing
- restoration of essential infrastructure and services
- revitalisation of the local economy
- rehabilitation of the natural environment.

7.1 Recovery principles & concepts

Recovery from emergencies is a developmental process of assisting individuals, families, communities and industry to re-establish. Emergency Recovery Principles include:

- a supporting and enabling process that allows individuals, families, communities and industry to attain a proper level of functioning through the provision of information, specialist services and resources
- best achieved when the recovery process commences from the moment of emergency impact
- is managed and approached from a community development perspective and most effective when led and conducted in partnership by the affected community and using local capacities and expertise
- is most effective where recovery management arrangements provide a comprehensive and integrated framework, where assistance measures are provided in a timely, fair, equitable manner and are sufficiently flexible to respond to the diversity and changing needs of the community
- is effective by the establishment of local planning and management arrangements by the community that are accepted and understood by recovery, control and support agencies
- planning and management arrangements are trained and exercised to ensure agencies and personnel are properly prepared for their roles.

Ways in which individuals may react to an emergency may be different. Practitioners working at the local level will strive to ensure that services are delivered in the most supportive and effective means possible. There are typically four key phases in dealing with emergencies:

- Heroic response where there is a single focus and strong altruism

- Honeymoon characterised by desire to help and togetherness
- Disillusionment characterised by anger and the realisation that things will move slowly
- Renewal and recovery in the final phase

7.1.1 Recovery Principles

The National Principles for Disaster Recovery have been adopted by the MEMPC and it is understood that successful recovery management involves:

- understanding the context
- focusing on the consequences of the emergency
- recognising the complexity
- being community focused
- using community-led approaches
- ensuring coordination of all activities
- employing effective communication
- acknowledging and building capacity

7.1.2 Recovery Concepts

Underpinning emergency recovery management principles are several concepts to assist in effective community recovery management. These include:

- empower individuals, families, communities, and industry
- encourage community involvement in all aspects of the recovery process
- encourage affected communities and areas to actively participate in their own recovery
- recognise different effects/needs for the diverse individuals/communities impacted to ensure services are provided in a timely, fair, and equitable manner
- recognise resourcefulness and maximise the use of local resources, groups and individuals.
- coordination and support at the local level
- work with minimum intervention
- accountability, flexibility, adaptability, and responsiveness to meet the changing needs of the community over time
- integration of services to maximise the use of existing administrative and management structures e.g. local formal and informal networks of care and support arrangements
- coordination to ensure state and regional strategies complement local recovery initiatives rather than replacing them
- planned/timely and communicated withdrawal to transition back to normal services.

7.2 Community resilience

The Casey MEMPC recognise that the levels of resilience within the community before an emergency occurs can impact greatly on the recovery afterwards.

MEMPC member organisations help build community resilience in Casey through different community engagement and development programs and strategies.

Understanding and identifying individual or community vulnerabilities is important when addressing complex factors to increase and influence resilience. Recognising that disasters disproportionately impact vulnerable communities. Council, in collaboration with Emergency Services, aims to strengthen community capacity and embed resilience across all actions and priorities.

The City of Casey Council Plan 2025 – 2029 outlines the strategic direction to strengthen community connection, promote innovation, and enhance resilience. These directions underpin The City of Casey's commitment to community health and wellbeing. The Council Plan focuses on six priority health areas and is guided by principles of prevention and equity. The City of Casey Council Plan 2025–

2029 includes the following Health Focus Areas. The data has been sourced from the City of Casey Health and Social Profile 2024:

1. **Healthy Active Environments:** Includes opportunities to be active in everyday life and access to fresh and affordable food that supports healthy and thriving communities.
 - The City of Casey had a significantly higher proportion of residents who did not partake in any physical activity, 22.4% compared to Victoria 16.8%.
 - More than one in four Casey residents (27.1%) live with one or more long-term health conditions, with a higher prevalence of diabetes amongst Casey residents (5.2%) compared to Greater Melbourne (4.5%).
 - The proportion of people who are experiencing food insecurity in Casey is comparable with Victoria. Within Casey, 23% of residents had been unable to afford fresh produce and 11% had run out of food and couldn't afford to buy more. Casey has a significantly higher percentage, 30%, of people who worry about running out of money to buy food, indicating a higher risk of food insecurity in the community
2. **Connection and Participation:** People feel connected to each other and their community. Indicators include increased connection to people and place, increased trust, and increased cultural and creative participation.
 - In Casey 55% of people said they felt no connection or only a slight connection to people in their local community.
 - Residents reported the low wellbeing scores in feeling connected to their community, with an average score of 5.79 out of 10. This was again lower for women, people under 35 and residents who spoke a language other than English at home.
3. **Community Empowerment:** Greater access to information, resources, and supports leads to more informed and communities. Indicators include increased service access and uptake, increased preparedness for extreme weather events, and increased volunteering rates.
 - 25% of Casey households had volunteered for an organisation in the last 12 months (2023 – 2024).
 - Most Casey residents accessed at least one health or support service in the past year, with 87% visiting a doctor. However, nearly half reported not accessing a needed service, most commonly dental (32%), allied health (22%), or mental health (19%) care.
 - 43 % of people felt their household was prepared for an extreme weather event; 61% have the ability to access \$2000 in the case of an unexpected emergency and; four out of five had adequate heating and cooling to remain comfortable during extreme temperatures.
4. **Tobacco, Vaping, Alcohol and Gambling Harm:** The City of Casey is committed to ensuring harm prevention measures are in place to protect communities from the negative impacts of tobacco, vaping, alcohol, and gambling. Indicators include reduced rates of tobacco and

vaping use (particularly among young people) and reduced alcohol use (particularly among older people).

- In Casey, only 7.8 per cent of residents are at an increased risk as well as a lower rate of alcohol-related hospitalisation, disease or injury. This is due to Casey having a higher percentage, 36% of residents who do not consume alcohol.
 - Casey has lower rates of smoking and vaping when compared to Greater Melbourne with 15% of Casey residents smoking tobacco currently and 2% of Casey residents aged 12-17 reported vaping with nicotine.
 - A total of \$158 million was lost to Electronic Gaming Machines within Casey in the 2023/24 financial year. This was one of the highest losses on record and second highest for Victorian LGAs.
5. ***Community Safety and Prevention of Violence:*** It is important that communities feel safe at home and in public, free from violence, discrimination, and gender-based harm, enabling full participation in community life.
- Perceptions of safety in Casey have decreased over time, dropping from 62 per cent in 2021 to 54 per cent in 2023. As 26% of people reported feeling unsafe in their neighbourhood at night.
 - Levels of trust between the public and police can influence sense of safety, 52% of people trusted police, however, this was lower in people who spoke a language other than English at home.
 - Casey has the highest number of reported family violence incidents of all LGAs in Victoria, with family violence incidents increasing from 5,428 in 2022-23 to 5,738 in 2023-24.
 - In the City of Casey, 18% of residents have experienced some form of discrimination, while 10% have faced racism. These experiences are more commonly reported among younger adults aged 18 to 44.
6. ***Affordable Housing and Homelessness:*** Access to appropriate affordable housing options is integral to greater stability, health and safety outcomes.
- As noted in section 2.2.10, 4,078 people accessed specialist homelessness services across Casey.
 - Recent trends in housing affordability across Casey indicate that households in very low, low, and moderate income bands face increasingly limited options in purchasing property. Whilst those who entered the market with low – moderate incomes reported mortgage stress, 11% and 27% respectively.

Combined with the Municipal Health and Wellbeing Plan, the Council Plan recognises that emergencies can worsen pre-existing vulnerabilities. Embedding Councils Health Focus Areas into recovery planning ensures that responses address health impacts, strengthen resilience, and support the wellbeing of all residents within the City of Casey.

The community's resilience can also be enhanced by building their capacity and readiness for an emergency through education and engagement – see Section 4.3 for further.

Having adequate insurance coverage will make a significant difference to an individual, family, or business's post-emergency experience. Members of the community should be encouraged through education and engagement to have adequate insurance coverage for emergencies that could impact them – see [Are You Covered? | vic.gov.au](#) for further.

7.3 Recovery environments

There are five key environments used for community recovery within Casey:

1. Social Environment (the emotional, psychosocial, financial, and physical wellbeing of individuals and communities)
2. Cultural Environment (the cultural and spiritual healing of individuals and communities)
3. Built Environment (the restoration of essential and community infrastructure)
4. Economic Environment (the revitalisation of the economy to ensure as far as possible that the wellbeing of the community is increased, and the restoration of affected agricultural activities)
5. Natural Environment (the rehabilitation of the natural environment)

The recovery environments are designed to assist in effective recovery management by theming certain activities, needs and services together. In practice, recovery activities may address specific elements of one recovery environment or operate across multiple environments.

Depending on the size of the recovery effort, the MRM may appoint Recovery Coordinators to lead coordination of each of the recovery environments and work with relevant stakeholder from within the City of Casey and external agencies.

The table provides examples of specific elements considered within each of the five environments. The following is not exhaustive and further elements will be considered by all stakeholders through the management of a recovery event following an emergency.

Social Recovery Environment	Cultural Recovery Environment	Built Recovery Environment	Economic Recovery Environment	Natural Recovery Environment
• Emergency Shelter • Food and water • Material Aid (non-food items) • Financial assistance • Psychosocial support • Health and Medical • Community development • Special needs groups • Donations Coordination • Volunteer Coordination	• Aboriginal Culture & Healing • CALD communities	• Land use / planning • Utilities (gas, water, electricity, wastewater) • Public buildings and assets • Housing • Commercial and industrial facilities • Transport infrastructure (road & rail) • Telecommunications • Essential assets (hospitals, schools, shops, banks etc.) • Clean up	• Economic development • Tourism • Small business • Industry • Insurance • primary producers, rural land managers and other animal businesses	• Air quality • Water quality • Land care & degradation • Marine • Flora and fauna • Waste management

7.4 Recovery activation

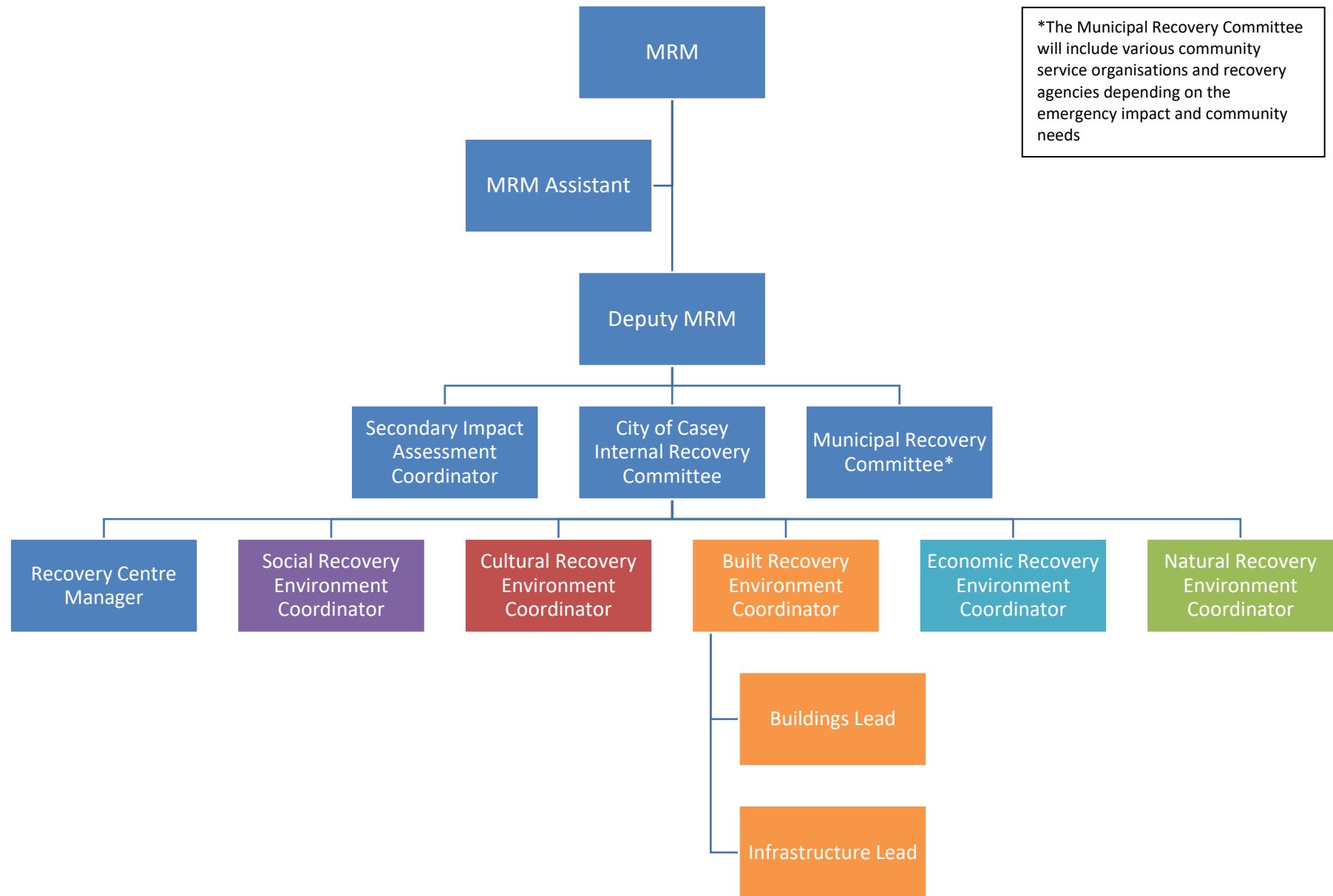
Recovery commences at the onset of an emergency. Often there will be an immediate requirement for emergency relief, which will evolve into the delivery of recovery services.

Throughout the response there should be a steady effort to move toward recovery. At an agreed point there will be a formal transition from response/ relief to recovery between the Incident Controller, MERC, and MRM. For more information see Section 6.9.

7.5 Recovery management structure

The City of Casey as the lead for recovery coordination at the local level has developed the following recovery management structure in consultation with the MEMPC as a guide for effective management of a large-scale recovery event:

PUBLIC



*The Municipal Recovery Committee will include various community service organisations and recovery agencies depending on the emergency impact and community needs

7.6 Recovery coordination and escalation

At the municipal (local) level recovery coordination is the responsibility of the City of Casey in partnership with State Government, community, industry, non-government organisations, and the private sector. Key external stakeholders that work closely with the City of Casey in recovery include Emergency Recovery Victoria, Department of Families, Fairness and Housing, Australian Red Cross, Salvation Army and Victorian Council of Churches Emergencies Ministry (VCCEM).

The MRM is responsible for leading the coordination of recovery within the City of Casey however the scale and complexities of emergency recovery will require involvement and support from internal teams across the organisation to ensure the needs of the community can be best met.

Council has the following responsibilities for planning and coordination during recovery:

- provision of timely and accurate information to the community on recovery activities, programs and support services available
- provision, staffing and management of Recovery/Information Centres
- provision of locations for community meetings, briefings, and planning workshops
- leading the Secondary Impact Assessment process – see Section 7.7.1
- survey of damaged buildings and determining their occupancy
- environment health management – including food and sanitation safety, pest control, infectious disease prevention, water supply, wastewater management and refuse removal
- formation and leadership of recovery committees – see Section 7.8
- coordinate recovery services at the local level based on the needs of the community
- arrange community access to specialist support services including family violence and bereavement services
- oversight and inspection of restoration/rebuilding/redevelopment (including prioritisation) e.g. roads, bridges, sporting facilities, public amenities
- advocate on behalf of the community to State Government on community needs
- provision and management of community development services
- coordination of temporary accommodation in partnership with crisis accommodation providers
- assistance with public appeals
- review, consideration and expediting of the approval process for planning permits required for rebuilding
- maintain records of recovery management including financial.

Following a major emergency, the MRM will usually convene a meeting of the required council recovery representatives (usually the Internal Recovery Subcommittee, but may also include some members of the Municipal Recovery Subcommittee) as soon as is practical to ensure a coordinated approach is embedded from the outset of recovery. For further information on recovery committees see Section 7.8.

Emergency Recovery Victoria (ERV) is a dedicated recovery agency designed to build stronger and more resilient individuals, communities, and regions through community-led recovery. ERV is responsible for state and regional recovery coordination, partnering with all levels of government, business and not for profit organisations to enable locally driven and locally delivered recovery.

The MRM will work closely with the ERV Regional Relief & Recovery Manager who is responsible for coordinating recovery at the regional level. The process and decision to escalate recovery coordination from municipal to regional level will be the result of ongoing consultation throughout the emergency between the MRM and Regional Relief & Recovery Manager. See the [SEMP](#) for further details on

escalation and the Regional Relief and Recovery Coordination [Standard Operating Procedures](#) (note these SOPs are available on EMCop and not to the public).

7.7 Recovery functions

Recovery services should be responsive to the immediate and changing needs of an affected community. Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals and the community. While provision of support will be available to all affected there will be situations where emergency support will be directed to the most vulnerable community members in the first instance.

Some of the relief functions outlined in Section 6.5 will continue after the transition to recovery. As such Section 6.5 and the following should be read together.

7.7.1 Impact Assessments

Impact assessments are a key component of recovery management as they involve collecting data on the consequences of the emergency and the needs of the affected community. Impact assessments usually begin during the response phase and encompass three levels, including:

1. Initial impact assessments
2. Secondary impact assessments
3. Post emergency needs assessments

Initial Impact Assessments (IIAs)

IIAs are an appraisal of the extent of damage, disruption and breakdown of the community and its infrastructure as a result of the emergency. As soon as is practicable following the impact of an emergency, the Control Agency will coordinate the gathering of data on the loss and damage resulting from the emergency. This data will be broad in nature and is designed to provide some initial insights into the magnitude of an event, and may include the extent of property and infrastructure damage, human and stock casualty numbers and other information that can assist in informing the response, and initial relief and recovery planning. This data also informs the planning and implementation of secondary impact assessment. Initial impacts on essential infrastructure and services will be undertaken by the relevant asset owner as soon as practical once the area is declared safe by the Incident Controller. IIA data must be given to the MRM to inform early relief and recovery planning and identify those areas hardest hit for the prioritisation of relief and recovery support.

Should the emergency extend beyond the boundaries of Casey the IIA may be merged with other affected municipalities. [IIA guidelines and forms are available on EM-COP](#).

Secondary Impact Assessment (SIA)

A detailed assessment of the damage to the affected area is essential in informing recovery. SIA is the process for determining the impact of an emergency on the social (including psychosocial), built, economic, natural environments of the affected community. The SIA builds upon the data obtained through the IIA. Strategies for recovery are developed from the SIA report and then implemented by the various stakeholders involved in recovery.

The SIA can commence before the formal transition from response to recovery occurs, however, fieldwork is conducted only when it is safe enough for personnel to enter the affected area. The declaration of an area being safe for SIA teams to enter shall be made by the Incident Controller. The Control Agency will need to provide the SIA Coordinator a safety briefing including an overview of the required personal protective equipment.

Each organisation is responsible for training and deploying their SIA teams for the purposes of gathering and collating the secondary impact data within their designated areas. As well as undertaking their emergency impact data collection duties, Council has the responsibility for coordinating the SIA data being collected on private and municipal property under the supervision of the SIA Coordinator and MRM. This requires close collaboration with Agriculture Vic (DEECA) where commercial farms are concerned. Council will also liaise with State Government Departments where private land shares boundaries with State public land. All departments and agencies involved in the SIA are expected to liaise with the nominated Recovery Manager and/or SIA Coordinator to ensure data collected in a coordinated way minimising further harm to the affected community and to ensure reports/ information is shared.

Where capacity allows, outreach services will be built into the SIA process by having psychological first aid (PFA) trained personnel from the Australian Red Cross and VCCEM accompany SIA Teams to determine needs relating to the social recovery environment through engagement with affected community members.

Post Emergency Needs Assessment (PENA)

The final level of impact assessment is the Post Emergency Needs Assessment (PENA). These assessments occur later during the recovery phase of an emergency event. This is the most detailed phase of impact assessment where data, such as the longer term psychosocial impacts of a community, displacement of people, cost of destroyed assets, the changes in the affected economy caused by the destruction of assets and interruption of business, is collected and reported back to the MRM and coordinating agency(s) to further inform further planning and implementation of recovery activities. The data collected during PENA is utilised to inform the medium to longer term recovery process.

7.7.2 Incident Specific Recovery Plan

The Municipal Recovery Committee is responsible for developing an Incident Specific Recovery Plan with input from the Internal and Community Recovery Committees (see section 7.9) and other stakeholders with expertise to ensure impacts and recovery activities needed are identified. The Community Recovery Committee, where established will assist with overseeing the implementation to ensure effectiveness in addressing community need.

7.7.3 Recovery Centres

To assist the community access recovery information and services in a more efficient way it may be necessary to open a 'one stop shop' recovery centre.

While the establishment and operational management of the recovery centre is the responsibility of the City of Casey the recovery centre's ability to meet the needs of affected community will rely on cooperation and representation at the recovery centre by all key stakeholders providing support services.

The location for the recovery centre will be determined at the time of requirement and may involve transitioning the facility used as an ERC into a recovery centre or developing a virtual recovery centre.

The City of Casey has included in its lease agreement for a number of community facilities a clause which allows the facility to be commandeered for use as a recovery centre. The ultimate decision for where a recovery centre should be located is at the discretion of the MRM based on the circumstances at the time of establishment.

7.7.4 Legal assistance

Assistance to help emergency affected people navigate the legal impacts may be available through the following:

- Victorian Legal Aid
- Insurance Council of Australia
- Financial Counselling Australia
- Peninsula Community Legal Centre

7.7.5 Emergency commemoration/ anniversaries

While commemoration events and anniversaries of the emergency can assist some members of the community in the recovery process it can also cause further harm to others. City of Casey will endeavour to consult with the affected community (through the Community Recovery Committee, if established) regarding how they would like commemoration events and anniversaries to be held.

7.7.6 Disaster Recovery Funding Arrangements

The Disaster Recovery Funding Arrangements (DRFA) is joint Commonwealth and State government funding, providing financial assistance to help communities recover from eligible disasters.

The Victorian DRFA guidelines target audience is to local councils and catchment management authorities. Council is required to submit a 'Notification of an event' form to the within five (5) working days following the disaster. For further information on the DRFA process and the associated guidelines, visit <https://www.emv.vic.gov.au/natural-disaster-financial-assistance>

For information on other local recovery support, there is a suite of information available on the Vic Government website including individual financial support available following emergency events [Recovery services, wellbeing and support | vic.gov.au](https://www.vic.gov.au/recovery-services-wellbeing-and-support)

7.7.7 Reporting & briefings

The sharing of information across different stakeholders involved in the recovery helps reduces the confusion and delays in organising support services required by the affected community.

Recovery data, subject to privacy requirements, will be shared with key stakeholders involved through the Municipal Recovery Committee (see below).

The MRM will arrange for, through the City of Casey's Communications Team, regular updates to be provided to the community on recovery progress based on the data being received.

7.8 Diverse needs

In an emergency situation, it is important to understand and respect that communities are diverse in many ways including culture, values, geography and lifestyles. This means there may be different needs within the Casey community that should be taken into account in recovery planning and activities. An overview of the municipality and community demographics is provided for in Part 2.

7.8.1 Culturally and linguistically diverse (CALD) communities

Working with local CALD community networks and leaders is important in gaining a deeper understanding of what is of value to specific groups and the unique ways in which they may be impacted due to an emergency.

In a recovery setting it is important to acknowledge that the recovery process looks different for each community. The AIDR has developed a range of guidelines for Emergency Management in CALD

communities and how to work with local leaders to develop individualised recovery programs. [manual-44-guidelines-for-emergency-management-in-cald-communities.pdf \(aidr.org.au\)](https://aidr.org.au/manual-44-guidelines-for-emergency-management-in-cald-communities.pdf)

7.8.2 Indigenous communities

Relief and recovery staff need to be culturally aware, sensitive, and culturally competent in their responses to Aboriginal and Torres Strait Islander people paying attention to factors such as personal history of loss through the stolen generation, racism, or previous experience of traumatic events.

Staff need to acknowledge the following principles:

- Aboriginal people are traditional owners and caretakers of the land
- The significance and importance of family, extended family, and kinship links
- The Aboriginal holistic concept of health refers to the social, emotional, and cultural wellbeing of the whole community
- Recognise the importance of establishing trust and building relationships over time
- Key considerations when supporting communities through relief and recovery

During the relief and recovery phase of an emergency, staff need to engage with Aboriginal elders and community and work wherever possible with Aboriginal community led services.

7.9 Recovery Committees

The MRM may decide to convene any of the following committees to enable a more community informed and coordinated approach to recovery management:

7.9.1 Community Recovery Committee

To ensure a 2-way flow of information and collaboration between the recovery management structure and the affected community, a community representative group may be formed known as the Community Recovery Committee (CRC). The Chair of the CRC will be determined at the time of establishment and may be someone appointed by the MRM, or someone elected by the membership of the CRC.

The specific terms of engagement will be developed at the time the CRC is established. Templates to support the establishment of a CRC are available within City of Casey internal manuals.

Generally, the role of a CRC is to:

- facilitate connections of people with each other and community supports
- build on the existing work of community groups and volunteers
- bolster community strength and resilience
- identify community needs, establish priorities, and make recommendations to the Municipal Recovery Committee
- develop mechanisms to consult and engage with the broader affected community including minority or vulnerable groups
- lead initiatives to support the community's recovery
- monitor the overall progress of recovery in the affected community
- ensure information, resources, and services in support of the affected community are being received.

Membership:

The membership of the CRC will be determined at the time of establishment to ensure those involved represent the needs of the affected community however as a general rule CRC membership will be

made up of representatives from local community organisations such as neighbourhood houses and community advocacy groups, as well as community leaders from the affected area.

Where available a community development officer may also be appointed to assist the CRC through facilitating and supporting the functioning of the committee to ensure good governance.

7.9.2 Internal Recovery Committee

The Internal Recovery Committee (IRC) may be established to ensure all relevant internal City of Casey stakeholders are involved in recovery planning and operations coordination.

The IRC will be chaired by the MRM or their delegate.

7.9.3 Municipal Recovery Committee (MRC)

The MRM may establish the MRC depending on the scale and complexity of the recovery to ensure effective coordination across all key stakeholders. The MRC will be chaired by the MRM or their delegate.

The MRC are responsible for the development of the Incident Specific Recovery Plan in consultation with the IRC and CRC as appropriate. The MRC will also:

- Coordinate recovery activities led at the local level to avoid duplication and gaps in supporting community needs.
- Monitor the overall progress of the recovery in the affected community.
- Identify emerging community needs and resource requirements.

Membership:

Participation in the MRC will be determined at the time of establishment to ensure those involved represent the needs of the affected community and key support providers. Participation is likely to involve representation from the:

- MRM including Deputies and Assistants
- Participants from the IRC as appropriate
- Regional Relief & Recovery Manager (Emergency Recovery Victoria)
- State Government Departments (i.e. DFFH, DH DJCS, DJSIR, DE, DEECA, DTP)
- Federal Government Departments (i.e. DHS/ Centrelink)
- Representatives from the Control Agency (i.e. VicPol, VicSES, CFA, FRV)
- Relief and Recovery Agencies (i.e. Red Cross, VCCEM, Salvation Army, St Vincent De Paul)
- Local Service Providers & Community Support Organisations (i.e. WAYSS, CISS, Windemere)
- Representative from the CRC as appropriate.

7.10 Integration of recovery to normal business

Planning for the transition of recovery to normal business must be done early in the recovery process to ensure that any further impact to the community from the withdrawal/ transition of recovery activities is minimised. The cessation of formalised support services from outside agencies will be a critical time in the affected community's recovery. Some community recovery programs may transition into mainstream services and activities which will in turn shift the focus from specific emergency recovery to broader community development and wellbeing.

8 Part Eight – Roles and Responsibilities

An agency that has a role or responsibility under this plan must act in accordance with the plan. The SEMP and REMP outline agreed agency roles and responsibilities, noting that existing duties, functions, power, responsibility or obligation conferred on an agency by law, licence, agreement or arrangement prevail to the extent of its inconsistency with this plan (EM Act 2013 s60AK).

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

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

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

8.1 Scentre Group (Westfield Fountain Gate)

Scentre Group Role Statement is currently in development, to be inserted in a later version of the MEMP.

9 Part Nine – Risk Profiles

This Part 9 of the MEMP provides details of municipal emergency management arrangements for mitigation, response & recovery for the CERA identified key risks for Casey, where such arrangements differ from the general municipal emergency management arrangements provided for in Parts 4 to 8 within the MEMP.

Community members are encouraged to review the suggested activities that support preparedness for all emergencies located in Section 4.4 in conjunction with the specific activities listed below.

9.1 Bushfire/ grass fire

Information about local level bushfire/ grassfire mitigation is provided for in [Annexure A](#).

9.2 Storm and Flood

Risk Overview

Severe storms in the City of Casey can include high winds, heavy rainfall and thunderstorms including hail.

Severe winds may cause tree branches to fall and uproot entire trees, especially after rain events when soils are saturated. Building roof damage, road blockages and impacts to power line infrastructure are common during severe storms.

Large hail events can cause significant damage to vehicles and buildings.

Flash flooding can occur from a heavy rainfall event or after a dam or levee failure. Urbanisation and the development of natural environment to buildings, roads and parking lots results in a reduction in the environment to absorb rainfall.

Key consequences to the community can include:

- Injury and death
- Damage to infrastructure and homes
- Loss of power and communications
- Transport access and egress impacts
- Economic impact
- Water inundation to low lying land and coastal communities
- Damage to the natural environment
- Widespread clean-up activities.

Local mitigation activities

Key mitigation activities for storm and flood include:

- Drainage infrastructure and network maintenance
- Construction and maintenance of dams and levees
- Planning & building controls
- Community education
- Storm and flood emergency planning

Municipal Storm and Flood Emergency Plan (MSFEP):

The MSFEP is prepared by the Victorian State Emergency Service (VicSES) with the support of the MEMPC and provides the arrangements for planning, preparedness and response to a major storm or flooding event in the municipality.

Local Flood Guides:

Local Flood Guides are produced by VICSES to provide the local community with information on local flood risks, warning systems, preparatory advice, recovery information and general contact information to obtain further information relating to local flood and storm risks. The Casey Local Flood Guide is available at: <https://www.ses.vic.gov.au/plan-and-stay-safe/flood-guides/casey-city-council>

Community preparedness

Storms are common in Victoria and most minor damage is preventable with some simple actions to prepare your property:

- Maintain your roof – clean gutters, spouting and downpipes regularly, fix loose tiles, roofing iron and ridge capping. This can prevent water collecting in your roof and causing it to collapse. For major roof repairs, contact a professional.
- Trim or remove tree branches overhanging your home.
- Inspect and fix fences.
- Bring inside or tie down any loose items in your yard.
- Keep vehicles under cover.

Floods can have a big impact on your property. They can also impact more than just your home. Roads, workplaces and essential services can all be affected by flooding and should be considered in your emergency plan. To prepare your home for a flood consider:

- Unplugging appliances to prevent electrical shock when power returns.
- Raise belongings by placing them on tables, beds and benches, or move them to higher ground.
- Tie down or bring outdoor items inside.
- Monitor conditions and official sources of warnings and information such as [VicEmergency](#).
- Talk to your neighbours, family and friends to see what their plans are and talk about how you can help each other.
- Ensure everyone knows where, how and when to turn off mains power, water and gas in case of emergency and evacuation.

Visit the '[Are you prepared for an emergency?](#)' website for further information on how to prepare and [Victoria State Emergency Service website \(ses.vic.gov.au\)](#) for further information about storms and flooding.

9.3 Hazardous Material Release

Risk Overview

Hazardous materials can be solids, liquids or gases, which often are in the form of fumes, dusts, mists and vapors. These substances have the potential to harm human and animal health and damage the environment.

An uncontrolled hazardous material (also referred to as 'hazmat') release could be caused by an accident involving a hazardous material transport vehicle; incident at a storage facility resulting in a chemical spill or toxic vapor release; or from landfill gas migration or landfill fire events. Casey is home to a network of major roads which brings higher potential for hazmat spill from a transport accident.

Air pollution from smoke during and after large fires is also considered as a hazardous material release.

Key consequences to the community can include:

- Injury and death
- Temporary displacement of people
- Property damage
- Transport access and egress impacts
- Economic impact
- Damage to the natural environment
- Widespread clean-up activities.

Local mitigation activities

Key mitigation activities for hazardous materials release include:

- Environmental protection legislation and enforcement
- Gas collection systems and monitoring
- Air and water quality monitoring
- Regulation of the handling and storage of hazardous materials
- Site inspection and testing programs
- Planning Scheme controls
- Landfill site remediation for example installing engineered liners which minimise the risk of landfill gas migration occurring
- Community education

Community preparedness

In a hazardous materials release emergency community may be temporarily displaced from their homes and businesses or may be directed to stay and shelter inside. Community should prepare an emergency kit with enough essential supplies to support themselves for up to 72 hours. To learn more about preparing an emergency kit visit emergencyprepare.com.au/kit/

To learn more about the impacts of smoke on your health and preparing for hazmat emergencies visit emergencyprepare.com.au/smoke/

During a hazardous materials release monitor conditions and official sources of warnings and information such as VicEmergency. Emergency Services will issue information and warnings through the VicEmergency System with specific advice on what you should do for different types of hazmat emergencies.

Visit Our environment | epa.vic.gov.au for further information or to view current incidents you can visit Current incidents | epa.vic.gov.au

9.4 Extreme Temperatures

Risk Overview

Although extreme temperatures encompasses both hot and cold weather extremes, the focus of this risk profile is on extreme heat which has greater impact on human health.

Heat events can cause a substantial impact on the quality of life of the community, including causing death. Climate science research forecasts an increase in the duration and severity of heat events. Victoria's ageing population and growing incidence of chronic disease will make the community increasingly vulnerable to the impact of prolonged heat events.

The effect of heat is cumulative on the community, infrastructure and services. A single day of elevated temperature may have an impact, and this will compound with successive days of similar temperatures. The effects of heat can continue for some days after temperatures have abated. This includes the health effect on vulnerable groups in the community and the effect on infrastructure and services.

Victoria has experienced two significant heatwaves in recent history, being January 2009 and January 2014. In January of 2009 a heatwave of unprecedented intensity and duration in Victoria led to 3 consecutive days of maximum temperatures above 43°C (metropolitan Melbourne). Ambulance demand increased by 45% over the 3 consecutive days of extreme heat and an increased demand was sustained for a significant period of time after the heatwave had passed. Heat related cases increased 34 fold and a 2.8 fold increase in cardiac arrests occurred. 374 additional deaths were noted when compared with the same period for the previous 5 years. The 2014 heatwave resulted in 167 excess deaths and an increase of 25% in Ambulance Victoria's emergency caseload in the Metropolitan region.

Department of Health in response to a new Bureau severe or extreme heatwave warning, will issue a heat health warning. A heat health warning notifies the community, local governments, hospitals, health and community services of the risk and likely impact on people's health. The Chief Health Officer may also issue a heat health warning when they consider forecast temperatures pose a health risk for example a single day of extremely high temperatures.

To learn more about the Heat Health warning service visit www.health.vic.gov.au/environmental-health/heat-health-alert-status

The Bureau of Meteorology (BoM) also provides a heatwave warning system. While single days of extreme heat can impact health, periods of three or more days of high heat can provide significant consequences to the community. To learn more about the BoM heatwave warning system visit www.bom.gov.au/australia/heatwave/knowledge-centre/

Key consequences to the community can include:

- Illness and death
- Increase in demand on health systems
- Power outages
- Impacts to transport infrastructure
- Economic impact
- Damage to the natural environment

Local mitigation activities

Key mitigation activities for heat health include:

- Weather forecasting and heat health warning systems
- Development of heatwave response plans
- Community cool spaces strategy
- Energy efficiency building standards
- Open space and tree canopy strategy
- Community education

Community preparedness

High heat can affect anybody. Heat-related illnesses can range from mild conditions to life-threatening heatstroke. Heat kills more Australians than any other natural disaster.

In the lead up to and during days of extreme heat community are encouraged to:

- Plan ahead
 - plan activities for the coolest part of the day or plan them for another day. Plan to do activities in known cool places.
- Check in on those most at risk
 - your neighbour living alone, older people, those with a disability, the young, people with a medical condition, pregnant and nursing mothers and don't forget your pets.
- Drink water
- Keep cool
- Never leave anyone in the car
- Know the signs and symptoms of heat related illness

Visit the ['Are you prepared for an emergency?' website](http://www.betterhealth.vic.gov.au/https://www.ses.vic.gov.au/) for further information on how to prepare and www.betterhealth.vic.gov.au/https://www.ses.vic.gov.au/ for further information about heat related illness.

9.5 Essential Service Disruption

Risk Overview

Essential service disruption can occur at any time and can be caused by heatwaves, bushfires or storms. Most outages within the City of Casey are restored within 24 hours and provide only minor disruption to the community. In severe emergencies where infrastructure is damaged, restoration of essential utilities can take longer.

Utilities such as electricity, gas, sewerage, water and telecommunications are essential to community health and wellbeing. Prolonged outages can cause impact on health, property, the economy or the environment.

Although most utility outages are caused by infrastructure failure or severe weather, causes can also include:

- Accident
- Deliberate/ malicious disruption
- Drought affecting water supply
- Scarcity of fuel

Key consequences to the community can include:

- Temporary displacement of people
- Impacts to water and sewerage systems that rely on electrical pumps
- Impacts to telecommunications network
- Impacts to transport infrastructure
- Illness from spoilt food, sewerage spills or contaminated water
- Impacts to people relying on power for medical devices
- Increase in demand on health systems
- Economic impact

Local mitigation activities

Key mitigation activities for essential services disruption include:

- Utility infrastructure and network maintenance
- Infrastructure security
- Monitoring of consumption & load shedding strategies
- Hazard tree plans
- Back up supplies
- Community education

Community preparedness

Community should prepare an emergency kit with enough essential supplies to support themselves for up to 72 hours without power. To learn more about preparing an emergency kit visit emergencyprepare.com.au/kit/

Community members who are dependent on power for their medical devices/ life support equipment should discuss this with their electricity retailer and have plans in place for what you will do in the event of a prolonged outage.

During an outage:

- Stay clear of any fallen powerlines and keep others away.
- Check in on neighbours to ensure they are okay.
- Keep a radio on for news and updates on weather conditions and the power outage. [ABC 774AM](https://www.774am.com.au/) is the local emergency broadcaster.
- Turn off appliances to protect them when power is restored. It is a good idea to keep one light switched on so you know when the power is restored.
- If there has been significant damage to your property, make sure a licensed electrician checks that it is safe to turn the power back on.

- If using a portable generator, plug appliances only into the outlets provided on the generator. Do not attempt to connect the generator to your house wiring and make sure the generator is outside in a well-ventilated area.
- Be safe with refrigerated and frozen food.

Visit the [‘Are you prepared for an emergency?’ website](https://www.ses.vic.gov.au/) for further information on how to prepare and [www.energy.vic.gov.au](https://www.ses.vic.gov.au/) for further information about power outages.

9.6 Human Epidemic/Pandemic

Risk Overview

An outbreak of disease within a localised area (epidemic) or worldwide (pandemic) can have significant consequences for the community from widespread illness and disruption to the complex, interconnected systems that underpin society. Respiratory viruses have the greatest potential to cause pandemics.

In recent history, Casey has experienced pandemics including Swine Flu, an influenza pandemic caused by influenza virus H1N1, which affected Australia in 2009. The coronavirus disease 2019 (COVID-19) caused by SARS-CoV-2 emerged in 2019 overseas and in Australia in 2020.

At the time of finalising this version of the MEMP the impacts from COVID-19 were still being experienced by the Casey community.

Key consequences can include:

- Illness and death (novel respiratory viruses have potential to cause high levels of morbidity and mortality given people will have little to no pre-existing immunity)
- Increase in demand on health systems to the point of challenging the health system’s ability to cope
- Temporary displacement of people or restrictions on movement and mass gatherings
- Economic impact
- Staff shortages causing disruption to essential services and other business continuity impacts
- Supply chain disruptions
- Restrictions on international travel and trade
- Social isolation and psychological impact
- Disruption to community/ public disorder

Local mitigation activities

Key mitigation activities for pandemics include:

- Health emergency plans
- Environmental/ public health and wellbeing programs
- Immunisation programs and promotion
- Communicable disease notification and monitoring
- Testing, isolation, vaccination, and PPE measures to minimise spread
- Community education

Community preparedness

Community can help prevent pandemics through listening to medical advice and participating in public health and immunisation programs.

Practicing good personal hygiene is an effective way to protect yourself and others from many illnesses:

- Cover your nose and mouth with a tissue when you cough or sneeze.
- Throw your tissue in a plastic-lined rubbish bin after use.
- If you don’t have a tissue, cough or sneeze into your upper sleeve or elbow. Do not use your hands.

- Wash your hands regularly with soap and water or an alcohol-based hand cleaner after you cough or sneeze, before preparing or eating food and after going to the toilet.
- Avoid touching your eyes, nose or mouth as germs spread this way.
- Don't go out in public if you are unwell and don't send your children to school or childcare if they are unwell.

During a pandemic, community should:

- Speak to medical professionals such as your GP for advice on protecting your health
- Check for symptoms regularly and get tested as soon as they develop
- Prepare to isolate at home if you become sick:
 - Think about the food, cleaning products and other essential items needed for your household. This may include special items needed for babies, children, and pets
 - Consider having a few long-life supplies ready to go at home. This might include a loaf of bread in the freezer, frozen vegetables, some long-life milk, and some tinned food
 - Have a supply of disposable tissues and masks
 - Check that your first aid kit includes a thermometer and pain relief medication
 - Make sure you have enough of any prescription and over the counter medications you may need
 - Have a plan for how you will get your essential items if you cannot leave your house such as using online shopping and delivery services or seeking support of friends and family
 - If you cannot access online shopping and can't rely on friends or family, look for emergency relief agencies and charities in your area - www.askizzy.org.au/
 - Prepare some home activities to keep your household entertained
 - Speak to family and friends to identify someone who can support you during isolation with things walking your dog or being available for a chat over the phone or online.
 - If you provide care for people you do not live with, identify someone else who can do this for you during your isolation period.
 - Plan ahead for who can look after children or pets if you have to go to hospital.

Local businesses should ensure their business continuity plans (BCPs) consider the necessary equipment, protocols and communication needed to support employees working remotely or flexibly and contingency options available where there are staff shortages from illness or disruptions to supply chains.

For further information on how to prepare for COVID-19 visit www.coronavirus.vic.gov.au/prepare-covid-isolation

9.7 Emergency Animal Disease

Risk Overview

Emergency Animal Disease (EAD) is the term used for exotic diseases (those not normally present in Australia) and other important animal diseases, such as anthrax. The four major EAD threats to Victoria are African Swine Fever, Foot and Mouth Disease, Lumpy Skin Disease and Equine Influenza.

EADs have the potential to cause devastating impacts to livestock industries with serious economic and social implications along with affecting animal, human and environmental health. Victoria is fortunate to be free of most of the serious diseases that affect animals in other parts of the world. Everyone has a part to play in keeping Victoria free of animal disease.

Given Casey's peri urban nature the risk of animal disease outbreak and impact is increased from hobby or informal farming practices and poor hygiene control. Animal disease can also be introduced through wild animals and birds contaminated feed and water supplies; introduction of prohibited goods from overseas; contaminated boots and clothing from overseas; infected insects.

Key consequences can include:

- Illness and death in animals and humans

- Restrictions on movement
- Agriculture supply chain disruptions
- Significant economic impact to region and individual, area quarantined (exports and domestic market and international markets through trade restrictions)
- Mental health impacts for primary producers
- Destruction and disposal of infected animals

Local mitigation activities

Key mitigation activities for animal disease include:

- Biosecurity and quarantine measures
- Emergency animal disease plans, training and exercising
- Education for primary producers and hobby farms through webinars and small farmer group meetings on disease awareness and biosecurity procedures
- Workshops on Property and livestock Identification requirements and Biosecurity plans
- Routine Disease surveillance
- Routine inspections of facilities and site to ensure compliance with state and federal regulations
- Routine Livestock traceability auditing
- Targeted, risk-based auditing to increase knowledge of and compliance in legislation in place to regulate the activities that have the potential to cause or contribute to a disease outbreak
- Provision of 24/7 hotline to support the reporting of suspected exotic disease (Emergency Animal Disease Hotline (EAD) 1800 675 888)

Community preparedness

Community can help prevent an outbreak of animal disease through:

- Practicing good hygiene when visiting a farm (wash and disinfect boots and equipment before visiting and again when leaving the property)
- Never try to import or bring home from overseas trips goods that are prohibited
- Thoroughly clean and disinfect shoes and clothes after you have visited regions affected by an emergency animal disease, or consider disposing of potentially contaminated items
- All livestock owners (small, new, established, and commercial) must take biosecurity responsibilities seriously
 - Register your farm for a [Property Identification Code \(PIC\)](#) with AgricultureVic
 - Develop a farm biosecurity plan
 - Inspect stock to ensure they are healthy
 - Isolate new stock and monitor them for signs of disease
 - Manage risks from visitors. For example, avoid visitors entering paddocks and touching and feeding livestock
 - Wash and disinfect your hands before and after handling livestock
 - Wear clean clothes and boots if you are moving between properties
- Report any suspected cases of animal disease to the Emergency Animal Disease Watch Hotline on [1800 675 888](tel:1800675888)

For further information visit agriculture.vic.gov.au/biosecurity/animal-diseases/emergency-animal-diseases

10 Part 10 - Supporting information

10.1 Restricted Information

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

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

Summary of the restricted information	Reason for restriction	Agency/ies that hold this information in full	Contact point/s
Municipal emergency management contacts and resources information – including all local emergency management stakeholders contact details, and information on the availability of Council resources.	Contains personal information and information that is of commercially sensitive nature.	City of Casey & MERC. Supplied to other MEMPC member organisations on an as needs basis.	Contact the MEMPC Executive Officer: • (03) 9705 5200 • emergency@casey.vic.gov.au

10.2 Amendment History

In 2020, the *Emergency Management Legislation Amendment Act 2018* amended the *Emergency Management Act 2013* (EM Act 2013) providing for new emergency management planning arrangements. As a result of these legislative changes the Casey MEMP was comprehensively reviewed and re-drafted to bring it in line with the new requirements and refine its contents in 2022. A list of all changes made was not feasible to include in the below. To obtain a copy of the endorsed version of the MEMP prior to the 2021 update contact the Municipal Emergency Management Planning Committee.

Date:	Version ID:	Summary of changes:
12 September 2022	DRAFT1	First version of the new draft MEMP prepared and submitted to MEMPC for feedback.

7 November 2022	DRAFT2	Second version of draft MEMP prepared based on feedback received. Submitted to MEMPC for further input and reviewed during MEMPC meeting on 8 November 2022.
18 January 2023	Final Draft (February 2023)	Final draft of MEMP prepared based on feedback received during the 8 Nov 2022 MEMPC meeting and following. Submitted to MEMPC on 18 January for final review before endorsement
31 January 2023	February 2023	Further changes made based on final feedback discussed and agreed to at the MEMPC meeting on 31 Jan. MEMPC endorsement provided.
27 February 2025	February 2025	REMPC approval received for changes to section 6.5.7 and consequential amendments to sections 1.1 & 1.2 to note amendment dates.
3 February 2026	February 2026	The Casey MEMP was reviewed by the committee between May 2025 to January 2026. Updates to the plan made to incorporate MEMPC member feedback, and results of community consultation. Statistics in Part 2 reviewed for currency and updated where more recent data available. Part 4 content updated. Changes to Parts 5 to 7 to align with changes at other planning tiers. Minor updates in Part 9 to reflect changes to the CERA hazard profiles. Other minor changes throughout document.

10.3 Exercise History

The following is a list of all exercises completed which have involved the municipal emergency management arrangements outlined in the Casey MEMP:

Date:	Exercise Name/ Description:	Agencies:
2018	Relief and Recovery Exercise – Springboard – Active Shooter at Endeavour Hills Police Station	• Australian Government Department of Human Services • Australian Red Cross • Casey City Council • Casey North Community Information & Support Service • Cranbourne Information & Support Service • Department of Families, Fairness and Housing • Muslim Women's Association • Southern Migrant & Refugee Centre • Victoria Police • Victoria State Emergency Service • Victorian Council of Churches Emergencies Ministry • Wayss
21 Nov 2022	Westfield Fountain Gate Exercise – Electric Vehicle Fire and Armed Offender scenario	• Casey City Council • Fire Rescue Victoria • Scentre Group (Fountain Gate) • Victoria Police

14 & 28 Nov 2023	Extreme heat and multicultural communities exercise – facilitated by EMV as part of their Emergency Management Plan Exercising Project 2022-24	• Agriculture Vic • Australian Red Cross • Ambulance Vic • Bureau of Meteorology • CFA • Casey City Council • Dept of Education • Dept of Families Fairness & Housing • Dept of Health • EMV (Info & Warnings; and SME/ Control Agency rep) • Fire Rescue Victoria • Monash Health • SMR Regional Controller • REMPC Chair • Salvation Army • Scentre Group (Fountain Gate) • VCCEM • Victoria Police • Observers: ○ Cardinia Shire ○ EPA ○ ERV ○ Frankston Council ○ IGEM ○ Kingston Council ○ MAV ○ WICEN

10.4 Glossary of terms and acronyms

The following explains terms and acronyms which have a legislated, restricted, or technical meaning in the context of emergency management used throughout this plan. A full list of emergency management terms and acronyms can be found on the [Australian Disaster Resilience Glossary Webpage](#). Further Victorian specific terms and acronyms can be found in the [State Emergency Management Plan](#).

Acronym/Abbreviation	Description
AIIMS	Australasian Interagency Incident Management System
ARC	Australian Red Cross
AV	Ambulance Victoria
BCP	Business Continuity Plan
BPA	Bushfire Prone Areas
BMO	Bushfire Management Overlay
CA	Control Agency
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
CFMWG	Casey Fire Management Working Group
CISS	Casey Information Support Service
COAG	Council of Australian Governments
CRC	Community Recovery Committee
DE	Department of Education
DEECA	Department of Energy, Environment and Climate Action
DFFH	Department of Families, Fairness and Housing
DH	Department of Health
DHS	Department of Human Services (Centrelink)
DJCS	Department of Justice and Community Safety
DJSIR	Department of Jobs, Skills, Industry and Regions
DRFA	Disaster Recovery Funding Arrangements
DTP	Department of Transport and Planning
EAD	Emergency Animal Disease
EHO	Environment Health Officer
EM Act 2013	Emergency Management Act 2013
EM Cop	Emergency Management Common Operating Picture
EMLO	Emergency Management Liaison Officer
EMV	Emergency Management Victoria
EPA	Environment Protection Authority
ERC	Emergency Relief Centre
ERV	Emergency Recovery Victoria
ERMHA	Eastern Regions Mental Health Association
FFMV	Forest Fire Management Victoria
FRV	Fire Rescue Victoria

HAZMAT	Hazardous Materials
IC	Incident Controller
ICC	Incident Control Centre
IEMT	Incident Emergency Management Team
IIA	Initial Impact Assessment
IMT	Incident Management Team
IRC	Internal Recovery Committee
JSOP	Joint Standard Operating Procedure
MAV	Municipal Association of Victoria
MBS	Municipal Building Surveyor
MECC	Municipal Emergency Coordination Centre
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Resource Coordinator
MEMO	Municipal Emergency Management Officer
MOU	Memorandum of Understanding
MRC	Municipal Recovery Committee
MRM	Municipal Recovery Manager
MSFEP	Municipal Storm and Flood Emergency Plan
NED	National edeposit
NSP	Neighbourhood Safer Places
PENA	Post Emergency Needs Assessment
PFA	Psychological First Aid
PHAP	Personal Hardship Assistance Program
PPE	Personal Protection Equipment
PTV	Public Transport Victoria
REMP	Regional Emergency Management Plan
REMPC	Regional Emergency Management Planning Committee
RERC	Regional Emergency Response Coordinator
RFR	Register.Find.Reunite
RRM	Regional Recovery Manager
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SIA	Secondary Impact Assessment
SEMP	State Emergency Management Plan
VCCEM	Victorian Council of Churches Emergencies Ministry
VicPol	Victoria Police
VicSES	Victoria State Emergency Service
VPF	Victorian Preparedness Framework
VPR	Vulnerable Persons Register
WICEN	Wireless Institute Civil Emergency Network

Annexure A Fire Risk Management