

## Airservices

Airservices Australia is an Australian government organisation providing Air Navigation Services (ANS) nationwide and Aviation Rescue Fire Fighting Services (ARFFS) at 27 designated major airports.

In Victoria, Airservices provides Air Traffic Control services at Melbourne, Avalon, Essendon and Moorabbin airports and Aviation Rescue Fire Fighting Services at Melbourne and Avalon airports during designated hours.

### Note:

1. All airspace above all of Victoria is managed by Airservices from its Operations Centre at Melbourne airport, except for aviation Restricted Areas which are managed by other agencies e.g. Defence. The degree of normal service available varies – depending on the aircraft, the location, and the circumstances.
2. Licensed airports and their Aerodrome Emergency Plans are the responsibility of the airport owner.
3. If aviation Search and Rescue assistance is (or may be) required, the Joint Rescue Coordination Centre (JRCC) operated by AMSA must be notified.
4. The Australian Defence Force (RAAF) is responsible for handling emergencies connected with Defence aircraft and state aircraft of a foreign country (e.g. visiting Presidents, Prime Ministers, etc.). First response rests with the handling agency (e.g. Airservices Air Traffic Control) at the instance of the occurrence and Aviation Rescue Fire Fighting (ARFFS) at designated airports.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
For mitigation activities, refer directly to the agency for further information.	
<b>Response (including Relief)</b>	
Control agency for aircraft inflight emergencies and rescue and firefighting at designated airports	3.1, 7.2, 12.3
Provision of ARFFS at Melbourne and Avalon Airports inclusive of: <ul style="list-style-type: none"> <li>• Fire and rescue response role to aircraft fires, accidents and incidents on or in the vicinity of the airport,</li> <li>• Structural firefighting on or in the vicinity of the airport and</li> <li>• Wildfire suppression on or in the vicinity of the airport</li> </ul>	3.1, 3.2, 7.2
ARFFS provides assistance to state agencies in other emergencies that causes or threatens to cause death or injury to persons, damage to property, harm to the environment and disruption to essential services. These services include:	
<ul style="list-style-type: none"> <li>• firefighting services to assist in controlling a fire that is not near a designated airport</li> </ul>	3.2, 7.2
<ul style="list-style-type: none"> <li>• provision of first aid services on or in the vicinity of designated airports</li> </ul>	3.2, 14.2
<ul style="list-style-type: none"> <li>• response to vehicle accidents on or in the vicinity of designated airports</li> </ul>	3.2
<ul style="list-style-type: none"> <li>• technical advice (remote or in person) to agencies responding to or investigating aircraft fires, accidents and large flammable fuel fires in the State of Victoria</li> </ul>	4.5, 4.6
<ul style="list-style-type: none"> <li>• initial hazardous materials response on or in the vicinity of designated airports</li> </ul>	3.2, 16.1, 16.7
Through Air Navigation Services:	

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>undertake actions in accordance with the Airport Emergency Plan at Melbourne, Essendon, Moorabbin and Avalon airports – in addition to the normal control of aircraft and the aircraft movement areas (at various times) at those airports</li> </ul>	4.6, 9.4
<ul style="list-style-type: none"> <li>assistance to aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.)</li> </ul>	3.2, 3.3, 3.5
<ul style="list-style-type: none"> <li>assistance to the Joint Rescue Co-ordination Centre operated by AMSA in the reporting and location of Emergency Locator Transmitters</li> </ul>	3.2
<ul style="list-style-type: none"> <li>designation of, and assistance with the management of, temporary aviation Restricted Areas in the vicinity of an emergency operation</li> </ul>	9.3
<ul style="list-style-type: none"> <li>provision on of an Alerting Post service for aircraft in emergency situations, and notification of appropriate agencies and organisations</li> </ul>	3.4, 3.5
<ul style="list-style-type: none"> <li>provision of an In-Flight Emergency Response service to aircraft in flight, that need assistance, and that are in communication with air traffic control</li> </ul>	3.4, 3.5
<ul style="list-style-type: none"> <li>when appropriate, the initial activation of the relevant Aerodrome Emergency Plan on behalf of the pilot of an aircraft in need of assistance that might reach a licensed airport</li> </ul>	3.1
<b>Recovery</b>	
<p>Airservices works with DoT (as lead Government liaison) to deliver the recovery activities of:</p> <ul style="list-style-type: none"> <li>restoring airports to normal activity</li> <li>assisting logistics interdependencies, contingencies and reconstruction</li> </ul>	3.1, 3.2
<b>Assurance and Learning</b>	
<p>For assurance and learning activities, refer directly to the agency for further information.</p>	

## Ambulance Victoria

Ambulance Victoria (AV) aims to improve the health of the community by providing high quality pre-hospital care and medical transport. AV's Charter requires the service to: respond rapidly to requests for help in a medical emergency; provide specialised medical skills to maintain life and reduce injuries in emergency situations and while transporting patients; provide specialised transport facilities to move people requiring emergency medical treatment; provide services for which specialised medical or transport skills are necessary; and, foster public education in first aid.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Active participation and representation in emergency management committees and forums at all tiers (municipal, regional and state)	1.2
Provide appropriate pre-hospital leadership, skills and equipment through planning for various health emergencies, including mass casualty incidents	1.1, 1.3
Co-ordinate and participate in training and exercises to maintain a high level of preparedness for all emergencies, including mass casualty incidents, both internally and with other emergency services and health service providers	1.6
Provide information to the public relating to health emergencies, and how the risk or consequence of these can be reduced	1.5, 2.1, 2.3
Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	1.4, 1.5, 6.4, 6.5
Undertake and participate in research to improve pre-hospital clinical skills and patient outcomes	4.4, 4.5
<b>Response (including Relief)</b>	
Co-ordinate a Public Access Defibrillation programs, and Community Emergency Response Teams	1.2, 3.3, 3.5, 14.8
The role of AV is to:	
<ul style="list-style-type: none"> <li>provide health support to other agencies, where appropriate</li> </ul>	3.2
<ul style="list-style-type: none"> <li>provide health support to patients undergoing decontamination</li> </ul>	14.1, 14.2, 14.4, 14.7, 16.9
<ul style="list-style-type: none"> <li>provide pre-hospital clinical care</li> </ul>	14.2, 14.3, 14.7, 14.8
<ul style="list-style-type: none"> <li>respond to requests for pre-hospital emergency care</li> </ul>	14.1, 14.2, 14.4
<ul style="list-style-type: none"> <li>transport and distribute patients to appropriate medical care</li> </ul>	14.5, 14.6, 14.8
<ul style="list-style-type: none"> <li>triage patients and determine treatment priority</li> </ul>	14.2, 14.3, 14.7
The role of AV under the SHERP is to:	
<ul style="list-style-type: none"> <li>activate other key SHERP position holders or mobile specialist teams</li> </ul>	3.2, 14.4, 14.6, 14.8
<ul style="list-style-type: none"> <li>assemble and lead the Health Incident Management Team</li> </ul>	3.1, 14.5, 14.6, 14.8
<ul style="list-style-type: none"> <li>deploy a Health Commander to direct the operational health response</li> </ul>	3.1, 3.2, 14.4, 14.5, 14.6, 14.8
<ul style="list-style-type: none"> <li>initially notify receiving hospitals of patients</li> </ul>	3.4, 14.5, 14.6
<ul style="list-style-type: none"> <li>liaise with control agencies to ensure the safety of responders, health care workers, and the public for identified and emergent risks from an incident. This includes activation of personal support arrangements</li> </ul>	3.2, 14.4, 15.5
<ul style="list-style-type: none"> <li>represent Health as a member of the Emergency Management Team, and report on patient numbers and health impacts</li> </ul>	3.2, 11.1
<ul style="list-style-type: none"> <li>support the Evacuation Manager in evacuating vulnerable people</li> </ul>	3.2, 5.2, 14.5, 14.6
AV supports the controller as requested to deliver relief and recovery activities	3.2

Activity	Critical task alignment / activity source
AV is the lead Response Support Agency (RSA) for the functional areas of ambulance services/first aid and health command, as shown in the Response Support table (Table 10)	Response Support table
AV is the Relief co-ordinating agency (RelCA) for health and medical assistance and first aid, as shown in the Relief services and co-ordination table (Table 11)	Relief services and co-ordination table
AV is lead agency for the relief activities of:	
<ul style="list-style-type: none"> <li>• co-ordinating pre hospital care</li> </ul>	3.1, 14.2, 14.8
<ul style="list-style-type: none"> <li>• establishing field primary care clinics or other health relief assistance measures as directed by the State Health Commander</li> </ul>	3.1, 14.3, 14.4, 15.1, 15.2
<ul style="list-style-type: none"> <li>• restoration, clearing and rehabilitation of public buildings and assets managed within AV's portfolio</li> </ul>	3.1, 19.3, 19.7
AV has responsibility for co-ordination the areas of relief medical assistance and first aid	14.1, 14.8, 15.2, 15.4
<b>Recovery</b>	
For recovery activities, refer directly to the agency for further information.	
<b>Assurance and Learning</b>	
Undertakes post incident debrief of the pre-hospital response and identifies areas for improvement	21.2

## **Australian Defence Force (Support Options for State Emergency Management)**

As part of the roles and responsibilities directed by the Commonwealth Government, the Department of Defence (and the Australian Defence Force (ADF)) provides Response Options for Domestic Operations under two distinct frameworks. The “Defence Aid to the Civil Community” or DACC framework outlines Defence assistance to state government and non-government entities in a range of scenarios (including Emergency Management of National Disasters and Emergencies); whilst the “Defence Aid to the Civil Authority” or DFACA Framework offers specific law enforcement and Domestic Security Options under separate Commonwealth legislation.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Victoria’s JOSS team and other Defence units regularly attend EMV training, exercises and briefings throughout the year to ensure ADF awareness and maintain an ability to respond quickly	1.2, 1.6
<b>Response (including Relief)</b>	
Defence’s role during a major emergency is to act as a support agency to EMV (and other state agencies as needed) in a broad range of scenarios	3.2
During an emergency event or incident involving ADF aircraft or vessels, as detailed in the National Search and Rescue Manual, ADF is the responsible control agency, in conjunction with state Police and the AMSA	3.1, 12.1, 12.3
Defence supports major emergency operations via the request for Commonwealth Assistance from the EMC or the VicPol Commissioner under the EMA guidelines for Commonwealth Assistance, with support usually managed under COMDISPLAN arrangements	1.2, 3.2
The Department of Defence provides the ADF JOSS as the interface between ADF and civil agencies at the state level, and works primarily with EMV and VicPol from the SCC and State Police Operations Centre respectively	3.2
The ADF JOSS team is the primary point of contact for advice and facilitation on Defence support to emergency management tasks and should be consulted prior to any request	4.5, 4.6
Defence bases in Victoria, commanded by the Senior ADF Officer for that base, conduct regular community engagement with local services and leaders. The Senior ADF Officer can provide advice at local level, as well as co-ordinate and deliver small-scale, short duration assistance in a local emergency situation (DACC1 Support)	2.1, 2.3, 3.2, 4.5
Defence prepares contingency forces (known as an ADF Emergency Support Force) across all states and territories during High Risk Weather Seasons. Within Victoria, scalable ESFs are prepared within population centres where major Defence bases exist nearby (Melbourne, Albury-Wodonga, Sale and Seymour), to provide a rapid response to any local or state requests for assistance	3.2
The ADF supports relevant agencies when a request is made for DACC Non-Emergency Assistance, which is when a threat is not immediate and includes non-emergency assistance to the community or state government entities, including major public events support and advisory support for Law Enforcement activities conducted by state agencies	3.2
Through the appropriate request process, Defence has the capacity to support EMV and Emergency Management agencies through the provision of	3.2, 4.5, 4.6, 10.1

Activity	Critical task alignment / activity source
personnel, advice, basing and equipment; specialist expertise, impact assessment, operations support and other capabilities for major emergencies including (but not limited to) bushfire, flood, pandemic and displacement of persons	
The Commonwealth supplies DACC Emergency Assistance to Victoria for response (and early recovery) of major emergencies. This Emergency DACC categorisation is principally based on immediate threat to life, property and the environment; alleviating suffering, and the activation of COMDISPLAN arrangements	3.2, 15.2

### Recovery

For recovery activities, refer directly to the agency for further information.

### Assurance and Learning

For assurance and learning activities, refer directly to the agency for further information.

## Australian Energy Market Operator

The AEMO manages electricity and gas systems and markets across Australia, helping to ensure Australians have access to affordable, secure and reliable energy. In particular, when energy supply network disruption occurs, AEMO, with industry support, manage system stability and restoration of supply, as well as provide advice to the state.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Facilitate the Gas Emergency Management Consultative Forum (chaired by ESV) and the Victorian Electricity Emergency Committee	1.2
Prepare or develop electricity load shedding priority tables after consultation with industry and government	1.5
Prepare or develop gas curtailment tables in consultation with government	1.5
Co-ordinate Victorian Electricity Emergency Committee and Gas Emergency Management Consultative Forum emergency exercises	1.6, 21.1, 21.3
Prepare gas emergency procedures, in consultation with government, ESV and industry	1.2, 1.6, 21.1, 21.3
AEMO is a participating agency, as shown in the Mitigation table (Table 8), for the following electricity supply disruption mitigation activities: <ul style="list-style-type: none"> <li>Legislative framework, e.g. Electricity Industry Act, Electricity Safety Act, national electricity laws and rules</li> <li>System modelling</li> <li>Market mechanisms</li> <li>Load management strategies including segmented customers to minimise community impacts</li> <li>Public communication and engagement</li> </ul>	Mitigation table
AEMO is a participating agency, as shown in the Mitigation table (Table 8), for the following gas supply disruption mitigation activities: <ul style="list-style-type: none"> <li>Legislative and regulatory framework, including Gas Industry Act 2001, Gas Safety Act 1997 and associated Gas Safety Cases, National Gas Law and National Gas Regulations, critical infrastructure resilience requirements under the EM Act 2013</li> <li>AEMO maintenance co-ordination and direction powers, including 24x7 control room and gas duty system</li> <li>Annual Victorian Gas Planning Report</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
Provide information to the control agency on the extent and likely duration of major disruptions to electricity and gas supply	4.4, 4.5, 4.6
Provide information and advice to the control agency regarding the impact of an emergency on electricity supply or gas and formulate management strategies in relation to incidents that threaten the technical integrity of the generation and transmission system (system security incidents)	3.2, 4.6, 11.1, 11.2
Co-ordinate and direct the gas and electricity industry to respond to a system security emergency	11.1, 11.3
<b>Recovery</b>	
AEMO works with DELWP (as lead Government liaison) to deliver the recovery activities:	19.1, 19.4, 19.7

**Activity****Critical task alignment /  
activity source**

- electricity services assets reinstatement and return to reliable supply by managing electricity system security emergencies. AEMO operate and are responsible for the transmission system while other network operators manage the distribution system and the restoration of infrastructure and electric supply
  - gas services assets reinstatement and return to reliable supply by managing gas system security emergencies within the Victorian Declared Transmission System. Other pipeline operators manage non Declared Transmission System segments of the system, and the restoration of infrastructure and gas supply
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**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

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## Australian Government Department of Home Affairs

The Department of Home Affairs (the Department) brings together Australia’s federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs, settlement services and immigration and border-related functions, working together to keep Australia safe, secure, prosperous and united.

Emergency Management Australia (EMA) is a Division of the Department. It is Australia's national government disaster management organisation and its responsibilities span disaster risk reduction, critical incident planning, disaster preparedness, crisis and security management, and disaster recovery. EMA works closely with Victoria, other state and territory emergency management organisations to achieve emergency management objectives.

State and territory governments have responsibility for coordinating and planning the response to, and recovery from, disasters within their jurisdictions. Through EMA, the Australian Government coordinates, collaborates with, and assists the states and territories to improve the overall resilience of Australia, Australians and the things that Australians value.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
The Department of Home Affairs contributes to the funding and/or supports several capability development activities, often in partnership with other Australian Government Agencies and the states and territories. Activities include the National Aerial Firefighting Centre, Australian Tsunami Warning System, Bushfire Arson Prevention, Emergency Alert, Australian Medical Assistance Teams and Disaster Assistance Response Teams and the Australian Instituted of Disaster Resilience	1.3
EMA is responsible for progressing and implementing national disaster risk reduction policy, in line with the National Disaster Risk Reduction Framework. The Framework sets the five-year cross-sector foundation from 2019-2023 to address systemic disaster risk and was endorsed by COAG in March 2020	1.1, 1.3
In March 2020, COAG also agreed to a new National Partnership Agreement on Disaster Risk Reduction. The new National Partnership Agreement will support the Framework and provide \$104.4 million for states and territories to deliver state and local risk reduction initiatives over five years. This is in addition to \$26.1 million that the Commonwealth will be investing in nationally significant projects	1.3, 1.4
Critical Infrastructure Centre works across all levels of government, and with owners and operators to identify and manage the risks to Australia’s critical infrastructure	1.1, 1.3, 3.2
<b>Response (including Relief)</b>	
The Counter Terrorism Centre is responsible for counter terrorism strategic policy, counter terrorism operational co-ordination and evaluation and counter terrorism capability	1.1, 3.2, 4.3
EMA has a central role in co-ordinating the Australian Government response under the COMDISPLAN to emergencies in support of the states and territories	3.1, 3.2
EMA operates the Australian Government Crisis Co-ordination Centre, which provides whole-of-government situational awareness and response options to inform national decision-making during a domestic crisis or the domestic	3.2, 3.3, 4.5, 4.6

Activity	Critical task alignment / activity source
implications of an international crisis. This includes the co-ordination of physical assistance requested by a state under COMDISPLAN, as well as briefing and support to executive decision-makers in the Australian Government, the State and Territory governments and non-government agencies	
The Department of Home Affairs works in partnership with Commonwealth departments, state and territory governments, the private sector, civil society, academia, governments of other countries, and multilateral organisations in preparing for, responding to, and recovering from natural disasters. The Department also works in close partnership with Australia's science agencies, the BoM, Geoscience Australia and the CSIRO	3.2
<b>Recovery</b>	
Through various funding programs, the Commonwealth provides financial assistance to state and territory governments, individuals and organisations in preparing for, and recovering from, bushfires	15.4, 20.3
EMA administers the DRFA on behalf of the Australian Government. Under this program, the Australian Government provides financial assistance to the state and territory governments to help them with the costs associated with certain disaster relief and recovery assistance measures	15.4, 20.3
EMA also administers the Australian Government's disaster recovery payments, including the Australian Government Disaster Recovery Payment and the Disaster Recovery Allowance	15.4, 20.3
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Australian Maritime Safety Authority

The Australian Maritime Safety Authority is an Australian Government Statutory Authority and an Australian Government emergency first responder agency with a public safety focus.

The Australian Government has a responsibility under a number of international conventions to provide:

- A maritime and aviation search and rescue service, within the Australian Search and Rescue Region covering 52.8 million square kilometres of land and sea
- A response to pollution in the marine environment
- That these obligations have been nationally legislated
- Measures for ship and crew safety.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Development and implementation of legislation designed to enhance safety of ships and crews, and maintain qualifications of crews	1.1
Prevent and mitigate pollution from ships	1.3
Building awareness of aviation and maritime safety through participation in seminars, aircraft, boat and 4WD shows, safety campaigns and journal articles	1.4
Promotion and registration of distress beacons for safety in aviation, maritime and remote land activities including bush walking	1.4, 1.5
Participation in national emergency planning, preparedness and mitigation measures	1.6
Participation in relevant aviation, maritime, emergency management and critical infrastructure forums, exercises, and training	1.6
AMSA is a participating agency, as shown in the Mitigation table (Table 8), for the following maritime emergency (non SAR) mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• Condition surveys for vessel class, commercial charter, and insurance requirements</li> <li>• International Maritime Organisation licensing requirements and audits for vessel crews</li> <li>• Implementation of International Safety Management code requirements (e.g. safety management system)</li> <li>• State and national audits and inspection of commercial vessels, port infrastructure, offshore facilities (note vessel condition monitoring done by Commonwealth)</li> <li>• Navigational systems including charts, Vessel Tracking Service, Dynamic Under Keel Clearance system, marks, aids to navigation (wave, wind, tide, swell etc.), personal pilotage units etc.</li> </ul>	
<b>Response (including Relief)</b>	
Control agency for both aviation and maritime search and rescue, and distress beacon detection	3.1
Control agency for marine pollution responses originating from ships within Australian waters falling outside of a state or the Northern territory	3.1
Control agency for ship casualty within Australian waters falling outside of a state or the Northern Territory	3.1
Development and maintenance of maritime navigation safety	3.4
Promotion of aviation and maritime search and rescue and development of associated arrangements	4.5

Activity	Critical task alignment / activity source
Manager of the National Plan for Maritime Environmental Emergencies including management of oil spill response equipment stockpiles, an aerial dispersant capability and a national team of trained responders and emergency managers	12.4, 16.5

**Recovery**

For recovery activities, refer directly to the agency for further information.

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

## Australian Red Cross

The Australian Red Cross (Red Cross) plays a humanitarian role in emergency management through the provision of services, expertise and resources, both in Australia and overseas. It is a key partner in the Victorian Emergency Management System, along with other agencies, business, government, and community organisations. As an auxiliary to government, Red Cross is an independent, impartial and neutral emergency partner.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
ARC advises on policies and practices that support preparedness and resilience in the community	1.2, 1.4
ARC builds community resilience and social connectedness through engagement and emergency planning activities at individual and community levels, empowering communities to develop initiatives through local volunteer networks and connections	1.2, 6.2, 6.4
<b>Response (including Relief)</b>	
ARC is lead agency for the relief activity of providing and co-ordinating food and water for emergency relief e.g. catering in emergency relief centres and emergency relief packs to isolated communities, where agreed, at the local level	15.2
The provision of well-co-ordinated, integrated and timely assistance to meet the immediate health, wellbeing and essential needs of affected communities, during and immediately after an emergency event, with the aim to support social cohesion and build resilience	15.2, 15.3
Co-ordination and provision of relief services to ensure communities are effectively supported	3.1
ARC supports DHHS in its role to provide personal support (psychological first aid) in relief and recovery centres and through community outreach	3.2, 15.2, 15.3
ARC supports VicPol in its role to operate Register.Find.Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities	3.2, 15.6
<b>Recovery</b>	
ARC supports DPC in its role to organise public appeals when requested, through collecting monetary donations for state-wide public appeals	3.2, 20.3
ARC supports municipal councils through advice, guidance and connections to individuals and organisations that can provide additional support to affected persons	3.2, 20.5
Equip individuals, families and communities with resources and link them with appropriate services to support their long-term recovery and wellbeing. Advocate for community needs through the provision of recovery planning and policy advice	20.1, 20.4
ARC supports DHHS in the provision of advice on wellbeing in recovery, as shown in the Social Environment table (Table 12),	Social Environment table
ARC supports municipal councils in the provision and staffing for recovery/information centres, as shown in the Social Environment table (Table 12)	Social Environment table

Activity	Critical task alignment / activity source
ARC supports the co-ordination of spontaneous volunteers, as shown in the Social Environment table (Table 12)	Social Environment table

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**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

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## Australian Transport Safety Bureau

The ATSB is Australia’s independent ‘no blame’ transport safety investigator. The ATSB is an independent Australian Government statutory agency. The ATSB is governed by a Commission and is entirely separate from transport regulators, policy makers and service providers. The ATSB’s function is to improve safety and public confidence in the aviation, marine and rail modes of transport. The ATSB is established by the *Transport Safety Investigation Act 2003* (TSI Act). The ATSB does not investigate for the purpose of taking administrative, regulatory or criminal action.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
In addition to the independent investigation of transport accidents and other safety occurrences, the ATSB has a role in transport safety data recording, analysis and research, as well as fostering safety awareness, knowledge and action	2.1, 4.4, 21.1, 21.2
The ATSB cooperates with agencies of the Commonwealth, a state or territory that have functions or powers relating to transport safety or functions affected by the ATSB’s role in improving transport safety	1.2, 3.2
<b>Response (Including Relief)</b>	
The ATSB is responsible for investigating accidents and other transport safety matters involving civil aviation, marine and rail operations in Australia that fall within Commonwealth jurisdiction, as well as participating in overseas investigations involving Australian registered aircraft and ships. A primary concern is the safety of commercial transport, with particular regard to operations involving the travelling public	3.1, 3.2, 21.1, 21.2
The ATSB works in cooperation with the police and emergency services when exercising its powers of investigation and works in parallel with other investigative bodies. However, there are significant limitations on release of information/evidence gathered by the ATSB under the <i>Transport Safety Investigation Act</i> . In addition, ATSB reports are inadmissible in civil or criminal proceedings except in certain limited circumstances such as coronial inquiries	3.1, 3.2, 4.4, 4.5, 6.5
<b>Recovery</b>	
For recovery activities, refer directly to the agency for further information.	
<b>Assurance and Learning</b>	
The ATSB issues public reports on investigations, safety issues and reports on remedial safety actions	2.1, 4.5, 4.6, 6.5, 21.1, 21.3, 21.5
The ATSB liaises with agencies as required when carrying out safety investigations to determine contributing and other safety factors, and thereby to identify and reduce safety-related risk. Hence, ATSB investigations foster safety awareness, knowledge and action. It is not a function of the ATSB to apportion blame or determine liability	2.1, 3.1, 3.2, 21.1, 21.2, 21.4, 21.5

## Bureau of Meteorology

The Bureau of Meteorology is Australia's national weather, climate and water agency operating under the authority of the Meteorology Act 1955 and the Water Act 2007. The Bureau's expertise and services assist Australians in dealing with the harsh realities of their natural environment, including drought, floods, fires, storms, tsunamis and tropical cyclones. Through regular forecasts, warnings, monitoring and advice spanning the Australian region and Antarctic territory, the Bureau provides one of the most fundamental and widely used services of government.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Contribute to community awareness activities related to meteorological and hydrological phenomena and warning systems	1.2, 1.6
Contribute to community hazard mapping by taking the lead role in the analysis of relevant meteorological and hydrological information	1.4, 2.1, 4.4, 4.6
BoM is a participating agency, as shown in the Mitigation table (Table 8), for the following heatwave mitigation activities: <ul style="list-style-type: none"> <li>• Weather forecasting</li> <li>• Heat Health Alert System to alert subscribers of forecast extreme heat</li> </ul>	Mitigation table
BoM is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities: <ul style="list-style-type: none"> <li>• BoM weather and warning network and systems</li> </ul>	Mitigation table
<b>Response (Including Relief)</b>	
Issue warnings on gales, storms, tsunamis, solar storms and other weather conditions likely to endanger life or property, or that give rise to floods or bushfires	2.1, 2.3
In co-ordination with Victorian state agencies, provide weather-related information to media, including direct broadcast via radio and the internet	2.3, 3.2, 4.5
Provide expert advice for emergencies that are influenced by meteorological and hydrological conditions	4.5, 4.6
Provide weather forecasts and meteorological and hydrological information	4.5, 4.6
BoM is the lead Response Support Agency (RSA) for the functional area of weather, as shown in the Response Support table (Table 10)	Response Support table
<b>Recovery</b>	
For recovery activities, refer directly to the agency for further information.	
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	



## Bushfire Recovery Victoria

Bushfire Recovery Victoria (BRV) was established in January 2020 as a permanent and dedicated recovery agency. BRV is responsible for coordinating recovery from the 2019-20 Eastern Victorian Bushfires (the Bushfires) in the following Alpine Resorts and Local Government Areas (LGAs):

### Alpine Resorts

Falls Creek  
Mount Buller  
Mount Hotham  
Mount Stirling Alpine Resort

### Local Government Areas

Alpine	Greater Bendigo	Southern Grampians
Ararat	Indigo	Strathbogie
Ballarat	Mansfield	Towong
East Gippsland	Moyne	Wangaratta
Glenelg	Northern Grampians	Wellington
Golden Plains	Pyrenees	Wodonga

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Lead and co-ordinate recovery planning across BRV's five lines of recovery (People and Wellbeing, Aboriginal Culture and Healing, Environment and Biodiversity, Business and Economy, and Building and Infrastructure), ensuring that recovery plans:	
<ul style="list-style-type: none"> <li>are developed through participation with community and agency stakeholders</li> </ul>	1.1, 1.2
<ul style="list-style-type: none"> <li>incorporate initiatives that build community resilience where-ever this is possible</li> </ul>	1.1, 6.6
Co-ordinate state and regional recovery, including:	
<ul style="list-style-type: none"> <li>develop and implement overarching Bushfire recovery framework, including recovery plans</li> </ul>	1.1
<ul style="list-style-type: none"> <li>lead in Bushfire planning, program management, engagements and operations to ensure wraparound services systems are easily available for affected people</li> </ul>	1.3, 15.5
<b>Response (including Relief)</b>	
For response activities, refer directly to the agency for further information.	
<b>Recovery</b>	
Co-ordinate state and regional recovery, including:	
<ul style="list-style-type: none"> <li>lead intergovernmental co-ordination</li> </ul>	3.1
<ul style="list-style-type: none"> <li>engage with communities, local governments, State Government departments and agencies, the Commonwealth Government and non-government organisations to ensure appropriate bushfire recovery supports are in place and are well integrated to meet community needs</li> </ul>	3.2, 20.5, 20.6
<ul style="list-style-type: none"> <li>State and Commonwealth funding for Bushfire recovery</li> </ul>	15.4, 20.3

Activity	Critical task alignment / activity source
Lead the co-ordination of Victorian Government communications and public information relating to Bushfire recovery	2.3, 2.5
Advise Cabinet, relevant Committees of Cabinet and the SCRC and on strategic matters relating to recovery from the Bushfires	4.5, 4.6
Support the establishment and operation of Community Recovery Committees	3.2
Establish and operate community recovery hubs, linking locals to practical recovery supports	3.3, 20.6
Co-ordinate the delivery of case support services, as required for people affected by the Bushfires	15.3, 20.1
Manage the clean-up of properties destroyed or damaged by the Bushfires	19.5
Manage the delivery of technical assessments and other support services for planning and rebuilding of damaged and destroyed buildings in collaboration with DELWP and local governments	3.1, 19.2
Arrange temporary accommodation for people displaced by the Bushfires	15.1, 20.2
Administer recovery grants in co-ordination with Commonwealth, State and local government department and agencies	15.4, 20.3
<b>Assurance and Learning</b>	
Lead and co-ordinate recovery planning across BRV's five lines of recovery (People and Wellbeing, Aboriginal Culture and Healing, Environment and Biodiversity, Business and Economy, and Building and Infrastructure), ensuring that recovery plans are regularly reviewed through incorporating monitoring and evaluation learnings	1.1, 21.4

## Catchment Management Authorities

Catchment Management Authorities (CMAs) are responsible for the integrated planning and coordination of land, water and biodiversity management in each catchment and land protection regions. CMAs have a key role in advising on flood mitigation, providing support to flood response, and leading flood recovery programs where they have the resources to conduct works.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Advise and assist local government in the incorporation of flood related planning controls in planning schemes	1.2
Prepare flood response action plans for internal use focused on the collection of flood related data, flood level, flood photography, and hydrographics	1.3
In partnership with local government, prepare and implement local floodplain management plans in accordance with the regional floodplain management strategy and community expectations	1.4
Assist with specific strategic and regional (non-urban) works and measures in accordance with responsibilities under the regional floodplain management strategy or catchment management strategy in consultation with expert advice	1.4, 1.5
Prioritise regional flooding issues in cooperation with local government, VICSES and the community	1.5, 6.4
CMAs are a participating agency, as shown in the Mitigation table (Table 8), for the following flood mitigation activities: <ul style="list-style-type: none"> <li>vegetation/waterway management</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
Advise government on regional priorities for floodplain management activities through the implementation of regional floodplain management strategies	4.1
In partnership with support and control agencies, collect, maintain and enhance flood information	4.4
Monitor significant flood events and collect flood data in conjunction with local government	4.5
Provide flood advice to local government and the community in general	4.5
Advise local government and other authorities on planning permit referrals, building issues and infrastructure management within floodplains	4.6
Assist local government, the BoM and DELWP, facilitate the development, maintenance and upgrading of regional flood warning systems	4.6
Support response agencies at the regional level through the provision of flood advice, including flood extent and severity during major flood events	4.6
Support response agencies through the provision of advice on emergency stabilisation and other activities to arrest river breakaways, and the removal of debris accumulation threatening structural stability of public assets in consultation with expert advice	3.2, 11.3, 18.4
Support community education and involvement on flooding issues	6.4
Assess all river waterway damage that poses a threat to the stability of river systems	11.1, 18.1, 18.2
<b>Recovery</b>	

Activity	Critical task alignment / activity source
CMAs are a lead agency responsible for the recovery activity of:	
<ul style="list-style-type: none"> <li>providing advice and information services to municipal councils and delegated public land managers and community groups (with DELWP and EPA)</li> </ul>	11.3
<ul style="list-style-type: none"> <li>developing and prioritising flood recovery programs for CMA assets/waterways</li> </ul>	18.2
CMAs support DELWP to deliver on its recovery activity of:	
<ul style="list-style-type: none"> <li>restoring impacts of river erosion where there is an immediate danger of the formation of river breakaways and/or immediate danger to CMA assets</li> </ul>	18.3
<ul style="list-style-type: none"> <li>implementing balanced flood recovery programs consistent with funding allocated</li> </ul>	18.4, 19.5
<ul style="list-style-type: none"> <li>restoring, clearing and rehabilitation of public land and assets managed directly by DELWP through clearing and restoring of assets and rehabilitation of disturbances on land and waterways managed by CMAs</li> </ul>	18.3, 18.5, 19.3
Implement flood damage restoration programs for flood affected waterways	18.4
<b>Assurance and Learning</b>	
Monitor and report on performance of regional floodplain management strategies	21.4

## CityLink

CityLink is a support agency for any incident that occurs within CityLink leased land and Incident Response Service (IRS) boundaries. CityLink will provide resources, within its capability, to assist control and support agencies or persons affected by an emergency. CityLink may also have a role in emergencies that do not occur on CityLink leased land, but may impact its operation. CityLink will provide the initial response on behalf of DoT within the IRS area.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Traffic management plans for road closures and tunnel evacuation plans for motorists are reviewed annually	1.3
Test annually of preparedness of the Emergency Risk Management Plan, Incident Management Team and Executive Management Team through an exercise that involves key stakeholders and identifies Critical Infrastructure requirements	1.2, 1.3, 1.6, 4.1
Monitoring and analysing the CityLink network, including all safety critical systems, CCTV and Automatic Incident Detection, and reviewing these procedures as required to ensure all intelligence requirements are met	4.3, 4.4, 4.7
Maintenance and inspection of the CityLink asset and ensure all traffic control devices are available 24/7, including to utilise to assess an incident and assist in establishing access for emergency services	9.2, 11.1
<b>Response (including Relief)</b>	
Variable Message Sign utilisation is in conjunction with state partners during emergencies to display community messages on risks and emergencies	2.1, 2.3, 2.5, 4.3
CityLink is monitored through a dedicated Traffic Control Room 24/7 with the ability to host an ICC for external parties	3.1, 3.3
During an emergency CityLink will:	
<ul style="list-style-type: none"> <li>• assist the control and support agencies as required and within its capabilities</li> </ul>	3.2
<ul style="list-style-type: none"> <li>• provide an EMLO</li> </ul>	3.2
<ul style="list-style-type: none"> <li>• provide an Incident Management facility to assist in the co-ordination of the emergency</li> </ul>	3.3
<ul style="list-style-type: none"> <li>• if first responders at a scene, initiate incident management procedures (such as traffic management and access) until control agency on site</li> </ul>	3.1, 9.1, 9.2, 9.3
On road incident response is available 24/7 including traffic management capabilities, including securing the road, establishing alternative access as required (including the undertaking of interim works)	5.1, 5.3, 9.1, 9.3, 9.5, 9.7
Tunnels have redundant fire detection and suppression systems	7.1, 7.2
Through the Customer assistance program, assess community needs and enact plans and adapt services, such as waiver fees, to assist the community	15.5
<b>Recovery</b>	
CityLink's role in recovery is:	
<ul style="list-style-type: none"> <li>• provision of information concerning the non-sensitive commercial issues</li> </ul>	4.5, 4.6

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>assessment, restoration and/or reconstruction of CityLink to return to full operations, on the provision that resourcing and safety have been verified</li> </ul>	19.3, 19.4, 19.7
<ul style="list-style-type: none"> <li>Assistance with the on-going management of traffic on the arterial network if CityLink is not available for use</li> </ul>	9.3, 19.6
<ul style="list-style-type: none"> <li>to facilitate steps to ensure the physical and mental wellbeing of all customers and company personnel involved in the emergency</li> </ul>	15.2, 15.3, 20.1
<ul style="list-style-type: none"> <li>to participate in a post incident review/debrief</li> </ul>	21.1
<ul style="list-style-type: none"> <li>to participate on a Community Recovery Committee, if required</li> </ul>	19.8
<ul style="list-style-type: none"> <li>to work collaboratively with state authorities and local government regarding CityLink operations</li> </ul>	3.2
Through the asset strategy and planning framework, ensure long term operability of infrastructure, including assessments and restoration when required	1.3, 19.1, 19.2, 19.5
<b>Assurance and Learning</b>	
Update the Emergency Risk Management Plan with findings and recommendations from any major event including annual exercises	1.3, 21.3, 21.5

## Coroners Court of Victoria

The Coroners Court is established under the *Coroners Act 2008* to independently investigate when, where, how and why an unexpected death occurred and identify opportunities to prevent similar deaths from occurring in the future. In times of emergency, the Coroners Court is a member agency of the State Disaster Victim Identification Committee. Ultimately a coroner is responsible for the identification of deceased, and coordination of family support where ante mortem interviews are required to establish the identity of the deceased. The Coroners Court works closely with VIFM and Victoria Police in times of emergency.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
To contribute to the reduction of the number of preventable deaths and fires through the findings of coronial investigations of deaths and fires, and the making of recommendations by coroners to promote public health and safety	1.4, 2.1, 21.5
<b>Response (including Relief)</b>	
Coroners Court of Victoria is the lead Response Support Agency (RSA) for the functional area of coronial services, as shown in the Response Support table (Table 10)	Response Support table
To exercise as necessary the coroners statutory powers in relation to the investigation of the scene of a reportable death or fire	8.1, 8.3
To commence the coronial investigation process	3.1, 8.1
To facilitate the transportation of deceased persons to a coronial mortuary	8.4, 8.5, 14.5
<b>Recovery</b>	
The Coroners Court is the lead agency for the recovery activity of identifying deceased persons and determining the cause and circumstances of their death	8.5
Coroners Court of Victoria supports VIFM in supporting the bereaved, as shown in the Social Environment table (Table 12),	Social Environment table
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Country Fire Authority

Country Fire Authority has evolved from its informal beginnings in community-based fire brigades to become one of the world's largest volunteer-based emergency services organisations. CFA works with Victoria's emergency services to fulfil its mission to protect lives and property through operational response and the promotion of community safety and education.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Reduce the number of fires and hazardous incidents through: <ul style="list-style-type: none"> <li>• developing/enforcing of relevant legislation and regulations</li> <li>• applying risk management strategies to identified community risk</li> <li>• increasing the understanding of the use of fire protection and detection systems</li> <li>• changing community behaviour through public education and legislation</li> <li>• increasing community involvement and awareness in hazard prevention</li> <li>• broadening community awareness and preparedness to minimise the impact of an emergency on the community</li> </ul>	1.1 1.5 1.2, 1.4 1.1, 2.1 1.4, 2.1 2.1, 6.3
CFA is a participating agency, as shown in the Mitigation table (Table 8), for the following bushfire mitigation activities: <ul style="list-style-type: none"> <li>• land use planning</li> <li>• landscape fuel management including legislative requirements</li> <li>• fire ignition controls including total fire ban days, arson programs</li> <li>• community education, awareness and engagement to prevent and respond to bushfire</li> <li>• seasonal arrangements to ensure capability</li> </ul>	Mitigation table
CFA is a participating agency, as shown in the Mitigation table (Table 8), for the following hazardous materials (including hazardous materials/industrial waste) incident mitigation activities: <ul style="list-style-type: none"> <li>• HAZMAT transport requirements (e.g. prohibitions, material volume and selection, route and timing selection, transport mode, stakeholder engagement (e.g. WorkSafe Victoria, FRV, VicRoads, transporter, receiver)</li> <li>• pre-transport consequence modelling and readiness – plume modelling, etc.</li> </ul>	Mitigation table
CFA is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities: <ul style="list-style-type: none"> <li>• legislation/regulation and enforcement of <i>Mineral Resources Sustainable Development Act 1990</i> and regulations (licensing and approvals process for operators of declared mines), <i>Occupational Health &amp; Safety Act 2004</i>, <i>EM Act 2013</i>, EM (Critical Infrastructure Resilience) Regulations 2015, <i>Country Fire Authority Act 1958</i> and Regulations 2014, <i>Energy Safe Victoria Act 2005</i></li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
Control Agency for: <ul style="list-style-type: none"> <li>• fire on private land within Country Area Victoria</li> <li>• accidents involving gas leakage</li> <li>• hazardous materials</li> </ul>	3.1, 7.2, 12.3



Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>lifts, or scaffolding and amusement structures (including rescue) and building collapse</li> <li>fire and explosion incidents involving aircraft and boilers and pressure vessels</li> <li>rescue incidents involving rail, aircraft and industrial, road, and building structures</li> </ul>	
CFA is one of the lead Response Support Agency (RSA) for the functional area of responder agencies, as shown in the Response Support table (Table 10)	Response Support table
Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through:	
<ul style="list-style-type: none"> <li>providing advice to threatened and affected communities on actions that they should take during an emergency event</li> </ul>	2.1, 2.3, 3.5
<ul style="list-style-type: none"> <li>controlling accidents involving boilers/pressure vessels; dangerous goods/hazardous materials; lifts; building collapse and explosions (e.g. gas)</li> </ul>	3.1
<ul style="list-style-type: none"> <li>suppression of uncontrolled fires</li> </ul>	7.1, 7.2
<ul style="list-style-type: none"> <li>rescue of persons from other emergencies, including fire; road, rail and aircraft accidents; industrial accidents and other emergencies (including provision of steep and high angle rescues)</li> </ul>	12.3
Provide key support for:	
<ul style="list-style-type: none"> <li>investigation into the causes of fire</li> </ul>	4.4, 4.6
<ul style="list-style-type: none"> <li>Mines Rescue capability across Victoria in accordance with state arrangements</li> </ul>	3.2, 12.3
<ul style="list-style-type: none"> <li>tunnel and trench rescue incidents</li> </ul>	3.2, 12.3
<ul style="list-style-type: none"> <li>USAR capability across Victoria in accordance with state arrangements</li> </ul>	3.2, 12.3
<ul style="list-style-type: none"> <li>EMR from designated stations to relevant events to support AV</li> </ul>	3.2, 14.2, 14.4
CFA supports the Controller by providing assistance, advice and information to other agencies responsible for, or involved in, recovery activities	3.2, 4.5
<b>Recovery</b>	
CFA is the lead agency for undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets, where the CFA is the manager of that building or asset	19.2, 19.3, 19.4, 19.7
CFA supports DELWP to deliver the following recovery activity of:	
<ul style="list-style-type: none"> <li>assisting farmers to repair and restore fences damaged by bushfire or suppression activities</li> </ul>	19.2, 19.4, 19.7
<ul style="list-style-type: none"> <li>ensuring essential water taken from private landholders during bushfire firefighting operation activities is replaced</li> </ul>	18.3, 18.4
CFA supports the Controller by providing assistance and advice to individuals, families and communities who have been affected by fire or other incidents (as described)	20.6
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Department of Education and Training

The focus of the Department of Education and Training is to support and coordinate emergency mitigation, preparation, response and recovery activities within education communities. This includes the provision of safe learning facilities, guidance and support for the education community in emergency management, promoting disaster risk resilience and risk reduction through a number of measures as well as provision of evidence informed, coordinated, wellbeing and psychosocial recovery supports.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Development of the department's state-wide emergency management policy, including guidelines for all children's services, government and non-government schools that can prevent or reduce the risks associated with emergencies	1.1, 1.3
Development of emergency management planning resources for all children's services, government and non-government schools including templates that assist in identifying actions that support mitigation including resources and training	1.1, 1.2, 1.4
<b>Response (including Relief)</b>	
Co-ordination of emergency response for children's services, government and non-government schools	3.1
Provision of a co-ordinated departmental response for emergencies at schools and at the scene of off-site emergencies involving school buses, registered camps, excursions and outdoor activities, to ensure the safety of students and staff	3.2
Provision of assistance and support for management of incidents involving parents, staff, students and media during emergencies	3.2
Provision of an emergency notification and reporting service between government schools and emergency services through the department's 24-hour Security Services Unit	2.1, 2.3, 3.5
Provision of advice and list of suggested resources to non-government schools	4.5, 6.1
Providing advice and support to early childhood services and non-government schools when required	3.2, 4.5, 15.2
DET is the lead Response Support Agency (RSA) for the functional area of education, as shown in the Response Support table (Table 10)	Response Support table
<b>Recovery</b>	
DET is lead agency for the recovery activity of:	
<ul style="list-style-type: none"> <li>helping students and school staff of government schools to overcome the immediate impact of an emergency by providing specialist support services including providing psychological first aid and psychoeducation</li> </ul>	3.1, 15.2, 15.3, 20.1
<ul style="list-style-type: none"> <li>undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. public amenities, schools) where DET is the manager of that building or asset</li> </ul>	3.1, 19.2, 19.3, 19.7
DET is the Recovery Lead Agency (ReCLA) in providing support and advice to aid schools and early childhood services, as shown in the Social Environment table (Table 12),	Social Environment table

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

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## Department of Environment, Land, Water and Planning

The Department of Environment, Land, Water and Planning (DELWP) brings together Victoria’s climate change, energy, environment, water, forests, planning, local government and emergency management functions into a single department to maximise connections between the environment, community, industry and economy. DELWP’s mission is to improve Victoria’s liveability, while responsibly tackling climate change and protecting the natural environment, infrastructure and heritage for future generations.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Lead the Water Sector Resilience Network	1.3
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following bushfire mitigation activities: <ul style="list-style-type: none"> <li>• Land use planning</li> <li>• Landscape fuel management including legislative requirements</li> <li>• Fire ignition controls including total fire ban days, arson programs</li> <li>• Community education, awareness and engagement to prevent and respond to bushfire</li> <li>• Seasonal arrangements to ensure capability</li> <li>• Restricted access to public land</li> </ul>	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following earthquake mitigation activities: <ul style="list-style-type: none"> <li>• Critical infrastructure (engineering) vulnerability assessments and maintenance regimes (essential services, dams/levees, buildings, roads, bridges, tunnels)</li> <li>• Land use planning</li> <li>• List of vulnerable (e.g. pre- 1989) buildings in CBD to inform response planning</li> </ul>	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following electricity supply disruption mitigation activities: <ul style="list-style-type: none"> <li>• legislative framework, e.g. <i>Electricity Industry Act, Electricity Safety Act</i>, national electricity laws and rules</li> <li>• urban development and planning</li> <li>• public awareness</li> <li>• load management strategies including segmented customers to minimise community impacts</li> <li>• public communication and engagement</li> <li>• industry forums, including regular emergency exercises</li> </ul>	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following emergency animal disease mitigation activities: <ul style="list-style-type: none"> <li>• regulated control of native wildlife rehabilitation and licensing</li> </ul>	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following flood mitigation activities: <ul style="list-style-type: none"> <li>• legislative policy framework including floodplain management strategy, reform (lessons learnt)</li> <li>• land use planning (Strategic and statutory)</li> <li>• flood emergency planning including readiness</li> <li>• flood data/intelligence and mapping</li> <li>• total Flood Warning System</li> </ul>	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following gas supply disruption mitigation activities:	Mitigation table

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>legislative and regulatory framework, including Gas Industry Act 2001, <i>Gas Safety Act 1997</i> and associated Gas Safety Cases, National Gas Law and National Gas Regulations, critical infrastructure resilience requirements under the <i>EM Act 2013</i></li> <li>public awareness</li> <li>industry forums, including regular emergency exercises</li> </ul>	
<p>DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following hazardous materials (including hazardous materials/industrial waste) incident mitigation activities:</p> <ul style="list-style-type: none"> <li>land use planning and regulation, and process facility/residential/commercial development designs</li> </ul>	Mitigation table
<p>DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following heatwave mitigation activities:</p> <ul style="list-style-type: none"> <li>planning (state, local and agency preparedness)</li> <li>urban planning (water fountains, cool places – parks, air-conditioned facilities)</li> </ul>	Mitigation table
<p>DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following liquid fuel disruption mitigation activities:</p> <ul style="list-style-type: none"> <li>legislative and regulatory framework, including <i>Fuel Emergency Act 1977</i>, critical infrastructure resilience requirements under the <i>EM Act 2013</i></li> <li>public awareness</li> <li>industry forums, including regular emergency exercises</li> </ul>	Mitigation table
<p>DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following water supply disruption mitigation activities:</p> <ul style="list-style-type: none"> <li>system resilience e.g. desal plant and grid connectivity</li> <li>critical infrastructure resilience</li> <li>legislative framework and regulations including Water Act 1989, Water Industry Act 1994 and Safe Drinking Water Act 2003 (risk management plans and audits)</li> </ul>	Mitigation table
<p><b>Blue-Green Algae bloom:</b></p> <ul style="list-style-type: none"> <li>developing policy for blue-green algae management in Victoria</li> <li>collection of data on blue-green algal blooms</li> </ul>	<p>1.3</p> <p>4.4</p>
<p><b>Cetacean (whale and dolphin) stranding, entanglement or vessel strike:</b></p> <ul style="list-style-type: none"> <li>formulation of policy, regulation, plans and training</li> <li>engagement with stakeholders to reduce the incidence of cetacean stranding, entanglement and vessel strike</li> </ul>	<p>1.1</p> <p>1.3, 2.1</p>
<p><b>Dam safety:</b></p> <ul style="list-style-type: none"> <li>formulation of policy and regulation for dam safety</li> <li>administration of dam safety provision in the <i>Water Act 1989</i> and water corporation obligations in the Statement of Obligations</li> </ul>	<p>1.1</p> <p>1.1, 1.3</p>
<p><b>Energy:</b></p> <ul style="list-style-type: none"> <li>DELWP responsibilities under Part 7A of the <i>EM Act 2013</i> involves working with the energy sector to enhance critical infrastructure resilience, in particular through formulation of policy, emergency risk management planning by operators, observing exercises as part of resilience improvement cycles and designating vital critical infrastructure where appropriate</li> </ul>	1.1, 1.2, 1.3, 1.6, 19.4, 19.5, 21.1, 21.3
<p><b>Fire:</b></p> <ul style="list-style-type: none"> <li>formulation of policy and regulation for bushfire management in state forest, national parks and protected public lands</li> </ul>	<p>1.1</p> <p>1.1</p>

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>• formulation of policy and regulation in the land use planning and building systems for bushfire in the built and natural environment</li> <li>• planning and delivery of programs to reduce the risk of bushfire in state forest, national parks and protected public lands</li> </ul>	1.3, 7.1
<b>Floodplain management/flood:</b>	
<ul style="list-style-type: none"> <li>• formulation of policy and regulation for floodplain management</li> </ul>	1.1
<ul style="list-style-type: none"> <li>• formulation of policy and regulation in the land use planning and building systems for flood in the built and natural environment</li> </ul>	1.1
<ul style="list-style-type: none"> <li>• planning and delivery of floodplain management programs to reduce the risk of major flood</li> </ul>	1.3
<b>Non-hazardous pollution of inland waters:</b>	
<ul style="list-style-type: none"> <li>• formulation of policy and regulation for non-hazardous pollution of inland waters</li> </ul>	1.1
<b>Reticulated water and wastewater (sewerage) services:</b>	
<ul style="list-style-type: none"> <li>• monitor water corporations' implementation of business continuity and emergency management plans to restore water and wastewater (sewerage) services to full functionality, DELWP also observes emergency management exercises in the sector</li> </ul>	1.1, 1.6
<b>Surveying and protecting threatened ecosystems, native plants and animals:</b>	
	1.1, 1.2, 11.2, 18.1
<ul style="list-style-type: none"> <li>• identification of key ecosystems, biodiversity values and species that may require intervention when affected by an emergency</li> </ul>	1.1, 1.3, 4.4, 18.2
<ul style="list-style-type: none"> <li>• development of response options for key ecosystems and species</li> </ul>	
<b>Wildlife affected by marine and freshwater pollution:</b>	
<ul style="list-style-type: none"> <li>• development of policy, programs and training for responding to incidents of wildlife affected by marine pollution</li> </ul>	1.1
<ul style="list-style-type: none"> <li>• development of partnerships and agreements with key organisations that will support DELWP in responding to wildlife affected by marine pollution</li> </ul>	1.2, 3.2
<b>Wildlife welfare arising from emergency events:</b>	
<ul style="list-style-type: none"> <li>• development of policy, programs and training for responding to wildlife welfare during emergencies</li> </ul>	1.1, 21.1
<ul style="list-style-type: none"> <li>• development of partnerships and agreements with key organisations that will support DELWP in responding to emergency events on wildlife welfare</li> </ul>	1.1
<ul style="list-style-type: none"> <li>• engagement with DJPR on the delivery of the Victorian Emergency Animal Welfare Plan</li> </ul>	1.2
<b>Response (including Relief)</b>	
DELWP is the control agency for:	3.1
<ul style="list-style-type: none"> <li>• blue-green algae</li> </ul>	
<ul style="list-style-type: none"> <li>• cetacean (whale and dolphin) stranding, entanglement and vessel strike</li> </ul>	
<ul style="list-style-type: none"> <li>• dam safety</li> </ul>	
<ul style="list-style-type: none"> <li>• energy (electricity, gas and liquid fuels network supply disruptions)</li> </ul>	
<ul style="list-style-type: none"> <li>• fire in state forest, national park and protected public land</li> </ul>	
<ul style="list-style-type: none"> <li>• non-hazardous pollution of inland waters</li> </ul>	
<ul style="list-style-type: none"> <li>• reticulated water and wastewater (sewerage) service</li> </ul>	
<ul style="list-style-type: none"> <li>• wildlife affected by marine and fresh water pollution</li> </ul>	
<ul style="list-style-type: none"> <li>• wildlife welfare arising from an emergency event</li> </ul>	
DELWP is a support agency for:	3.2
<ul style="list-style-type: none"> <li>• fire on private land</li> </ul>	

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>drinking water contamination</li> <li>flood plain management/flood</li> <li>extreme heat and marine pollution (shoreline response)</li> </ul>	
<p>DELWP is the lead Response Support Agency (RSA) for the functional areas of public land, spatial data, threatened ecosystems and species, one of the lead RSAs for the functional area of responder agencies, as shown in the Response Support table (Table 10)</p>	Response Support table
<p>Lead the co-ordination of public information on:</p>	
<ul style="list-style-type: none"> <li>electricity outages and potential or actual load shedding after consultation with AEMO, ESV, industry and government</li> </ul>	2.1, 2.2, 2.3, 2.5
<ul style="list-style-type: none"> <li>gas usage and potential or actual gas curtailment in consultation with AEMO, ESV, industry and government</li> </ul>	2.1, 2.2, 2.3, 2.5
<p>Provision of emergency advice to reduce gas consumption on a voluntary basis</p>	2.3
<p>Provide access to, and analysis of, real time information and intelligence on supply disruptions and energy flows through Victoria</p>	4.4, 4.5
<p><b>Blue-Green Algae bloom:</b></p>	
<ul style="list-style-type: none"> <li>control agency for providing a co-ordinated response for blue-green algae incidents</li> </ul>	3.1
<ul style="list-style-type: none"> <li>co-ordination of state-wide blue-green algae management activities</li> </ul>	3.2, 4.6
<ul style="list-style-type: none"> <li>provision of advice to government and emergency management agencies regarding the impacts of algal blooms on drinking water supplies and/or recreational water bodies</li> </ul>	4.6
<p><b>Cetacean (whale and dolphin) stranding, entanglement or vessel strike:</b></p>	
<ul style="list-style-type: none"> <li>control agency for response to cetaceans impacted by vessel strike under the Victorian Cetacean Emergency Plan</li> </ul>	3.1
<ul style="list-style-type: none"> <li>control agency for providing a co-ordinated response to cetacean entanglements or strandings under the Victorian Cetacean Emergency Plan</li> </ul>	3.1
<p><b>Dam safety:</b></p>	
<ul style="list-style-type: none"> <li>manage escalated response activities in order to minimise the impact on the community and the environment from dam safety</li> </ul>	3.1, 11.2, 11.3
<p><b>Energy:</b></p>	
<ul style="list-style-type: none"> <li>control agency for energy supply disruptions, in accordance with plans and procedures and within the powers available to resolve the situation</li> </ul>	1.5, 3.1
<ul style="list-style-type: none"> <li>control agency for disruptions to energy. DELWP participates in a range of partnerships and agreements with key organisations that will support DELWP in responding to energy emergencies</li> </ul>	3.2
<ul style="list-style-type: none"> <li>DELWP (as lead Government liaison) works with AEMO operate and are responsible for the transmission system while other network operators manage the distribution system and the restoration of infrastructure and electric supply</li> </ul>	1.5, 3.2, 10.1, 19.6
<ul style="list-style-type: none"> <li>advise the Minister for Energy, Environment and Climate Change about the potential implications of energy supply disruptions and, in extreme outages, about reserve legislative powers to intervene in energy markets. These include the direction of energy supply or usage through Orders in Council under the <i>Gas Industry Act 2001</i>, the <i>Electricity Industry Act 2000</i>, the <i>Fuel Emergency Act 1977</i> and national arrangements</li> </ul>	4.4, 4.5, 4.6, 11.2
<ul style="list-style-type: none"> <li>provide analysis and advice to government regarding impacts on energy supply</li> </ul>	4.1, 4.4, 4.6

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>report on the impacts (loss and damage) to energy supply infrastructure to inform immediate priorities and recovery programs, including the restoration and supply of essential services</li> </ul>	10.1, 10.2, 11.1, 11.2, 19.4, 19.7
<ul style="list-style-type: none"> <li>co-ordinate intelligence to inform strategies and decision making for the safe and timely restoration of energy supplies to the community</li> </ul>	19.1, 19.4, 19.8
<ul style="list-style-type: none"> <li>provide advice to communities on the installation and restoration of energy supplies that enhance resilience and mitigate the reliance on main energy supplies following an emergency</li> </ul>	6.3, 6.4, 6.6, 19.8
<b>Fire:</b>	
<ul style="list-style-type: none"> <li>control agency for bushfires in state forest, national parks, and protected public lands in accordance with the State Bushfire Sub-Plan and SEMP</li> </ul>	3.1, 7.2
<ul style="list-style-type: none"> <li>support agency for other fires on private land</li> </ul>	3.2
<b>Floodplain management/flood:</b>	
<ul style="list-style-type: none"> <li>provide a co-ordinated response to manage any residual water after a major flood event</li> </ul>	3.2
<ul style="list-style-type: none"> <li>provide flood mapping information and flood advice</li> </ul>	4.4, 4.5, 4.6
<ul style="list-style-type: none"> <li>provide real time access to stream flow data collection for flood warning purposes</li> </ul>	4.4, 4.5, 4.6
<b>Mapping and information services:</b>	
<ul style="list-style-type: none"> <li>support to emergency response agencies through provision of digital and spatial information and services, and topographical mapping, both hardcopy and electronic</li> </ul>	3.2, 4.6
<b>Non-hazardous pollution of inland waters:</b>	
<ul style="list-style-type: none"> <li>manage escalated response activities in order to minimise the impact on the community and the environment from non-hazardous pollution of inland waters</li> </ul>	3.1
<b>Reticulated water and wastewater (sewerage) services:</b>	
<ul style="list-style-type: none"> <li>manage escalated response activities in order to minimise the impact on the community from reticulated water supply and wastewater (sewerage) service disruptions</li> </ul>	3.1
<ul style="list-style-type: none"> <li>administration of provisions in the <i>Water Act 1989</i> and water corporation obligations in the Statement of Obligations</li> </ul>	4.6
<ul style="list-style-type: none"> <li>Oversee recovery for the restoration of water and wastewater services in reticulated areas</li> </ul>	15.2
<b>Surveying and protecting threatened ecosystems, native plants and animals:</b>	
<ul style="list-style-type: none"> <li>provision of scientific and technical advice to Lead Response agencies to minimise impact of the emergency event on high value ecosystems or species</li> </ul>	4.3, 4.4, 18.1, 18.2
<ul style="list-style-type: none"> <li>DELWP is responsible for relief co-ordination of surveying and protecting threatened ecosystems, native plants and animal</li> </ul>	11.2, 18.1, 18.2, 18.6
<b>Wildlife affected by marine and freshwater pollution:</b>	
<ul style="list-style-type: none"> <li>control agency for responding to wildlife impacted by marine pollution, including oil or chemical spills, under the Wildlife Response Plan for Marine Pollution Emergencies</li> </ul>	3.1, 3.2
<b>Wildlife welfare arising from emergency events:</b>	
<ul style="list-style-type: none"> <li>lead control agency for providing a co-ordinated response to wildlife welfare arising from emergencies</li> </ul>	3.1
<ul style="list-style-type: none"> <li>ensuring the veterinary assessment and treatment of wildlife taken into care</li> </ul>	3.1
	3.1, 3.2, 4.5, 11.1



Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>provision of advice to government and emergency agencies regarding impacts of animal welfare for wildlife</li> <li>DELWP is lead agency for the relief activity of wildlife welfare arising from an emergency event</li> </ul>	18.4
Provide drinking water for eligible households in non-reticulated areas. Where local resources, which may include municipal councils, are unable to meet the demand due to the size and complexity of the event, DELWP will co-ordinate relief drinking water supplies to affected areas and may request support from water corporations	15.2
DELWP is responsible for relief co-ordination of animal welfare with DJPR and municipal councils (who are responsible for housing displaced and lost/stray companion animals) and wildlife welfare	3.1, 3.2
<b>Recovery</b>	
DELWP are lead agency for the recovery activities:	
<ul style="list-style-type: none"> <li>providing advice and information to municipal councils and delegated public land managers and community groups on reforestation of native forest (not plantations). Advice regarding native flora and fauna, including within aquatic and terrestrial environments</li> </ul>	4.5
<ul style="list-style-type: none"> <li>providing strategic and expert advice on wildlife welfare</li> </ul>	4.6
<ul style="list-style-type: none"> <li>surveying and mitigating risks to protect threatened bird, marsupial, aquatic and plant species affected by emergencies on land within its portfolio and providing advisory services to others</li> </ul>	4.3, 4.4, 4.5, 4.6, 16.1, 16.2
<ul style="list-style-type: none"> <li>co-ordinating waste pollution management strategies</li> </ul>	16.1
<ul style="list-style-type: none"> <li>investigating and carrying out erosion control on public land, as co-lead with PV and DoT</li> </ul>	3.1, 18.1, 18.3, 18.4
<ul style="list-style-type: none"> <li>restoring, clearing and rehabilitating public land and assets managed directly by DELWP, PV and CMAs</li> </ul>	18.4, 19.3
<ul style="list-style-type: none"> <li>recovering and rehabilitating reticulated water services. Water corporations will lead recovery to restore services and DELWP will oversee activities undertaken by water corporations</li> </ul>	15.2, 19.4, 19.7
<ul style="list-style-type: none"> <li>recovering and rehabilitating reticulated sewerage, sanitation systems and wastewater management systems. Water corporations will lead recovery to restore services and DELWP will oversee activities undertaken by water corporations</li> </ul>	15.2, 19.4, 19.7
<ul style="list-style-type: none"> <li>working with CFA to assist farmers repair and restore fences damaged by bushfire or suppression activities</li> </ul>	19.4
<ul style="list-style-type: none"> <li>ensuring essential stock and domestic water taken from private landholders during firefighting operations is replaced as co-lead with CFA</li> </ul>	19.4
<ul style="list-style-type: none"> <li>undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, public amenities) where DELWP is the manager of that building or asset</li> </ul>	19.1, 19.7
DELWP supports municipal councils in the co-ordination of clean-up and restoration activities on local roads and for council-owned community infrastructure, as shown in the Built Environment table (Table 14)	Built Environment table
DELWP leads waste pollution management strategies, and in co-lead with PV, leads the protection and rehabilitation of cultural and heritage sites, as shown in the Natural Environment table (Table 15)	Natural Environment table

Activity	Critical task alignment / activity source
<b>Energy:</b>	
<ul style="list-style-type: none"> <li>DELWP (as lead Government liaison) works with AEMO to deliver the recovery activity of gas services assets reinstatement and return to reliable supply by managing gas system security emergencies within the Victorian Declared Transmission System. Other pipeline operators manage non Declared Transmission System segments of the system, and the restoration of infrastructure and gas supply</li> </ul>	1.5, 3.2, 10.1, 19.6
<ul style="list-style-type: none"> <li>DELWP (as lead Government liaison) works with AEMO and electricity generation companies to deliver the recovery activity of electricity services assets reinstatement and return to reliable supply by managing electricity system security emergencies</li> </ul>	1.5, 3.2, 10.1, 19.6
<ul style="list-style-type: none"> <li>DELWP (as lead Government liaison) works with fuel and pipeline companies to Restore liquid fuel supply, as shown in the Built Environment table (Table 14)</li> </ul>	Built Environment table
<b>Reticulated water and wastewater (sewerage) services:</b>	
<ul style="list-style-type: none"> <li>DELWP is responsible for recovery functional area co-ordination of reticulated water and wastewater services and natural environment, public land and waterways</li> </ul>	18.4, 18.6, 18.7
<b>Surveying and protecting threatened ecosystems, native plants and animals:</b>	
<ul style="list-style-type: none"> <li>provide scientific and technical advice on interventions and response plans to maintain species diversity and persistence within an ecosystem</li> </ul>	4.4, 4.5 18.3
<ul style="list-style-type: none"> <li>develop and implement response activities to support ecosystem recovery and regeneration</li> </ul>	18.2, 18.4, 18.5, 18.6
<ul style="list-style-type: none"> <li>undertake targeted interventions to maintain ecosystems and threatened species</li> </ul>	
<b>Wildlife affected by marine and freshwater pollution:</b>	
<ul style="list-style-type: none"> <li>rehabilitation of wildlife following veterinary assessment and working in conjunction with rehabilitators</li> </ul>	18.4
<ul style="list-style-type: none"> <li>provision of advice on the appropriate management and release of wildlife from rehabilitation</li> </ul>	4.5, 4.6, 18.4
<b>Wildlife welfare arising from emergency events:</b>	
<ul style="list-style-type: none"> <li>provision of advice on the appropriate management and release of wildlife from rehabilitation</li> </ul>	4.5, 4.6, 18.4
<ul style="list-style-type: none"> <li>rehabilitation of wildlife following veterinary assessment and working in conjunction with rehabilitators</li> </ul>	18.4

### Assurance and Learning

For assurance and learning activities, refer directly to the agency for further information.

## Department of Health and Human Services

The Department of Health and Human Services (DHHS) works to minimise the impact of emergencies on the health and wellbeing of communities and individuals, especially those most at risk and disadvantage.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Providing whole-of-health leadership and direction in planning and preparing for emergencies with major health consequences, including mass casualties	1.3
Promoting awareness of safe practices and emergency procedures and implementing safety and warning systems for clients and funded services of DHHS	2.1, 13.3, 13.5
Implementing legislation, programs and monitoring procedures to minimise public health risk from: <ul style="list-style-type: none"> <li>• communicable and non-communicable diseases</li> <li>• contaminated retail food</li> <li>• food contaminated with the potential to cause harm to human health</li> <li>• contaminated drinking water supplies</li> <li>• radiation</li> </ul>	13.1, 13.2, 13.3, 13.4, 13.5
DHHS is a participating agency, as shown in the Mitigation table (Table 8), for the following heatwave mitigation activities: <ul style="list-style-type: none"> <li>• education and community resilience – Survive the Heat campaign</li> <li>• planning (state, local and agency preparedness)</li> <li>• Heat Health Alert System to alert subscribers of forecast extreme heat</li> </ul>	Mitigation table
DHHS is a participating agency, as shown in the Mitigation table (Table 8), for the following pandemic influenza mitigation activities: <ul style="list-style-type: none"> <li>• influenza vaccination</li> <li>• health guidelines and relevant standards and codes</li> <li>• community education</li> <li>• health sector pandemic planning, surge capacity planning and exercises</li> <li>• surveillance and modelling data from outbreaks, research of historic events</li> </ul>	Mitigation table
DHHS is a participating agency, as shown in the Mitigation table (Table 8), for the following water supply disruption mitigation activities: <ul style="list-style-type: none"> <li>• legislative framework and regulations including Water Act 1989, Water Industry Act 1994 and Safe Drinking Water Act 2003 (risk management plans and audits)</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
Control agency for human disease/epidemics (including mass, rapid onset of human disease from any cause), food (including retail food)/drinking water contamination and incidents involving radiological substances and biological releases	3.1, 13.1, 13.2, 13.3, 13.4, 13.5 Response table
DHHS is the lead Response Support Agency (RSA) for the functional areas of health and human services, and health protection – public health, as shown in the Response Support table (Table 10)	Response Support table
Direct the strategic health response during an emergency with major health consequences	3.1, 14.8

Activity	Critical task alignment / activity source
Co-ordinate the training, development and deployment of suitably-qualified health professionals to enable Victoria to contribute to national or international deployments of health and medical teams, when requested by an interstate government, or by the Australian Government under AUSASSISTPLAN	3.2, 14.4
Reduce preventable death, illness and disability in all health emergencies and other emergencies with potential health impacts	13.2, 13.3, 13.4, 13.5
Through the SHERP, ensure a safe, effective co-ordinated health and medical response to emergency incidents that go beyond day-to-day arrangements	3.2, 14.4, 14.6, 14.8
Access additional resources for the provision of appropriate care during an emergency with major health consequences	14.4, 14.6
DHHS supports AV to provide relief health and medical assistance and first aid, as shown in the Relief services and co-ordination table (Table 11)	Relief services and co-ordination table
DHHS is responsible for the relief co-ordination of emergency shelter, emergency financial assistance and psychosocial support	15.1, 15.3, 15.4
DHHS is state lead agency for the relief activity of:	
<ul style="list-style-type: none"> <li>administering emergency financial assistance in the form of relief payments through the DHHS Personal Hardship Assistance Program, to help individuals meet their basic needs</li> </ul>	15.4
<ul style="list-style-type: none"> <li>arranging emergency shelter and accommodation for displaced households when requested by municipal councils</li> </ul>	15.1
<ul style="list-style-type: none"> <li>providing psychosocial support through information, practical assistance, emotional support, assessment of immediate needs and referrals to other support agencies and services in relief and recovery centres and through outreach</li> </ul>	15.3
DHHS supports EMV in its role to lead whole of government co-ordination of public information and communication in relation to emergency management for major emergencies	2.1, 3.2
DHHS supports DJPR in their respective role to deliver the relief and recovery activity of referring primary producers and animal owners to available services, such as psychosocial support services	15.3
<b>Recovery</b>	
DHHS is responsible for the recovery functional area co-ordination of housing and accommodation, psychosocial support, individual and household assistance and health and medical assistance	20.1, 20.2, 20.3, 20.4
DHHS is the regional recovery co-ordinating agency, working with municipal councils and regional agencies to provide tailored information services to affected communities	2.1
DHHS is state lead agency for the recovery activities:	
<ul style="list-style-type: none"> <li>advising on accommodation standards for interim accommodation of displaced people, when requested by councils</li> </ul>	20.2
<ul style="list-style-type: none"> <li>administering income-tested re-establishment payments through the Personal Hardship Assistance Program, to help eligible households re-establish as quickly as possible</li> </ul>	20.3
<ul style="list-style-type: none"> <li>advising on wellbeing in recovery through 'whole-of-health' advice, information and assistance to community</li> </ul>	20.4
<ul style="list-style-type: none"> <li>co-ordinating the provision of psychological first aid to affected people to overcome the immediate impact, feel safe, connected to others, able to help themselves and able to access physical, emotional and social support</li> </ul>	20.1
	20.1

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>co-ordinating the provision of counselling and targeted psychosocial support</li> </ul>	20.5
<ul style="list-style-type: none"> <li>co-ordinating the provision of personal support through information, practical assistance, assessment of immediate needs and referral to other support agencies and services in relief and recovery centres</li> </ul>	20.6
<ul style="list-style-type: none"> <li>co-ordinating plans when requested, to assist households to prepare for the transition to permanent housing</li> </ul>	20.2
<ul style="list-style-type: none"> <li>supporting securing interim accommodation, when requested by councils and other referring agencies, for individuals, families and households whose primary residence is destroyed or damaged</li> </ul>	13.1, 13.3, 14.6, 14.8
<ul style="list-style-type: none"> <li>maintaining community access to primary and acute health services through DHHS funded health care services and other primary and acute health services</li> </ul>	4.5, 13.3, 13.4, 13.5
<ul style="list-style-type: none"> <li>providing public health (health protection) advice to councils, other agencies and the community on a range of topics including safe drinking water, safe food, safe onsite waste management, adequate washing/toilet facilities and communicable disease outbreaks</li> </ul>	19.2, 19.3, 19.4
<ul style="list-style-type: none"> <li>undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. disability housing) where DHHS is the manager of that building or asset</li> </ul>	
<p>DHHS, specifically Family Safety Victoria, is the Recovery Lead Agency (ReCLA) for family violence services and information, as shown in the Social Environment table (Table 12)</p>	Social Environment table
<p>DHHS supports the Coroners Court of Victoria to facilitate support and counselling for bereaved families through its relationships with grief and bereavement support agencies</p>	20.7
<p>DHHS supports municipal councils in their respective role to deliver the relief and recovery activities of:</p>	
<ul style="list-style-type: none"> <li>forming, leading and supporting Municipal /Community Recovery Committees</li> <li>providing and staffing of recovery/information centres</li> <li>advising on, providing and managing community development services</li> <li>providing tailored information services to affected communities</li> <li>using e.g. information lines, newsletters, community meetings and websites</li> </ul>	2.5, 4.5

### Assurance and Learning

For assurance and learning activities, refer directly to the agency for further information.

## Department of Jobs, Precincts and Regions

The Department of Jobs, Precincts and Regions (DJPR) is Victoria’s lead agency for creating the conditions to lift the living standards and wellbeing of all Victorians by sustainably growing Victoria’s economy and employment and by working with the private and public sectors to foster innovation, creativity, productivity, investment and trade.

This broad economic development strategy will be complemented by more specific strategies at the sectoral level across resources, investment attraction and facilitation, trade, innovation, regional development and small business, together with key services to sectors such as agriculture, the creative industries, extractive resources and tourism.

DJPR’s key responsibility for emergency management is to minimise the impact of emergencies in portfolio areas through effective preparation, coordination and response.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
DJPR’s responsibilities under the Victoria’s Critical Infrastructure Resilience Strategy (2015) involve working with the communications and food and grocery sectors to enhance critical infrastructure resilience through Sector Resilience Networks and exercising	1.1, 1.2, 1.4
DJPR promotes resilience through:	
<ul style="list-style-type: none"> <li>membership of emergency management bodies and teams including the Victorian Emergency Animal Welfare Committee, State and Regional Emergency Management Teams and Committees</li> </ul>	1.2
<ul style="list-style-type: none"> <li>effective engagement networks with industry and community stakeholders, including with the critical infrastructure sector to gain appreciation of asset criticality and emergency planning and preparedness plans</li> </ul>	1.2
<ul style="list-style-type: none"> <li>emergency planning and preparedness, including the State Biosecurity Sub-Plan, Victorian Emergency Animal Welfare Plan, and national arrangements captured in AUSVETPLAN, PLANTPLAN and AQUAPLAN</li> </ul>	1.1, 1.3
<ul style="list-style-type: none"> <li>working with industry, primary producers and community groups on the management of threats (including high risk biosecurity threats and natural disasters) to mitigate economic impacts</li> </ul>	1.2, 1.3, 3.2
<ul style="list-style-type: none"> <li>working with the Communications sector on mobile blackspots and telecommunications resilience programs</li> </ul>	1.2, 3.2, 3.5
<ul style="list-style-type: none"> <li>monitoring and compliance programs under relevant legislation</li> </ul>	4.3, 16.2
<ul style="list-style-type: none"> <li>monitoring and surveillance programs for agricultural pests and diseases</li> </ul>	4.3, 16.2
<ul style="list-style-type: none"> <li>implementation of, and compliance with traceability systems for livestock and agricultural produce</li> </ul>	4.3
<ul style="list-style-type: none"> <li>food and grocery supply logistics prioritisation in an emergency</li> </ul>	10.2, 10.3
<ul style="list-style-type: none"> <li>providing a liaison and other operational personnel to the SCC during a major emergency to providing specialist advice and supporting the state as required</li> </ul>	3.2
DJPR is a participating agency, as shown in the Mitigation table (Table 8), for the following emergency animal disease mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>regulated control of risk activities associated with animal feeding, vaccinations and therapeutics and farm biosecurity practices</li> </ul>	

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>disease surveillance activities - epidemiological information (data and analysis)</li> <li>international surveillance/intelligence</li> <li>farming industry supply chain best practice and accreditation</li> <li>specialist training of staff and industry</li> <li>awareness raising, education, information dissemination</li> </ul>	
<p>DJPR is a participating agency, as shown in the Mitigation table (Table 8), for the following emergency plant pest mitigation activities:</p> <ul style="list-style-type: none"> <li>preparedness and contingency plans</li> <li>surveillance programs</li> <li>diagnostic testing</li> <li>state border control</li> <li>education and stakeholder engagement</li> <li>conditions on movement (e.g. insecticide requirements for red imported fire ant host materials)</li> <li>pest and disease alerts</li> <li>farm biosecurity/awareness</li> <li>public awareness campaigns</li> <li>plant health certification and auditing</li> <li>chemical control</li> </ul>	Mitigation table
<p>DJPR is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities:</p> <ul style="list-style-type: none"> <li>legislation/regulation and enforcement of <i>Mineral Resources Sustainable Development Act 1990</i> and regulations (licensing and approvals process for operators of declared mines), <i>Occupational Health &amp; Safety Act 2004</i>, <i>EM Act 2013</i>, EM (Critical Infrastructure Resilience) Regulations 2015, <i>Country Fire Authority Act 1958</i> and Regulations 2014, <i>Energy Safe Victoria Act 2005</i></li> <li>implementation of risk-based mine work plans and Risk Management Plans (formerly Risk Assessment and Management Plans), addressing specific mine stability, fire, explosion, flooding etc. controls</li> <li>audits and inspection</li> <li>planning consent and work plan approvals (initial and on-going)</li> <li>implementing licensee and work plan conditions for mine operators to manage identified risks</li> <li>technical review board (provides independent advice to DJPR and the Minister on mine stability)</li> </ul>	Mitigation table
<p><b>Response (including Relief)</b></p>	
<p>DJPR is the control agency for marine pest incursion and for biosecurity incursions, including emergency animal disease outbreaks (including bees and aquaculture), plant pest or disease outbreaks (including plague locusts), invasive plant and animal incursions and rapid and significant increases in established pest populations (vertebrate pests and plagues)</p>	3.1, 15.7, 16.1, 16.2
<p>DJPR is a key support agency for:</p>	
<ul style="list-style-type: none"> <li>explosion</li> </ul>	3.2
<ul style="list-style-type: none"> <li>foodborne illness</li> </ul>	3.2, 14.1
<ul style="list-style-type: none"> <li>mining and petroleum emergencies by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal wells</li> </ul>	3.2, 4.5, 4.6
	19.1

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>critical infrastructure damage or disruption for the communications sector</li> </ul>	3.2, 12.3
<ul style="list-style-type: none"> <li>rescue: mine/quarry and lift, crane, scaffolding or amusement structure</li> </ul>	3.5
<ul style="list-style-type: none"> <li>service disruption to public telecommunications</li> </ul>	3.2, 16.7
<ul style="list-style-type: none"> <li>wildlife affected by marine pollution</li> </ul>	3.2, 10.1
<ul style="list-style-type: none"> <li>the (vast) majority of resources for response to a disruption to essential services are within relevant industry sectors</li> </ul>	
<p>DJPR is the lead Response Support Agency (RSA) for the functional areas, as shown in the Response Support table (Table 10):</p>	Response Support table
<ul style="list-style-type: none"> <li>agriculture</li> <li>animal welfare (livestock and companion animals)</li> <li>business and industry</li> <li>earth resources (mines)</li> <li>local government</li> <li>public telecommunications</li> <li>tourism</li> </ul>	
<p>DJPR is the lead government liaison to support the delivery of public telecommunications assets reinstatement, return to reliable supply and restoration of services by co-ordinating relevant information. DJPR will work with telecommunication businesses as required</p>	3.2, 19.7
<p>DJPR is responsible for the relief co-ordination of food and grocery supply logistics continuity and animal welfare</p>	10.2, 15.2, 15.7
<p>DJPR is lead agency for the relief activities:</p>	
<ul style="list-style-type: none"> <li>food and grocery supply logistics continuity by providing strategic and expert advice to government and emergency agencies regarding impacts on food and grocery supply logistics</li> </ul>	4.5, 4.6, 10.2
<ul style="list-style-type: none"> <li>welfare support services, other than wildlife, which sits with DELWP, in co-lead with municipal councils who hold responsibility for housing of displaced and lost/stray companion animals. DJPR will work with the VFF and RSPCA where required</li> </ul>	15.7
<p>DJPR is lead agency for the following relief activities as per the Victorian Emergency Animal Welfare Plan, animal welfare support services during relief include, but are not limited to:</p>	4.5, 10.2, 11.1, 12.2, 13.2, 15.7
<ul style="list-style-type: none"> <li>management of displaced animals (including relocated animals)</li> <li>animal welfare assessment, veterinary treatment, humane destruction, salvage slaughter and disposal</li> <li>provision of emergency pet food, livestock fodder and water</li> </ul>	
<p>DJPR supports EMV in their role to deliver the relief and recovery activity of implementing available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies by administering the Community Recovery Fund subject to the severity and significance of a natural disaster event</p>	3.2, 15.4
<b>Recovery</b>	
<p>DJPR is lead agency for the recovery activities:</p>	
<ul style="list-style-type: none"> <li>assisting businesses to access available information, advice and support following an emergency including from: Australian Tax Office, financial institutions, Australian Securities and Investment Commission, Centrelink, Victorian Government and other sources and resources</li> </ul>	17.2
	17.5



Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>delivering a wide range of marketing/public relations and industry/product development activities, in partnership with regional tourism boards, to assist the affected tourism region/s and businesses recover, including “Open for Business” messaging and campaigns</li> </ul>	
<ul style="list-style-type: none"> <li>providing advice about replacing fencing as part of whole farm planning, feed planning and pasture management, water supplies including dam management, and animal health considerations</li> </ul>	17.2
<ul style="list-style-type: none"> <li>providing opportunities for the enhancement of knowledge and skills within small businesses by supporting the delivery of small business workshops and training, with a particular focus on resilience and business continuity</li> </ul>	17.5
<ul style="list-style-type: none"> <li>providing information and advice to small businesses to support decision making and, where appropriate, encourage a return to business</li> </ul>	17.2, 17.4
<ul style="list-style-type: none"> <li>working to develop and implement appropriate approved actions to assist business recovery. Initiatives will be tailored to address the specific consequences of an emergency</li> </ul>	17.2, 17.4
<ul style="list-style-type: none"> <li>delivering recovery programs and advice to primary producers, and rural land managers and other animal businesses by providing technical advice and services to primary producers, rural land managers and other animal businesses on strategies for the re-establishment of rural enterprises, rehabilitation of productive land and economic recovery</li> </ul>	17.2, 17.4, 17.5
<ul style="list-style-type: none"> <li>working with municipal councils to implement appropriate actions and initiatives that encourage and bring forward the resumption of local economic activity, including: tourism visitation when safe to do so, the use of local business in recovery activities, buy-local initiatives, events that attract visitation and other relevant activities</li> </ul>	17.1, 17.4, 17.5
<ul style="list-style-type: none"> <li>working with municipal councils to develop and implement appropriate actions and projects that support local and regional economy recovery priorities. Initiatives will be tailored to address the specific consequences of an emergency</li> </ul>	6.2, 17.4, 17.5
<ul style="list-style-type: none"> <li>undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. public amenities) where DJPR is the manager of that building or asset</li> </ul>	19.2, 19.3, 19.4
<ul style="list-style-type: none"> <li>referring primary producers and animal owners to services. DJPR will gather information on affected primary producers and other animal owners’ properties to assess the impact, loss and damage. Relevant information will be shared with municipal councils and appropriate departments</li> </ul>	4.5, 11.1, 11.2
<ul style="list-style-type: none"> <li>assessing and monitoring broad economic impacts and consequences in partnership with other agencies and municipal councils, ensuring this information is shared across government to inform responses and working with agencies to prioritise planned activities in order to minimise economic consequences</li> </ul>	4.5, 17.1, 17.2, 17.5
<ul style="list-style-type: none"> <li>delivering recovery programs and technical advice to primary producers, rural land managers and other animal businesses by ensuring effective communication channels between various agencies, organisations and communities, sharing local intelligence and data analysis, and providing advice on ongoing treatments</li> </ul>	4.5, 17.2, 17.5, 17.4
<p>DJPR is responsible for the recovery functional area co-ordination of local economies, businesses, agriculture and public telecommunications</p>	15.7, 17.1, 17.2

Activity	Critical task alignment / activity source
DJPR supports EMV to deliver recovery programs and financial assistance under the DRFA arrangements for small businesses and primary producers by gathering impact and loss information and sharing it with EMV and DPC, and promoting the support to primary producers and stakeholders	3.2, 17.1
DJPR supports local community events by providing seed funding for events that aid recovery through restoring social networks and functioning	20.6
DJPR supports DELWP and CFA in their respective role to deliver the relief and recovery activity of assisting farmers repair and restore fences damaged by fire or suppression activities by collecting information from affected primary producers and refer private fencing damage to municipal councils, and fences on public land to DELWP	3.2, 11.1, 17.5
DJPR supports referrals to psychosocial support services for primary producers and animal owners, as shown in the Social Environment table (Table 12)	Social Environment table
DJPR supports DoT in the restoration of major arterial roads, bridges and tunnels and the restoration of tram, bus and rail services, as shown in the Built Environment table (Table 14)	Built Environment table
DJPR is the Recovery Lead Agency (ReCLA) to assist with logistics interdependencies, contingencies and reconstruction, as shown in the Built Environment table (Table 14)	Built Environment table

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

## Department of Justice and Community Safety

The Department of Justice and Community Safety (DJCS) leads the delivery of justice and community safety services in Victoria by providing policy and organisational management. Its service delivery responsibilities include managing the state's prison system as well as providing consumer protection and enforcing court warrants. The department manages the development and implementation of laws, regulation and policy in areas across the portfolio (such as in gaming and emergency management) and ensures that all elements of the justice and community safety system are working efficiently and effectively.

The department delivers its services to the community in seven regions throughout Victoria – Loddon Mallee, Hume, South East Metropolitan, Gippsland, Barwon South West, Grampians and North West Metropolitan. The department is comprised of groups that cover a broad range of justice services, some of which include:

Aboriginal Justice	Fines and Enforcement Services	Sheriff's Operations
Community Correctional Services	Prison management	Victims Services, Support and Reform
Consumer Affairs	Registry of Births, Deaths and Marriages	Youth Justice
Crime Prevention		
Dispute Resolution		

The DJCS contributes to the broader Victorian emergency management sector through key business units:

Community Safety Building Authority	Regulation
Corrections and Justice Services	Service Delivery Reform, Coordination and Workplace Safety
Emergency Management Victoria (EMV) and Emergency Management Commissioner's functions	Youth Justice

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Develops policies and plans to reduce the risk of harm to its people (both staff and clients), facilities, systems and services from major emergencies	1.1, 1.3
Participates in multi-agency emergency management planning at the local, regional and state level	1.2
Supports EMV to co-ordinate whole of government policy and planning for emergency management	1.1, 1.2, 3.2
<b>Response (including Relief)</b>	
Provides the initial response capability for emergencies within prisons	3.1, 3.2
DJCS is the lead Response Support Agency (RSA) for the functional area of courts, corrections and consumer affairs, as shown in the Response Support table (Table 10)	Response Support table
Supports EMV and the EMC for emergency response management (predominantly response co-ordination for major emergencies)	3.2
Participates on emergency management teams at the local, regional and state level as required	3.2
Provides support resources to ICCs and RCCs, where possible	3.2, 3.3
Provide advice, information and assistance to individuals, communities and funded agencies and councils about relevant DJCS services	11.1, 15.2
Provide resources to support relief centres, where possible	3.2, 10.1, 15.2
Co-ordinates outreach justice services, such as births, deaths and marriages and community work group resources as required for recovery.	15.3

**Activity****Critical task alignment /  
activity source****Recovery**

DJCS is the lead agency for undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets where DJCS is the manager of that building or asset 19.2, 19.4, 19.7

Community Corrections Services can support in the clean-up and restoration of communities, including waterway restoration, weed eradication, large-scale tree planting, countering soil erosion, rubbish collection, fence maintenance and other community projects 18.4, 18.5, 19.4

Supports EMV and the EMC for the co-ordination of emergency relief and recovery services at state level 3.2

Supports EMV in the administration of the Natural Disaster Resilience Grants Scheme for Victoria 3.2

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

## Department of Premier and Cabinet

The Department of Premier and Cabinet (DPC) supports the Victorian Government’s commitment to a stronger, fairer, better Victoria by pursuing excellence in whole of Victorian Government service delivery and reform. We do this by supporting the ministerial portfolios of the Premier, Deputy Premier, Special Minister of State, the Ministers for Aboriginal Affairs, Equality, Industrial Relations, Multicultural Affairs, Veterans, Women, and Youth as well as the Cabinet.

DPC’s mission is to support the people of Victoria by:

- helping government achieve its strategic objectives;
- providing leadership to the public sector to improve its effectiveness; and
- promoting collaboration across government to drive performance and improve outcomes.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Maintain the State Crisis Protocol to support the government response during an extreme emergency	1.3
Co-ordinate with Commonwealth and state and territory First Ministers’ departments on a range of security and emergency management mitigation issues	1.5, 4.4, 4.5, 4.6
<b>Response (including Relief)</b>	
Activate and manage the State Crisis Protocol to support government response during an extreme emergency	3.1, 3.2
Co-ordinate with Commonwealth and state and territory First Ministers’ departments on security and emergency response matters	1.5, 4.4, 4.5, 4.6
Perform control agency functions during cyber security emergencies, in line with the SEMP – Cyber Security Sub-Plan	3.1
Co-ordinate Victorian Government responses to cyber security incidents, including liaison with other states/territories and the Commonwealth Government (via the Australian Cyber Security Centre)	3.1
Implement actions arising from the Victorian Government Cyber Security Strategy, including enhancing the cyber security resilience of Victorian Government organisations by providing cyber security threat and risk management advice	4.5, 4.6
Provide advice to critical infrastructure owners and operations about potential cyber security emergency risks, via the Sector Resilience Networks	4.5, 4.6
Advise the Premier on his/her power to declare a State of Disaster	4.5, 4.6
Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government: <ul style="list-style-type: none"> <li>• security and emergency management issues</li> <li>• response activities for emergencies</li> </ul>	1.5, 4.4, 4.5, 4.6
Implementing available financial assistance under the DRFA to assist small businesses and primary producers’ recovery by providing advice to the Victorian Premier to request the activation of DRFA Category B, as required	15.4
Implementing financial assistance under the DRFA by providing advice to the Victorian Premier to request the Prime Minister activate DRFA Category C and D as required	15.4

### Recovery

Activity	Critical task alignment / activity source
Activate and manage the State Crisis Protocol to support government during recovery from an extreme emergency	3.1, 3.2
Co-ordinate with Commonwealth and state and territory First Ministers' departments on recovery matters	1.5, 4.4, 4.5, 4.6
Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government relief and recovery activities following emergencies	1.5, 4.4, 4.5, 4.6
Support the protection and management of Aboriginal cultural heritage on public land, through Aboriginal Victoria	18.4, 18.5
Support the protection and rehabilitation of Aboriginal cultural heritage on public land affected by emergencies and associated activities, through Aboriginal Victoria	18.4, 18.5
DPC is the Recovery Lead Agency (ReCLA) in the organisation of state-wide public appeals, as shown in the Social Environment table (Table 12),	Social Environment table

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

## Department of Transport (including Head, Transport for Victoria)

The Department of Transport (DoT) plans, builds and operates an integrated, sustainable and safe transport system for Victoria. DoT's job is to make journeys simpler, safer and more reliable for everyone. The Secretary, as Department Head of DoT, is responsible for overseeing the transport system and transport bodies.

The Head, Transport for Victoria (Head, TfV) is a statutory authority established by s 64A of the Transport Integration Act 2010. Head, TfV is responsible for coordinating, providing, operating and maintaining the public transport system and the road system in Victoria. The objects and functions of the Head, TfV are outlined in sections 64B and 64C of the *Transport Integration Act 2010*, as well as the *Road Management Act 2004*. Head, TfV has taken over the road management responsibilities of the Roads Corporation (VicRoads). Head, TfV practically operates as part of DoT.

DoT supports the Secretary, Ministers, the Head, TfV, and other transport bodies in planning, procuring and commissioning transport infrastructure and commissioning passenger services, rolling stock and transport assets. Statutory functions are held by either the Secretary, DoT or Head, TfV.

DoT aims to coordinate and manage disruptions during construction and delivery of new infrastructure, and to integrate this, whilst planning and managing network operations and challenges across all modes as part of a single broader transport network.

DoT's key responsibility for emergency management is to minimise the impact of emergencies in portfolio areas through effective preparation, coordination and response.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
DoT works with the transport sectors to enhance critical infrastructure resilience, through:	
<ul style="list-style-type: none"> <li>designating vital critical infrastructure where appropriate</li> </ul>	1.1
<ul style="list-style-type: none"> <li>emergency risk management planning by vital critical infrastructure owners and operators</li> </ul>	1.2, 1.3, 1.4, 3.2
Maintaining a high level of preparedness for emergencies that may affect the state's road and rail network	1.1
Providing a mechanism for developing multi-agency/operator incident action strategy	1.1, 1.3
Assurance of preparation of vital critical infrastructure owners' and operators' emergency risk management plans	1.3, 1.4
Co-ordinate road safety programs with community groups and other agencies	1.2, 1.4
Plan for the management of incidents on major arterial roads with other agencies, including diversion routes for the different classes of vehicles	1.3, 1.5
Providing leadership to the transport sector through development and running of multiagency exercises	1.6
Participation in state and regional emergency management meetings and other I and exercises where these provide advice on likely risks and impacts to the transport network	1.6
DoT is a participating agency, as shown in the Mitigation table (Table 8), for the following earthquake mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>critical infrastructure (engineering) vulnerability assessments and maintenance regimes (essential services, dams/levees, buildings, roads, bridges, tunnels)</li> </ul>	

Activity	Critical task alignment / activity source
<p>DoT is a participating agency, as shown in the Mitigation table (Table 8), for the following hazardous materials (including hazardous materials/industrial waste) incident mitigation activities:</p> <ul style="list-style-type: none"> <li>HAZMAT transport requirements (e.g. prohibitions, material volume and selection, route and timing selection, transport mode, stakeholder engagement (e.g. WorkSafe Victoria, FRV, VicRoads, transporter, receiver)</li> <li>pre-transport consequence modelling and readiness - plume modelling, etc. (oil spills only)</li> </ul>	Mitigation table
<p>DoT is a participating agency, as shown in the Mitigation table (Table 8), for the following heatwave mitigation activities:</p> <ul style="list-style-type: none"> <li>Planning (state, local and agency preparedness)</li> </ul>	Mitigation table
<p>DoT is a participating agency, as shown in the Mitigation table (Table 8), for the following maritime emergency (non SAR) mitigation activities:</p> <ul style="list-style-type: none"> <li>legislation and enforcement (e.g. compulsory marine pilotage/exempt masters, Harbour master directions, safety duty (So Far As Is Reasonably Practicable) obligations of port manager, port operator, vessel operators, offshore facility operators etc.)</li> <li>State and national audits and inspection of commercial vessels, port infrastructure, offshore facilities (note vessel condition monitoring done by Commonwealth)</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
<p>DoT is the control agency for:</p> <ul style="list-style-type: none"> <li>level 2 and level 3 marine pollution oil spills in Victorian coastal waters up to three nautical miles. Level 1 spills are the responsibility of designated port managers and facility operators as per arrangements set out in the State Maritime Emergencies (non-Search and Rescue) Sub-Plan</li> <li>essential service disruption to public transport, major arterial roads, bridges and tunnels</li> </ul>	3.1  3.1
<p>DoT is the lead Response Support Agency (RSA) for the functional areas, as shown in the Response Support table (Table 10):</p> <ul style="list-style-type: none"> <li>public transport</li> <li>roads</li> <li>transport (including airports and ports)</li> </ul>	Response Support table
<p>DoT's responsibilities include supporting relevant Ministers, and overseeing responsible entities, nominated under Part 7A of the <i>EM Act 2013</i> with respect to the transport system</p>	3.1, 3.2
<p>DoT provides staff and other support to the Head, TfV, when required in relation to disruptions to public transport, major arterial roads, bridges and tunnels</p>	3.2
<p>DoT will respond by:</p> <ul style="list-style-type: none"> <li>providing immediate assistance or support in co-ordination of all private rail, tram, bus, contracted ferry organisations, road contractor and other organisations related to emergencies involving loss of life, injury to persons, fire, hazardous chemical accidents, general policing incidents and other major emergencies</li> <li>providing and facilitating professional and skilled engineering and technical emergency teams/experts, equipment and material to</li> </ul>	3.2  3.2, 19.1



Activity	Critical task alignment / activity source
other emergencies from either the department, public transport operators or contractors as appropriate	2.3, 4.5, 9.4
<ul style="list-style-type: none"> <li>providing transport closure and condition information to the media and public</li> </ul>	5.4
<ul style="list-style-type: none"> <li>addressing safety of staff, passengers and the impacted community</li> </ul>	2.3, 4.4, 9.6
<ul style="list-style-type: none"> <li>maintaining community safety and confidence through provision of warnings, facilitating network repairs and maintenance and identifying and mitigating transport related risks</li> </ul>	9.2, 9.3, 9.4, 9.5
<ul style="list-style-type: none"> <li>assisting with the management of road links during emergencies, which includes route selection, emergency traffic management, escorting, route conditions advice and control</li> </ul>	3.2, 4.5, 10.1
<ul style="list-style-type: none"> <li>providing relevant support to other agencies in the management of emergencies including but not limited to information, expertise, specialist equipment, and facilitating access to networks</li> </ul>	
DoT liaises with relevant industry sectors to facilitate response to a disruption to essential services, except for a disruption to roads	3.2
DoT, through the Head, TfV, also oversees Public Transport Operator Responsibilities, including relevant control centres and community communication networks, extending to:	3.1, 3.2, 3.3, 3.5
<ul style="list-style-type: none"> <li>the Melbourne Metropolitan Rail Network (maintained and operated by Metro Trains Melbourne)</li> <li>the Melbourne Tram Network (maintained and operated by KDR Victoria Pty Ltd – trading as Yarra Trams)</li> <li>the Melbourne Metropolitan, Regional and DET School bus Networks</li> <li>the Intrastate Rail Network (maintained and operated by V/Line)</li> <li>the Interstate Rail Lines (maintained and operated by the Australian Rail Track Corporation)</li> </ul>	
<b>Recovery</b>	
DoT, through the Head, TfV, is responsible for co-ordinating the restoration of rail, tram, contracted ferries and bus services	3.1, 3.2
DoT provide the following relief and recovery activities:	
<ul style="list-style-type: none"> <li>restoring, rebuilding, upgrading or relocating infrastructure associated with major arterial roads, bridges and tunnels</li> </ul>	9.6, 9.7, 19.7
<ul style="list-style-type: none"> <li>assisting with logistics interdependencies, contingencies and reconstruction by providing clearing, restoration and rehabilitation works on arterial roads and bridges</li> </ul>	9.5, 9.7, 19.3, 19.6, 19.7
<ul style="list-style-type: none"> <li>undertaking erosion control on public land (co-lead with public land manager), including the development and implementation of mitigating actions, such as stabilisation, to reduce future impacts</li> </ul>	18.3, 18.4
<ul style="list-style-type: none"> <li>undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, public amenities) where DoT is the manager of that building or asset</li> </ul>	9.5, 9.6, 9.7, 19.1, 19.3, 19.7
<ul style="list-style-type: none"> <li>leading liaison between airport operators/owners and the Victorian Government and land transport network links to airports, including co-ordinating information regarding restoration of services and land transport network links to airports – DoT will work with airport owners and operators and other agencies and businesses as required</li> </ul>	3.2, 4.4, 4.5
<ul style="list-style-type: none"> <li>leading liaison between port managers and the Victorian Government. DoT will work with port owners and operators and other agencies and businesses as required</li> </ul>	3.2

**Assurance and Learning**

DoT works with the transport sectors to enhance critical infrastructure resilience, through conducting, participating in and observing exercises as part of resilience improvement cycles for vital critical infrastructure owners and operators

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1.6, 21.1, 21.2, 21.3

## **Department of Treasury and Finance**

The Department of Treasury and Finance (DTF) provides economic, financial and resource management advice to help the Victorian Government deliver its policies.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
For mitigation activities, refer directly to the agency for further information.	
<b>Response (including Relief)</b>	
For response activities, refer directly to the agency for further information.	
<b>Recovery</b>	
DTF is lead agency for the recovery activity of co-ordinating insurance advice and information to government through liaison with the ICA	3.1, 17.3
DTF supports the DJPR in delivering their relief and recovery activity of delivering recovery programs and advice to primary producers, and rural land managers and other animal businesses	3.2
DTF is the lead government liaison for insurance advice and information to customers, as shown in the Social Environment table (Table 12)	Social Environment table
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Eastlink

ConnectEast is the responsible road authority for EastLink under the *Road Management Act 2004*. For the purpose of this document, Connect East and its Operations and Maintenance partner(s) will be referred to as Eastlink. EastLink is the support agency for any incident that occurs on the leased land.

EastLink will provide resources, within its capability, to assist control and support agencies or persons affected by an emergency on the EastLink project land. EastLink may also have a role in emergencies that do not involve EastLink directly, but which affect its operation.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
For mitigation activities, refer directly to the agency for further information.	
<b>Response (including Relief)</b>	
During an emergency Eastlink will support the control and support agencies by providing a EMLO	3.1, 3.2
Liaison with state authorities and local government regarding EastLink	3.2
During an emergency Eastlink will support the control and support agencies by providing an Incident Management facility to assist in the co-ordination of the emergency	3.3
Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in the emergency	15.2, 15.3, 20.1
<b>Recovery</b>	
Restoration and/or reconstruction of EastLink	19.3, 19.4, 19.7
Assistance with the on-going management of traffic on the arterial network if the Link is not available for use	9.3, 9.7, 19.6, 19.7
Provision of information concerning the commercial issues	4.5, 4.6, 11.2, 17.1, 17.2
To participate on a Community Recovery Committee, if required	19.8, 20.6
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Emergency Broadcasters

The Victorian Government has formal arrangements with a number of media outlets to broadcast emergency warnings and information to the community. During emergencies, the Victorian Emergency Broadcasters will broadcast information to assist the public in making decisions based on the advice of emergency services. If necessary, emergency broadcasters will interrupt normal programming on the radio or television station.

Emergency broadcast arrangements with Victoria's Emergency Services Organisations are formalised through memoranda of understanding (MOU). The MOU facilitates closer working relationships by providing details about the system used to communicate emergency messages.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
For mitigation activities, refer directly to the agency for further information.	
<b>Response (including Relief)</b>	
Broadcast of information that promotes community safety	2.1
Broadcast of weather forecast information from the BoM relevant to developing emergencies	2.1, 2.3
Broadcast of emergency messages (warnings and information) in the form provided by an authorised emergency service representative, interrupting scheduled programming and repeating as required	2.1, 2.3
Broadcast of the Standard Emergency Warning Signal as required, in accordance with the Standard Emergency Warning Signal Guidelines	2.1, 2.3
Provision of continuous broadcast services in parts of Victoria affected by a significant emergency (abandoning scheduled programming)	2.1, 2.3
Operation and maintenance of appropriate communication system for authorised emergency service representatives to initiate emergency broadcasts	3.3, 3.4
<b>Recovery</b>	
Emergency Broadcasters will support EMV in their co-ordinating role for relief and recovery communications including public information Note: Under the ABC's Editorial Policies, the ABC exercises editorial independence and control over the content the ABC broadcasts or publishes. These policies also apply to the ABC's emergency broadcasting. When making decisions about content, the ABC consults with the emergency sector and the lead agency, but the ultimate decision of what to broadcast/publish rests with the ABC	3.2, 3.5
<b>Assurance and Learning</b>	
Participation in emergency debrief forums, particularly regarding public information and media issues	2.4, 21.1

## Emergency Management Commissioner

The Emergency Management Commissioner (EMC) provides leadership for emergency management in Victoria, including driving improvements, particularly for operational capability and interoperability. During a major emergency, the EMC has an over-arching management role to ensure that the response is systematic and coordinated.

The EMC is responsible for leading and promoting the implementation of the elements of the *Strategic Action Plan* that relate to improvements to the operational capability of responder agencies. This includes working with the Chief Executive of Emergency Management Victoria to ensure that agencies implement their work programs under the *Strategic Action Plan*. The EMC must have regard for the fundamental importance of the role of volunteers in emergency management for Victoria.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Building community resilience through supporting education and awareness with communities about preparing for, responding to and recovering from emergencies	2.1, 6.5
Support and contribute to exercising with emergency management stakeholders and the community	1.6
<b>Response (including Relief)</b>	
Ensuring that control arrangements are in place for Class 1 and Class 2 emergencies	3.1
EMC is the control agency for Heat, as shown in the Response table (Table 9)	Response table
Appointing a SRC for Class 1 emergencies	3.1, 3.2
For major emergencies, appoint a SCM, as required	3.1
For all major emergencies, appoint a State Recovery Co-ordinator (SReC) and State Emergency Relief Co-ordinator (SERC), as required	3.1, 3.2
Co-ordinating agencies that manage or regulate services or infrastructure which is, or may be, affected by a major emergency (known as consequence management) for all classes of emergencies	3.1, 3.2
Ensuring the co-ordination of activities of agencies with roles and responsibilities in Class 1 and Class 2 emergencies	3.1, 3.2
Managing the SCC on behalf of, and in collaboration with, agencies that may use it for emergencies	3.2, 3.3
Ensuring that warnings are issued, and information is provided to the community in relation to fires, for the purposes of protecting life and property	2.3
Ensuring that the Minister for Police and Emergency Services is provided with timely and up to date information regarding major emergencies either occurring or imminent	4.4, 4.5, 4.6
Co-ordinating data collection and impact assessment processes	11.2, 11.3
<b>Recovery</b>	
The EMC is responsible for state relief co-ordination and recovery co-ordination and effectively oversees the management of co-ordination at every level, in accordance with the SEMP	3.1
Reporting to the Minister for Police and Emergency Services on relief and recovery	4.5, 4.6

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

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## Emergency Management Victoria

Emergency Management Victoria (EMV) is a central body for emergency management in Victoria. EMV consists of a Chief Executive and the Emergency Management Commissioner (EMC), supported by staff from the Department of Justice and Community Safety.

EMV is the agency responsible for the coordination and development of the whole-of-government policy for emergency management in Victoria, including the following key roles:

- providing secretariat support for the standing sub-committees of the State Crisis and Resilience Council (SCRC)
- providing policy advice to the Minister for Emergency Services in relation to emergency management
- implementing the government’s emergency management reform initiatives
- liaising with the Australian Government on emergency management

In the performance of its roles, EMV must:

- have regard for the decisions made by SCRC
- collaborate and consult with the emergency management sector
- have regard for the fundamental importance of the role of volunteers in emergency management for Victoria.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Supporting the EMC in the preparation and publishing of the SEMP	1.1
The Chief Executive of EMV is responsible for ensuring that agencies implement their work programs under the Strategic Action Plan, together with the EMC	1.1
Establishing and maintaining the Victorian Critical Infrastructure Register	1.1, 1.3
EMV is responsible for supporting the EMC in co-ordinating investment and planning	1.2 , 3.2
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following bushfire mitigation activities: <ul style="list-style-type: none"> <li>• seasonal arrangements to ensure capability</li> </ul>	Mitigation table
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following electricity supply disruption mitigation activities: <ul style="list-style-type: none"> <li>• System redundancy (N-1)</li> <li>• Public communication and engagement</li> </ul>	Mitigation table
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following flood mitigation activities: <ul style="list-style-type: none"> <li>• Flood emergency planning including readiness</li> </ul>	Mitigation table
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following gas supply disruption mitigation activities: <ul style="list-style-type: none"> <li>• Public awareness</li> </ul>	Mitigation table
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following heatwave mitigation activities: <ul style="list-style-type: none"> <li>• Planning (state, local and agency preparedness)</li> </ul>	Mitigation table
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities: <ul style="list-style-type: none"> <li>• Legislation/regulation and enforcement of <i>Mineral Resources Sustainable Development Act 1990</i> and regulations (licensing and approvals process for operators of declared mines), <i>Occupational</i></li> </ul>	Mitigation table



Activity	Critical task alignment / activity source
<i>Health &amp; Safety Act 2004, EM Act 2013, EM (Critical Infrastructure Resilience) Regulations 2015, Country Fire Authority Act 1958 and Regulations 2014, Energy Safe Victoria Act 2005</i>	
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following water supply disruption mitigation activities: <ul style="list-style-type: none"> <li>• Critical infrastructure resilience</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
The Chief Executive of EMV is responsible for leading the co-ordination of investment planning and large-scale strategic projects on behalf of the responder agencies	3.1
Supporting the EMC in the performance of his or her functions	3.2
EMV is the lead Response Support Agency (RSA) for the functional area of media/communications, as shown in the Response Support table (Table 10)	Response Support table
Managing the operation and administration of the SCC	3.3
The SCM is to lead the co-ordination of agencies who have responsibilities for consequence management for major emergencies	3.1, 3.2
In collaboration with the whole-of-government, lead the co-ordination of public information and communication in relation to emergency management for major emergencies	2.1, 2.2
The Chief Executive of EMV is responsible for providing advice and making recommendations to the Minister for Emergency Services regarding the functions of EMV, having regard for the guidance or advice provided by SCRC	3.2, 4.5
Co-ordinates Victoria’s outgoing deployments of personnel and resources, upon request from national and international agencies and in line with established agreements. EMV also co-ordinates incoming deployments of national and international personnel and resources, as requested by the state and in line with established agreements. Both outgoing and incoming deployments can be in response to a major emergency or are to assist in the recovery from a major emergency	3.2, 7.3
EMV is responsible for supporting the EMC in co-ordinating data collection and state impact assessment processes	3.2, 11.1, 11.2, 11.3
EMV is responsible for supporting the EMC in state relief co-ordination and recovery co-ordination and effectively overseeing the management of co-ordination at every level, in accordance with the SEMP	3.2
Implementing available financial assistance under the DRFA to assist primary producers, small businesses and voluntary non-profit groups by a low-interest concessional loan scheme; and recovery grants, subject to approval by the Australian Government	15.4, 17.2
<b>Recovery</b>	
EMV is responsible for supporting the EMC in reporting to the Minister for Police and Emergency Services on relief and recovery	3.2, 4.5, 4.6
Relief and recovery co-ordination responsibilities include state level impact assessment co-ordination	11.3
EMV is lead agency for the recovery activities:	
<ul style="list-style-type: none"> <li>• administering the Victorian Natural Disaster Financial Assistance scheme, in accordance with the Commonwealth DRFA</li> </ul>	3.1, 15.4
<ul style="list-style-type: none"> <li>• providing financial assistance to relevant government agencies and to municipal councils where eligible for disaster expenditure</li> </ul>	3.1, 15.4, 19.7

Activity	Critical task alignment / activity source
<p>including counter disaster operations and the restoration of essential municipal assets</p> <ul style="list-style-type: none"> <li>• implementing available financial assistance under the DRFA to assist primary producers' recovery subject to activation by the state and Australian governments; a low-interest concessional loan scheme to primary producers; and recovery grants for primary producers, subject to approval by the Australian Government</li> </ul>	17.2, 20.3
<p>EMV supports:</p>	
<ul style="list-style-type: none"> <li>• DHHS in its delivery of income-tested re-establishment payments through activation of the DHHS Personal Hardship Assistance Program, to help eligible households re-establish as quickly as possible</li> </ul>	3.2, 20.3
<ul style="list-style-type: none"> <li>• Municipal councils to deliver their respective relief and recovery activity of co-ordinating of clean-up activities where state assistance is required</li> </ul>	3.2
<ul style="list-style-type: none"> <li>• DJPR to deliver their respective relief and recovery activity of delivering recovery programs and advice to primary producers, and rural land managers and other animal businesses</li> </ul>	3.2, 17.2, 17.4, 17.5

### Assurance and Learning

For assurance and learning activities, refer directly to the agency for further information.

## Emergency Services Telecommunications Authority

Emergency Services Telecommunication Authority (ESTA) is a statutory authority that manages Victoria's emergency service operational communications services, partnering with emergency service organisations to achieve positive public health and safety outcomes. ESTA responds to yearly volumes of 2.5 million emergency calls and dispatches 2.1 million events. ESTA employs approximately 1000 people across three purpose-built facilities that operate 24 hours a day, 365 days a year. ESTA's services are underpinned by a range of key technology services, including telecommunications, networks, Computer Aided Dispatch, radio, and paging technologies.

This integration of emergency services communications within ESTA is unique in Australia and is best practice globally. ESTA has a key role in facilitating interoperability for multi-agency responses via centralising all emergency calls and dispatch in Victoria across three State Emergency Communications Centres using one integrated technology platform.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Participate in planning activities on telecommunications risks	1.1
Protect the continued operations of services across ESTA's three State Emergency Communication Centres	3.3
Protect Emergency Communications Information systems it manages (including the Computer Aided Dispatch system and other data exchange services) and Emergency Communication networks (including Metropolitan Mobile Radio Service, Mobile Data Network and Emergency Alert System network)	3.4
Develop efficient and effective communication services to link community, field responder and emergency managers	3.5
<b>Response (including Relief)</b>	
ESTA is the lead Response Support Agency (RSA) for the functional area of emergency services telecommunications, as shown in the Response Support table (Table 10)	Response Support table
Answer Triple Zero emergency calls from Telstra and activate agency responses and disseminate that information to the agencies	3.2, 4.5
Dispatch appropriate emergency response resources and support them with situational awareness information through operational communication networks	3.2, 7.3, 12.4, 14.4
Participate in state-wide intelligence cycle in regard to ESTA's emergency communications information assets managed by ESTA (including Triple-Zero, 132 500 Storm, operational communications records and datasets). Including the provision of relevant information and insights based on those information assets through systems or through an EMLO support to SCC upon request to facilitate state-wide emergency communications intelligence during an incident	3.2, 4.1, 4.6
Activate ESTA's Incident Management Response protocols to prepare for an influx of Emergency calls or an increased demand on Dispatch services	4.3
During significant incident, provide timely, accurate and actionable decision support information in relation to ESTA's services	4.5, 4.6
Provide relevant information to people and communities via Triple Zero on immediate emergency risks, and potential actions they can take to alleviate some of those risks	2.1, 2.3

Activity	Critical task alignment / activity source
Provide timely and usable information on response to be used on public information and warnings	4.5
Provide clinical triage and pre-ambulance life support advice via the telephone and access to specialist referral services as required for medical emergencies	13.4, 14.2, 14.4, 14.8
Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through EMR to relevant, as defined, events to support AV within the FRV Fire District	3.2, 14.2, 14.4
Conduct immediate, operational enquiries on persons, vehicles and locations for VicPol	3.2, 11.1
Support other agencies in business continuity and redundancy planning and testing	3.2, 3.3
Provision of operational communications for Victoria's emergency services. These operational communications support Police, Fire, Ambulance and VICSES personnel in the field, utilising the Metropolitan Mobile Radio Service; the Mobile Data Network; and the state-wide Emergency Alert System	3.4
Track and maintain a record of the progress and status of events and emergency services resources, perform welfare check and identify duress situations when appropriate	4.3, 4.4
Render communication and media response support for the control agency as appropriate	2.4, 3.2
<b>Recovery</b>	
Recovery of State Emergency Communications Centres, systems, equipment and emergency communication networks managed by ESTA	3.4
<b>Assurance and Learning</b>	
Provide information or insight based on ESTA's Emergency communications information assets for post-incident review	21.1

## Energy Safe Victoria

Energy Safe Victoria (ESV) is the independent technical regulator responsible for electricity, gas and pipeline safety in Victoria. ESV is a statutory authority that also licence electricians, manage the Certificate of Electrical Safety Program, conduct community safety campaigns, ensure electrical and gas products are approved and safe for use, and investigate gas and electrical incidents.

ESV's role is broad and ranges from accepting industry's safety cases and safety management schemes for the design, construction and maintenance of electricity, gas and pipeline networks across the state to regulating against standards and administering regulations covering gas and electrical appliances and installations and energy efficiency.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
<b>Gas:</b>	
<ul style="list-style-type: none"> <li>Develop and administer regulations and codes to ensure gas safety and associated risks are minimised to as far as practicable through: review, monitor and audit compliance program of appliances, gas equipment, gas components, gas installations, gas related services and the conveyance, sale, supply, measurement, control and use of gas with the specified safety standards or accepted gas safety cases; and enforce compliance where regulated entities place communities at risk</li> </ul>	1.1, 1.2, 1.3, 5.4, 21.2
<ul style="list-style-type: none"> <li>Involvement in collective working groups (energy sectors and government agencies) in energy emergency planning and preparedness activities (e.g. development of emergency response and communication protocols and processes; annual emergency exercises; continuous improvement reviews of protocols and processes)</li> </ul>	1.4, 1.5, 1.6
<ul style="list-style-type: none"> <li>Conduct community engagement and gas safety awareness campaigns and programs</li> </ul>	2.1, 2.2
<b>Electricity:</b>	
<ul style="list-style-type: none"> <li>Develop and administer regulations and codes to ensure electricity safety and associated risks are minimised to as far as practicable through reviewing, monitoring and auditing the compliance of electrical infrastructure, electrical installations, electrical equipment and vegetation with the specified safety standards, accepted electricity safety management schemes or prescriptive legislation; and enforce compliance where regulated entities place communities at risk</li> </ul>	1.1, 1.2, 1.3, 5.4, 21.2
<ul style="list-style-type: none"> <li>Involvement in collective working groups (energy sectors and government agencies) in energy emergency planning and preparedness activities (e.g. development of emergency response and communication protocols and processes; annual emergency exercises; continuous improvement reviews of protocols and processes)</li> </ul>	1.4, 1.5, 1.6
<ul style="list-style-type: none"> <li>Develop and administer regulations and codes that monitor and ensure the prevention and mitigation of bushfires that arise out of incidents involving electric lines or vegetation close there to</li> </ul>	1.1, 7.1
<ul style="list-style-type: none"> <li>Conduct community engagement and electricity safety awareness campaigns and programs</li> </ul>	2.1, 2.2
<b>Pipelines:</b>	

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>Develop and administer Regulations to ensure safety of pipeline construction and operation and associated risks are minimised to as far as practicable through review, monitor and audit compliance program of pipeline construction and operations with the specified safety standards and accepted construction and operational safety management plans; and enforce compliance where regulated entities place communities at risk</li> </ul>	1.1. 1.3, 5.4
<p>ESV is a participating agency, as shown in the Mitigation table (Table 8), for the following electricity supply disruption mitigation activities:</p> <ul style="list-style-type: none"> <li>Legislative framework, e.g. Electricity Industry Act, Electricity Safety Act, national electricity laws and rules</li> <li>Public awareness</li> <li>Maintenance inspections</li> </ul>	Mitigation table
<p>ESV is a participating agency, as shown in the Mitigation table (Table 8), for the following gas supply disruption mitigation activities:</p> <ul style="list-style-type: none"> <li>Legislative and regulatory framework, including Gas Industry Act 2001, <i>Gas Safety Act 1997</i> and associated Gas Safety Cases, National Gas Law and National Gas Regulations, critical infrastructure resilience requirements under the <i>EM Act 2013</i></li> <li>Public awareness</li> </ul>	Mitigation table
<p>ESV is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities:</p> <ul style="list-style-type: none"> <li>Legislation/regulation and enforcement of <i>Mineral Resources Sustainable Development Act 1990</i> and regulations (licensing and approvals process for operators of declared mines), <i>Occupational Health &amp; Safety Act 2004</i>, <i>EM Act 2013</i>, EM (Critical Infrastructure Resilience) Regulations 2015, <i>Country Fire Authority Act 1958</i> and Regulations 2014, <i>Energy Safe Victoria Act 2005</i></li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
<b>Gas:</b>	
<ul style="list-style-type: none"> <li>Exercising powers conferred to ESV to issue directions to make safe of a gas emergency; and to facilitate the reliability of gas supply and security of gas system</li> </ul>	3.1, 3.2, 3.5, 5.4, 11.1, 11.3
<ul style="list-style-type: none"> <li>Contributing expertise and technical specialists to support or lead the investigation of gas related incidents</li> </ul>	8.5, 11.1, 19.1
<ul style="list-style-type: none"> <li>Providing safety and technical advice to support overall strategies and decision making for responding to gas emergency events</li> </ul>	4.5, 4.6
<b>Electricity:</b>	
<ul style="list-style-type: none"> <li>Exercising powers conferred to ESV to issue directions to make safe of an electricity situation</li> </ul>	3.1, 3.2, 3.5, 5.4, 11.1, 11.3
<ul style="list-style-type: none"> <li>Providing safety and technical advice to support overall strategies and decision making for responding to electricity emergency events</li> </ul>	4.5, 4.6
<ul style="list-style-type: none"> <li>Contributing expertise and technical specialists to support or lead the investigation of electricity related incidents</li> </ul>	8.5, 11.1, 19.1
<ul style="list-style-type: none"> <li>Providing information and guidance to local communities to expedite the safe restoration of supply to properties affected by bushfire</li> </ul>	2.1, 2.5
<b>Pipelines:</b>	
<ul style="list-style-type: none"> <li>Contributing expertise and technical specialists to support and/or conduct investigation of pipeline related incidents</li> </ul>	11.1, 19.1
	5.4, 11.3

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>Intervene as required as the Minister’s delegate to ensure appropriate action is taken by all relevant parties for safety reasons or the protection of the environment in the case of pipeline incidents</li> </ul>	
<b>Recovery</b>	
<p><b>Gas:</b></p> <ul style="list-style-type: none"> <li>Providing safety and technical advice to energy control agency in order to support overall strategies and decision making for recovering from gas emergency events (including safe restoration of gas supply and safety of any relief program for temporary gas supply to community)</li> </ul>	19.1, 19.7, 19.8
<p><b>Electricity:</b></p> <ul style="list-style-type: none"> <li>Providing safety and technical advice to energy control agency in order to support overall strategies and decision making for recovering from electricity emergency events and bushfire (including the safe restoration of electricity supply and safety of any relief program for temporary electricity supply to community)</li> </ul>	19.1, 19.7, 19.8
<p><b>Pipelines:</b></p> <ul style="list-style-type: none"> <li>Intervene as required as the Minister’s delegate to ensure appropriate action is taken by all relevant parties for the health or safety of the public or rehabilitation of the environment in the case of pipeline incidents</li> </ul>	5.4
ESV supports DELWP as the lead government liaison, for electricity services assets reinstatement and return to reliable supply, as shown in the Built Environment table (Table 14)	Built Environment table
ESV supports DELWP as the lead government liaison, for gas services assets reinstatement and return to reliable supply, as shown in the Built Environment table (Table 14)	Built Environment table
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Environmental Protection Authority

The Environment Protection Authority (EPA) provides a technical support agency role in Victoria's emergency management arrangements. Technical advice is provided before, during and after emergencies to the Control agency, government, industry and the community through scientific, engineering and regulatory expertise on the environmental and public health impacts of pollution and waste.

The Chief Environmental Scientist (CES) has an important role during emergencies involving significant pollution consequences by supporting the Emergency Management Commissioner, State Controller and Chief Health Officer with expert advice on the practical measures to protect the environment and public health from the impacts of pollution and waste. The CES also provides a trusted and authoritative public face for the communication of complex pollution and waste advice.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
<p>In applying and enforcing the <i>Environment Protection Act</i> the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by:</p>	
<ul style="list-style-type: none"> <li>working with government, industry and community to help identify and manage significant waste and pollution risks</li> </ul>	1.2, 1.4
<ul style="list-style-type: none"> <li>supporting regional and state emergency management planning.</li> </ul>	1.2
<ul style="list-style-type: none"> <li>managing systems for the transport of priority waste from generation to disposal</li> </ul>	10.4, 16.8
<ul style="list-style-type: none"> <li>equipping government, industry and community with best practice guidance and practical tools to prevent pollution and manage waste</li> </ul>	4.5, 4.6
<p>EPA is a participating agency, as shown in the Mitigation table (Table 8), for the following hazardous materials (including hazardous materials/industrial waste) incident mitigation activities:</p>	Mitigation table
<ul style="list-style-type: none"> <li>reduction/substitution of HAZMAT use (including inventory minimisation)</li> <li>HAZMAT storage design and maintenance (including transport design)</li> <li>HAZMAT transport requirements (e.g. prohibitions, material volume and selection, route and timing selection, transport mode, stakeholder engagement (e.g. WorkSafe Victoria, FRV, VicRoads, transporter, receiver)</li> <li>pre-transport consequence modelling and readiness - plume modelling, etc.</li> <li>Dangerous Goods transporter maintenance, training, licensing, inspection etc. (road/rail/marine, pipeline) - licence for transport of hazardous waste</li> <li>legislation/regulation and enforcement (e.g. Major Hazard Facilities, Dangerous Goods Code preventative requirements), supported by audits and inspection</li> </ul>	
<b>Response (including Relief)</b>	
<p>EPA is the lead Response Support Agency (RSA) for the functional area of environmental impact (air, land and water quality), as shown in the Response Support table (Table 10)</p>	Response Support table



Activity	Critical task alignment / activity source
<p>EPA provides a technical support agency role by:</p> <ul style="list-style-type: none"> <li>• responding to and assessing reports of pollution from the community, industry, government agencies and emergency services</li> <li>• providing expert advice to the Chief Health Officer on the risks of pollution and waste on public health, as required</li> <li>• supporting the control and other support agencies with powers under the <i>Environment Protection Act</i> where required</li> <li>• in cooperation with the control agency, providing advice to the community on the harmful effects of pollution and waste and recommend actions to protect public health</li> <li>• advice to the control agency on risks to the environment and public health, and the practical measures to reduce environmental and public health impacts of pollution and waste from the emergency and response activities</li> <li>• providing and co-ordinating with other support agencies for environmental monitoring to inform the provision of advice</li> </ul>	<p>3.2, 4.4, 16.2</p> <hr/> <p>4.5, 4.6</p> <hr/> <p>3.2</p> <hr/> <p>2.1, 2.3</p> <hr/> <p>4.5, 4.6, 13.2, 13.4</p> <hr/> <p>16.2</p>
<b>Recovery</b>	
<p>EPA provides a technical support agency role by providing:</p> <ul style="list-style-type: none"> <li>• emergency approvals, such as Section 30A approvals under the <i>Environment Protection Act</i></li> <li>• advice and information services to recovery agencies, municipal councils, duty holders and community on; the environmental and public health impacts of pollution and waste, environmental clean-up methods and appropriate disposal of waste</li> </ul>	<p>4.6, 13.2, 13.3</p> <hr/> <p>4.5, 4.6</p>
<b>Assurance and Learning</b>	
<p>In applying and enforcing the <i>Environment Protection Act</i> the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by undertaking regulatory, enforcement and investigative activities under the <i>Environment Protection Act</i></p>	<p>21.1</p>

## Fire Rescue Victoria

Fire Rescue Victoria (FRV) is a new organisation established in July 2020 as part of Victoria's Fire Services Reforms, to provide fire safety, fire suppression and fire prevention services and emergency response in the FRV fire district. FRV personnel are highly trained and ready to respond to emergencies such as fires, complex rescues, road crashes, emergency medical calls and hazardous chemical spills. FRV works closely with agencies within the emergency services sector, in particular with the Country Fire Authority.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Reduce the number of fires and hazardous incidents through:	
<ul style="list-style-type: none"> <li>• developing/enforcing of relevant legislation and regulations</li> </ul>	1.1
<ul style="list-style-type: none"> <li>• changing community behaviour through public education and legislation</li> </ul>	1.1, 2.1
<ul style="list-style-type: none"> <li>• increasing the understanding of the use of fire protection and detection systems</li> </ul>	1.2, 1.4
<ul style="list-style-type: none"> <li>• increasing community involvement and awareness in hazard prevention</li> </ul>	1.4, 2.1
<ul style="list-style-type: none"> <li>• applying risk management strategies to identified community risk</li> </ul>	1.5
<ul style="list-style-type: none"> <li>• broadening community awareness and preparedness to minimise the impact of an emergency on the community</li> </ul>	2.1, 6.3
FRV is a participating agency, as shown in the Mitigation table (Table 8), for the following bushfire mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• land use planning</li> <li>• landscape fuel management including legislative requirements</li> <li>• fire ignition controls including total fire ban days, arson programs</li> <li>• community education, awareness and engagement to prevent and respond to bushfire</li> <li>• seasonal arrangements to ensure capability</li> </ul>	
FRV is a participating agency, as shown in the Mitigation table (Table 8), for the following earthquake mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• building standards/regulations and enforcement (post 1989, 1993, 2007 standards)</li> <li>• land use planning</li> </ul>	
FRV is a participating agency, as shown in the Mitigation table (Table 8), for the following electricity supply disruption mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• public communication and engagement</li> </ul>	
FRV is a participating agency, as shown in the Mitigation table (Table 8), for the following hazardous materials (including hazardous materials/industrial waste) incident mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• reduction/substitution of HAZMAT use (including inventory minimisation)</li> <li>• land use planning and regulation, and process facility/residential/commercial development designs</li> <li>• HAZMAT storage design and maintenance (including transport design)</li> <li>• HAZMAT transport requirements (e.g. prohibitions, material volume and selection, route and timing selection, transport mode, stakeholder engagement (e.g. WorkSafe Victoria, FRV, VicRoads, transporter, receiver)</li> <li>• pre-transport consequence modelling and readiness - plume modelling, etc.</li> </ul>	

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>Dangerous Goods transporter maintenance, training, licensing, inspection etc. (road/rail/marine, pipeline)</li> </ul>	
<p>FRV is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities:</p>	Mitigation table
<ul style="list-style-type: none"> <li>legislation/regulation and enforcement of Mineral Resources Sustainable Development Act 1990 and regulations (licensing and approvals process for operators of declared mines), Occupational Health &amp; Safety Act 2004, EM Act 2013, EM (Critical Infrastructure Resilience) Regulations 2015, Country Fire Authority Act 1958 and Regulations 2014, Energy Safe Victoria Act 2005</li> </ul>	
<b>Response (including Relief)</b>	
<p>FRV is the control agency for fire and other emergencies (as identified in the Response table) for the FRV Fire District (including the Port of Melbourne and waters as defined in the <i>Port Management Act 1995</i>) including:</p>	3.1, 7.2, 12.3
<ul style="list-style-type: none"> <li>accidents involving gas leakage, hazardous materials, lifts, cranes or scaffolding and amusement structures, and building collapse</li> <li>fire and explosion incidents involving aircraft and boilers and pressure vessels</li> <li>rescue incidents involving rail, aircraft and industrial, road, USAR, confined space, trench, low-high angle and tunnel, and building structures</li> </ul>	
<p>Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through:</p>	
<ul style="list-style-type: none"> <li>controlling accidents involving boilers/pressure vessels, dangerous goods/hazardous materials, lifts and cranes, tunnelling/trenches, building collapse and explosions (e.g. gas)</li> </ul>	3.1
<ul style="list-style-type: none"> <li>the suppression of uncontrolled fires</li> </ul>	3.1, 7.1, 7.2
<ul style="list-style-type: none"> <li>rescue of persons from fire, road, rail and aircraft accidents, industrial accidents and other emergencies</li> </ul>	3.1, 12.3
<ul style="list-style-type: none"> <li>Incident response involving explosive devices, natural events (flood, storm and tsunami) and maritime casualty involving commercial ships in Port of Melbourne waters (non SAR)</li> </ul>	3.2
<ul style="list-style-type: none"> <li>swift water rescue and maritime incidents across the state</li> </ul>	3.2, 12.3
<ul style="list-style-type: none"> <li>EMR to relevant, as defined, events to support AV within the FRV Fire District</li> </ul>	3.2, 14.2, 14.4
<ul style="list-style-type: none"> <li>USAR capability across Victoria in accordance with state arrangements</li> </ul>	3.2, 12.4
<ul style="list-style-type: none"> <li>investigation into the causes of fire</li> </ul>	4.4, 4.6, 7.1
<ul style="list-style-type: none"> <li>initial impact assessment at the request and in support of, the state requirements</li> </ul>	11.1
<p>FRV is one of the lead Response Support Agency (RSA) for the functional area of responder agencies, as shown in the Response Support table (Table 10)</p>	Response Support table
<b>Recovery</b>	
<p>FRV is the lead agency for undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets, where the FRV is the manager of that building or asset</p>	19.2, 19.3, 19.4, 19.7
<p>FRV support the controller by providing post incident assistance and advice to persons impacted by fire and other emergencies</p>	4.5, 20.6

**Activity****Critical task alignment /  
activity source**

Provide support to other agencies, where appropriate, for recovery activities involving personnel or the environment

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3.2

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

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## Foodbank Victoria

Foodbank Victoria is the leading provider of emergency food and through Foodbank’s mission, delivers the most food to the most Victorians in need in the most effective way. In times of emergency and natural disasters such as fires, pandemics, floods and cyclones, Foodbank is involved through the provision of disaster relief food, water and key personal care supplies, through a collaborative effort with multiple agencies, to affected communities and during their recovery phase.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Development and implementation of business continuity plans and increase in demand plans for major emergencies	1.1, 1.3
Maintain a high level of preparedness for emergencies that may affect the availability of food and other essential materials for affected communities	1.1
Implementation and continuation of programs, such as Farms to Families Pop-Up Market Program and The Breakfast in Schools Program, to minimise risks, such as malnutrition, in identified communities that may be at greater risk from the effects of a major emergency	1.3, 1.4
Development of data systems to track and analyse emerging food insecurity trends	4.3, 4.4, 15.5
<b>Response (including Relief)</b>	
Foodbank leads, with the support of its partner agencies and charity partners, the identification of essential supplies for distribution to affected communities	3.2, 10.2
Foodbank with the support of its partner agencies and supply networks identifies, sources and supplies essential food items for responder agencies e.g. providing bottled water to emergency services volunteers	3.2, 10.1, 10.3
Support and liaise with ARC, ADF and other partner agencies in their relief and recovery efforts through the provision of logistical support where possible	3.2, 10.1, 10.3
Liaise with partner agencies, supply networks and charity partners to obtain goods and essential materials identified for affected communities, and co-ordinate the distribution as required	3.2, 10.4
Co-ordinates logistical arrangements for the provision of materials from Foodbank Victoria’s warehouses and managed facilities to support responder agencies and throughout affected communities	10.3
Manage the operation and administration of Foodbank Victoria’s warehouses and other managed facilities	3.3
Provide additional volunteers and staff to assist in the increase in demand for services provided by Foodbank Victoria including logistical support, food relief operations and administration	3.2, 10.1, 10.2, 10.3
The ongoing sourcing of, provision and distribution of food relief to affected communities via its network of food donors, transporters, agency and charity partners and through its Farms to Families Pop-Up Market program	3.2, 10.2, 10.3, 15.2
Provision of essential material aid (e.g. food, water, key personal care items) to charity partners in response to an increase in demand due to major emergency	3.2, 15.2
Foodbank Victoria is the co-lead agency with the Salvation Army to provide essential material aid (non-food items) to emergency affected persons	10.2, 15.2, 20.5

Activity	Critical task alignment / activity source
specifically key personal care items including toilet paper, soap, sanitary supplies	
Co-ordination, supply and distribution of the Breakfast in Schools Program for participating schools as required, including the continuation of the program during school restrictions	3.2, 10.2, 15.2, 15.5, 20.4

### Recovery

For recovery activities, refer directly to the agency for further information.

### Assurance and Learning

Foodbank Victoria tracks, assesses and determines ongoing and changing food relief intelligence, trends and requirements across the state via regular surveys, data mapping, and strong, established communication pathways with the charity sector and agency partners	4.6, 4.7, 21.1, 21.2
Ongoing intelligence gathering and dissemination via surveys, face to face and online communication, information newsletters with charity and agency partners to determine supply and demand trends to meet ongoing food relief requirements and efforts in disaster affected areas	4.1, 4.3, 4.4, 4.5, 4.6, 4.7, 21.1

## Insurance Council of Australia Ltd

The Insurance Council of Australia (ICA) is the industry body for the general insurance industry in Australia.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
The ICA assists State and Local Governments in respect to a wide range of disaster risk mitigation activities. Insurance industry data can assist Governments in promoting mitigation initiatives by modelling potential insurance premium reductions for constituents as a result of investment in mitigation	4.4, 4.6
<b>Response (including Relief)</b>	
The ICA assists Local and State Governments during emergencies by co-ordinating the insurance industry's disaster response and recovery efforts via the industry's Catastrophe Taskforce. The ICA also provides industry with situational awareness during emergencies to ensure insurers can respond quickly and effectively in meeting the needs of governments and impacted communities	3.2, 4.5
<b>Recovery</b>	
ICA provides support to Local and State Government in its role in:	
<ul style="list-style-type: none"> <li>briefing governments on insurance coverage, claims lodgement and estimated economic impact of disaster events</li> </ul>	4.5, 4.6, 17.3
<ul style="list-style-type: none"> <li>co-ordinating insurance damage assessments and expediting claims processing in order for insured residents and businesses to access financial and accommodation benefits</li> </ul>	11.2, 11.3
<ul style="list-style-type: none"> <li>participating in State, Regional and Local Recovery committees to advise on insurance issues and to expedite community recovery</li> </ul>	3.2, 4.5
<ul style="list-style-type: none"> <li>providing governments and elected members a rapid issues escalation process</li> </ul>	4.6
ICA supports DTF as lead government liaison of providing insurance advice and information to customers, as shown in the Social Environment table (Table 12)	Social Environment table
ICA supports DTF in co-ordinating the insurance industry response, information, advice and government, as shown in the Economic Environment table (Table 13)	Economic Environment table
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## ***Lendlease (Peninsula Link)***

Lendlease is responsible for the operation and maintenance of the Peninsula Link freeway. Lendlease is a support agency for emergencies occurring within Peninsula Link freeway land. Lendlease will provide resources, within its capability, to assist control and support agencies or persons affected by an emergency on the Peninsula Link freeway. Lendlease may also have a role in emergencies that do not involve the Peninsula Link freeway directly but affect its operation.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
For mitigation activities, refer directly to the agency for further information.	
<b>Response (including Relief)</b>	
Lendlease supports emergency response activities by:	
<ul style="list-style-type: none"> <li>• assist other agencies with traffic management, as required (excluding maintenance of supply lines)</li> </ul>	3.2, 5.3
<ul style="list-style-type: none"> <li>• providing a forward EMLO</li> </ul>	3.1, 3.2
<ul style="list-style-type: none"> <li>• providing an incident management facility to assist in the co-ordination of the emergency</li> </ul>	3.3
Liaison with state authorities and local government regarding Peninsula Link	3.2
Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in the emergency	15.2, 15.3, 20.1
<b>Recovery</b>	
Assistance with the on-going management of traffic on the arterial network if the Link is not available for use	9.3, 9.7, 19.6, 19.7
Restoration and /or reconstruction of Peninsula Link	19.3, 19.4, 19.7
To participate on a Community Recovery Committee, if required	19.8
Provision of information concerning the commercial issues	4.5, 4.6, 11.2, 17.1, 17.2
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	



## Life Saving Victoria

Life Saving Victoria's (LSV) mission is to prevent aquatic related death and injury in all Victorian communities. With 500 staff and 38,000 members representing lifesaving clubs and affiliated pools or aquatic facilities), LSV provides a range of services from prevention, first response and recovery activities. LSV as a support agency works closely with communities, educational institutions, government agencies, businesses and the broader aquatic industry, to achieve our water safety mission.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Provision of safety inspection services for swimming pools, urban, coastal and inland waterways using approved risk management tools.	1.3
Provision of water safety expert advice in support of state and regional emergency management planning	1.1, 1.2, 1.3, 1.4, 1.5
Provision of aquatic risk management services including safety design services to designers and developers of swimming pools and waterways	1.1, 1.3, 1.4, 4.5
Development of safety standards for the development, operation and use of a range of waterways including beaches, public swimming pools, home pools and spas, and urban waterways	2.1, 2.2
Provision of information and education displays at tradeshows and community events	2.1, 4.5
Provision of technical and reference manuals, texts, resources, and newsletters on water safety, lifesaving, life guarding, CPR and first aid	2.1, 4.5
Provision of subject matter expertise on water safety campaigns and public awareness communication	2.1, 2.2, 4.5
Provision of expert advice on aquatic risk management systems and water safety signage	2.1, 4.5, 6.2
Provision of vocational education and training programs such as Pool Lifeguard, first aid, oxygen equipment, and specialist areas such as Automatic External Defibrillation and aquatic and dry spinal injury management	4.5
Development and provision of education in water safety and associated messaging, first aid, CPR, swimming and lifesaving programs at swimming pools, open water locations, schools and lifesaving clubs including accredited training for Personal Water Craft and Inflatable Rescue Boats	2.1, 6.1, 6.4
<b>Response (including Relief)</b>	
Provision of air, water and land-based search and rescue services to locate lost persons and vessels at sea and inland waterways supporting VicPol through Rescue powercraft (rescue boats and rescue water craft): Inshore search and rescue (up to 2 nautical miles) as well as offshore search and rescue (greater than 2 nautical miles); Remote piloted aircraft systems (Drones); Helicopter services capable of winching persons over land and water; and All-terrain vehicles capable of driving on beaches	3.1, 3.2, 10.1, 12.1, 12.3
Provision of both paid and volunteer water-based patrolling including inshore, rescue and response services provided from LSV supported locations across Port Phillip Bay, the Victorian coastline and inland waterways	3.1, 3.2, 12.1, 12.3
Provision of air and sea marine animal detection services in support of the VFA	3.2, 16.2
Provision of water safety first responder services for aquatic based events	2.1, 3.2

Activity	Critical task alignment / activity source
Provision of radio equipment and resources support to other agencies	3.4, 3.5
Maintenance and operations of the State Lifesaving Operations Centre including dispatching appropriate aquatic rescue response resources, tracking, recording of the progress and status of events and aquatic rescue services resources	3.1, 3.3, 3.4, 4.1, 4.4, 4.5, 4.6
Provision of timely, co-ordinated information and warnings around beach and water safety as well as bay water quality to communities	2.1, 2.3
Provision of emergency evacuation/relief centres at the lifesaving clubs	3.3, 15.1
Provision of first aid and other medical response support services to AV (as co-responder/emergency medical responder)	3.2, 14.1, 14.2
Provision of support to lead agencies for health and medical relief (first aid) assistance measures	3.2, 14.2, 14.7
Provision of support to lead agencies for pre-hospital care for people affected by emergencies	3.2, 14.1, 14.2
Provision of support to lead agencies for the establishment and resourcing of field primary care clinics	3.2, 14.3, 14.4

### Recovery

For recovery activities, refer directly to the agency for further information.

### Assurance and Learning

For assurance and learning activities, refer directly to the agency for further information.

## Melbourne Water

Melbourne Water is a statutory authority owned by the Victorian Government, and manages and protects the city's major water resources, including water storage reservoirs and how drinking water is supplied.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Develop and implement plans for the protection of Melbourne Water's assets and systems, including dam safety, water quality, catchment and asset security	1.1
Develop policies and procedures for the management of trade waste	1.1
Regulate development in flood prone areas within Melbourne Water's waterway management district as a referral authority under council planning schemes	1.1
Prepare sub-catchment drainage strategies to support urban development	1.1
Establish agreements with land developers for the provision of drainage infrastructure	1.2
Develop and implement plans and operational procedures for the continuity of Melbourne's water supply systems, dams, reticulated wastewater (sewerage) systems, waterways and drainage assets	1.1, 1.3
Develop and undertake training and exercise activities to ensure that Melbourne Water's people, customers and partners are able to implement plans and procedures	1.6
Continue to develop the flood monitoring system for Melbourne Water's waterway management district	4.7
Implement plans for the protection of Melbourne Water's assets and systems from threats and impacts, including dam safety, water quality, catchment and asset security	1.3, 1.5
Implement plans and procedures for the continuity of services in the event of a threat or impact to Melbourne Water's reticulated water supply systems, dams, reticulated wastewater (sewerage) systems, waterways and drainage assets	1.3, 1.5, 19.6
Melbourne Water is a participating agency, as shown in the Mitigation table (Table 8), for the following flood mitigation activities: <ul style="list-style-type: none"> <li>legislative policy framework including floodplain management strategy, reform (lessons learnt)</li> <li>flood mitigation infrastructure e.g. levees, retarding basins</li> <li>vegetation/waterway management</li> <li>flood emergency planning including readiness</li> </ul>	Mitigation table
Melbourne Water is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities: <ul style="list-style-type: none"> <li>drainage systems (drainage standards and strategy)</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
Undertake response activities related to DELWP response plans	3.2
Provide advice and support to the control agency and other response agencies regarding the impact of an incident or emergency (including pollution to waterways) within Melbourne Water's waterway management district	3.2, 11.1, 16.1
Provide advice and support to DELWP for any dam safety event	3.2, 11.3

Activity	Critical task alignment / activity source
Provide flood predictions to the BoM for Melbourne’s water courses for which flood warning systems have been developed	4.5, 4.6
Provide emergency works to alleviate flooding and clearance of waterways and drainage assets after flooding has occurred	18.3

### Recovery

Melbourne Water leads delivery of the recovery activity of:

- |   |                  |
|---|------------------|
| <ul style="list-style-type: none"> <li>restoration of reticulated wastewater, sanitation systems and wastewater management by leading the restoration of sewerage /sanitation systems/wastewater systems for domestic use (co-lead with DELWP)</li> </ul>                   | 3.2, 19.4, 19.7  |
| <ul style="list-style-type: none"> <li>recovery and rehabilitation of reticulated water supply for domestic use by leading the restoration of these systems (co-lead with DELWP and metropolitan water corporations)</li> </ul>   | 19.7             |
| <ul style="list-style-type: none"> <li>supporting the recovery and rehabilitation of areas directly impacted by the failure of Melbourne Water’s assets or systems</li> </ul>   | 17.4, 18.4       |
| <ul style="list-style-type: none"> <li>recovery efforts to mitigate immediate short-term further public health risks associated with waterways and drainage networks where damaged from third-party events/emergencies (e.g. water run-off from structure fires)</li> </ul> | 18.4, 18.6       |
| <ul style="list-style-type: none"> <li>restoration, clearing and rehabilitation of public buildings and assets managed within Melbourne Water’s portfolio</li> </ul>  | 19.2, 19.7       |
| <ul style="list-style-type: none"> <li>undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. public amenities) where Melbourne Water is the manager of that building or asset</li> </ul>                                | 19.2, 19.3, 19.7 |

### Assurance and Learning

For assurance and learning activities, refer directly to the agency for further information.

## Municipal Councils

This is an indicative list. The nature and extent of work by councils to deliver activities will depend on their capability, capacity and particular circumstances of an event. Municipal councils will utilise a variety of approaches and local arrangements to best affect the delivery of these responsibilities to meet unique municipal needs. Most of the activities in the list below are carried out by councils in close conjunction with, or with direct support by, government departments and agencies.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Perform risk mitigation functions under local government, fire, health, building, and planning legislation e.g. planning schemes, building permits, food safety inspections	1.4
Work with the Municipal and/or Regional Emergency Management Planning Committee to undertake:	
<ul style="list-style-type: none"> <li>• provision of community awareness, information and warning system(s)</li> </ul>	1.2, 2.1
<ul style="list-style-type: none"> <li>• identification and assessment of hazards/risks</li> </ul>	1.2, 1.3
<ul style="list-style-type: none"> <li>• implementation/co-ordination of specific risk treatments for identified risks</li> </ul>	1.2, 1.4, 1.5
Municipal councils is a participating agency, as shown in the Mitigation table (Table 8), for the following bushfire mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• land use planning</li> <li>• building regulations, standards and codes</li> <li>• landscape fuel management including legislative requirements</li> </ul>	
Municipal councils is a participating agency, as shown in the Mitigation table (Table 8), for the following earthquake mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• building standards/regulations and enforcement (post 1989, 1993, 2007 standards)</li> <li>• critical infrastructure (engineering) vulnerability assessments and maintenance regimes (essential services, dams/levees, buildings, roads, bridges, tunnels)</li> <li>• land use planning</li> </ul>	
Municipal councils is a participating agency, as shown in the Mitigation table (Table 8), for the following flood mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• land use planning (Strategic and statutory)</li> <li>• flood mitigation infrastructure e.g. levees, retarding basins</li> <li>• community engagement, education and awareness</li> </ul>	
Municipal councils is a participating agency, as shown in the Mitigation table (Table 8), for the following hazardous materials (including hazardous materials/industrial waste) incident mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• land use planning and regulation, and process facility/residential/commercial development designs</li> </ul>	
Municipal councils is a participating agency, as shown in the Mitigation table (Table 8), for the following heatwave mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• urban planning (water fountains, cool places – parks, air-conditioned facilities)</li> </ul>	
Municipal councils is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities:	Mitigation table
<ul style="list-style-type: none"> <li>• drainage systems (drainage standards and strategy)</li> <li>• buildings compliant to engineering standards (planning and building standards/regulations)</li> </ul>	

Activity	Critical task alignment / activity source
<b>Response (including Relief)</b>	
When safe to do so, provide support to the ICCs and/or RCCs, through:	
<ul style="list-style-type: none"> <li>• facilitation of the delivery of official agency warnings to the community through local channels (not all councils will undertake this activity)</li> </ul>	2.4
<ul style="list-style-type: none"> <li>• provision of available municipal resources to response agencies</li> </ul>	3.2
<ul style="list-style-type: none"> <li>• provision of available facilities for emergency services' staging areas</li> </ul>	3.3
<ul style="list-style-type: none"> <li>• partial/full closure of areas to exclude the public from dangerous areas</li> </ul>	5.1
<ul style="list-style-type: none"> <li>• partial/full local road closures and determination of alternative routes</li> </ul>	5.3, 9.3
Municipal councils are responsible for the co-ordination of local level relief activities, and are lead agency for:	
<ul style="list-style-type: none"> <li>• provision of local relief information to public and media</li> </ul>	2.3
<ul style="list-style-type: none"> <li>• establishing and managing emergency relief centres to shelter members of the community displaced by an emergency</li> </ul>	15.1
<ul style="list-style-type: none"> <li>• arranging emergency shelter and accommodation for displaced households</li> </ul>	15.1
<ul style="list-style-type: none"> <li>• providing personal support and counselling referral</li> </ul>	15.3
<ul style="list-style-type: none"> <li>• co-ordination of secondary impact assessment</li> </ul>	11.1, 11.3
<ul style="list-style-type: none"> <li>• co-ordinating clean-up activities, including disposal of deceased animals (domestic, native and feral)</li> </ul>	15.7
Relief drinking water supplies to affected areas will be co-ordinated at the local level (as documented in the MEMPs). Where local resources are unable to meet the demand, DELWP will co-ordinate emergency drinking water supplies to affected areas following public health advice from DHHS	15.2
Municipal councils supports DJPR and DELWP in providing animal welfare relief activities, as shown in the Relief table (Table 11)	Relief table
Municipal councils co-ordinate the housing of displaced and lost/stray companion animals, with support from VFF, Australian Veterinary Association and RSPCA	20.2
<b>Recovery</b>	
Municipal councils are responsible for the co-ordination of local level recovery activities, and are lead agency for:	
<ul style="list-style-type: none"> <li>• forming, leadership and supporting Municipal/Community Recovery Committees</li> </ul>	3.2
<ul style="list-style-type: none"> <li>• establishing and managing recovery centres to provide recovery information to the emergency impacted community</li> </ul>	4.5, 15.1
<ul style="list-style-type: none"> <li>• co-ordination of post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment)</li> </ul>	11.2, 11.3, 11.1
<ul style="list-style-type: none"> <li>• surveying and making a determination regarding occupancy of damaged buildings</li> </ul>	11.1, 11.2
<ul style="list-style-type: none"> <li>• overseeing and inspecting rebuilding/redevelopment</li> </ul>	19.1, 19.2
<ul style="list-style-type: none"> <li>• undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, sporting facilities, public amenities) where the municipal council is the owner/manager of that building or asset</li> </ul>	19.2, 19.3, 19.4
<ul style="list-style-type: none"> <li>• providing and managing community development services and activities (not all councils will undertake this activity)</li> </ul>	20.5

Activity	Critical task alignment / activity source
When safe to do so, provide support to the ICCs and/or RCCs, through clearance of blocked drains and local roads	19.7
Municipal councils supports DHHS as the lead, as shown in the Social Environment table (Table 12) for the following: <ul style="list-style-type: none"> <li>• support for secure interim accommodation</li> <li>• public health advice</li> <li>• advice on wellbeing in recovery</li> </ul>	Social Environment table
Municipal councils supports VBA as the lead for providing building advice and information to residents, as shown in the Social Environment table (Table 12)	Social Environment table
Municipal councils supports EMV as the lead for community information, as shown in the Social Environment table (Table 12)	Social Environment table
Municipal councils supports DJPR as the lead, as shown in the Economic Environment table (Table 13), for the following: <ul style="list-style-type: none"> <li>• implement approved actions and projects to assist economic recovery</li> <li>• encourage and bring forward the resumption of local trade and economic activity</li> <li>• monitor broad economic impacts and consequences</li> <li>• assist businesses to access available information and advice following an emergency</li> <li>• provide opportunities for the enhancement of knowledge and skills within small businesses</li> </ul>	Economic Environment table

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

## National Broadband Network Company

NBN Co. operates a national wholesale-only open-access broadband network, and provides services to retail service provider phone and internet companies, who in turn provide broadband services, over the nbn™ network, to their end user customers.

NBN Co utilises a variety of broadband access technologies, including the following nbn™ fixed line connections (which utilise a physical line running to the premises):

- Fibre to the premises (FTTP)
- Fibre to the Node (FTTN)
- Fibre to the Basement (FTTB)
- Fibre to the Curb (FTTC)
- Hybrid Fibre Coaxial (HFC)

NBN Co also utilises the following technologies which are used mostly in regional and remote areas:

- Fixed wireless
- Sky Muster™ Satellite

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Provide advice regarding emergency communications infrastructure	4.5, 4.6
<b>Response (including Relief)</b>	
Facilitate actions within, and across the telecommunications sector in response to an emergency event	3.1
Provide an EMLO function to the SCC to attend/provide information and advice on the impacts of emergency events regarding nbn™ services as they effect Victoria	3.2, 4.4, 4.5, 11.3
Contribute to the SCC situation reports and National Impact Assessment Model data	4.6
Monitor emergency events at local, district and state levels in collaboration with DJPR	3.2, 4.1
NBN Co manages its own emergency response arrangements and supply issues. NBN Co may seek assistance from government through the provision of situational information and in gaining access to impacted areas	3.2, 10.3
<b>Recovery</b>	
NBN Co has a variety of mobile facilities that it may deploy into impacted communities with the aim of delivering limited/partial service restoration subsequent to service disruption driven through the impacts of a natural disaster event	3.3, 15.1, 19.7
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	



## **National Offshore Petroleum Safety and Environmental Management Authority**

The National Offshore Petroleum Safety and Environmental Management Authority (NOPSEMA) is an Australian Government statutory agency and is Australia's national regulator for health and safety, structural (well) integrity and environmental management for all offshore oil and gas operations in Commonwealth waters and in coastal waters where regulatory powers and functions have been conferred. In 2013, Victoria conferred its functions on NOPSEMA for the regulation of health and safety and structural integrity of offshore petroleum operations in Victorian waters.

NOPSEMA's key focus areas are:

- preventing major accident and loss of containment events
- preventing and managing loss of well control
- improving response and spill source control
- improving oil spill preparedness arrangements

Titleholders are responsible for arrangements to respond to and monitor oil pollution arising from offshore petroleum operations. NOPSEMA as the regulator is provided with specific provisions for monitoring and securing compliance of titleholder arrangements. In the event of an oil spill, NOPSEMA may also give significant incident directions in areas of State/Territory jurisdiction.

<b>Activity</b>	<b>Critical task alignment / activity source</b>
<b>Mitigation</b>	
Promote and advise on occupational health and safety, well integrity and environmental matters relating to offshore petroleum operations and offshore greenhouse gas well operations and environmental management of greenhouse gas storage activities	1.1, 1.5, 2.1, 4.5, 4.6
Develop and implement effective monitoring and enforcement strategies to secure compliance for occupational health and safety, well integrity and environmental management in offshore petroleum operations and offshore greenhouse gas well operations and environmental management of greenhouse gas storage activities	1.3, 4.3, 16.2
<b>Response (including Relief)</b>	
Ensuring that response activities in an offshore area are carried out in a manner consistent with accepted regulatory documents and significant incident directions	3.2
Provision of advice and briefings to Ministers, the public and the media on emergencies at or involving offshore petroleum operations and greenhouse gas storage activities	2.1, 4.5, 4.6
Provision of expert advice to assist other agencies who are responding to emergencies at or involving offshore petroleum operations and greenhouse gas storage activities	4.5, 4.6
Co-operate with other Commonwealth, State and Territory agencies or authorities on matters relating to offshore petroleum operations and greenhouse gas storage activities	4.5, 4.6
Input to strategic direction of the Australian Government response to offshore petroleum incidents and greenhouse gas storage incidents	4.5, 4.6
<b>Recovery</b>	

**Activity**

**Critical task alignment /  
activity source**

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For recovery activities, refer directly to the agency for further information.

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**Assurance and Learning**

Investigate accidents, occurrences and other circumstances that may affect occupational health and safety, well integrity and environmental management of offshore petroleum operations and offshore greenhouse gas well operations and environmental management of greenhouse gas storage activities

4.4, 11.1, 21.1

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## Parks Victoria

Parks Victoria is a statutory authority of the Victorian Government acting in accordance with the Parks Victoria Act 2018. Parks Victoria recognises the value and importance of working in partnership with Traditional Owners to manage parks and reserves in a culturally sensitive and ecologically appropriate way. Parks Victoria is responsible for managing a diverse estate of more than 4 million hectares including land and marine parks, reserves, wetlands and coastline, and the 4,300 native plants and around 1,000 native animal species that live in them.

Parks Victoria's estate attracts more than 100 million visits every year. It is Parks Victoria's primary responsibility to ensure parks are healthy and resilient for current and future generations, through the protection and enhancement of environmental and cultural values. Parks Victoria achieves this by working in partnership with other government and non-government organisations and community groups, catchment management authorities, private land owners, friends groups, volunteers, licensed tour operators, lessees, research institutes and the broader community.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Administration of legislation and policy governing the use and enjoyment of parks, reserves, rivers, waterways and ports managed by PV, including Marine National Parks and Sanctuaries to reduce risk to the environment and visitor safety	1.1
Development and administration of procedures and guidelines to ensure processes are in place to manage any potential risks associated with dams managed by PV consistent with the Strategic Framework for Dam Safety Regulations. Mitigation activities include: <ul style="list-style-type: none"> <li>• implementing dam safety monitoring procedures for PV dams</li> <li>• developing emergency management plans for large dams</li> <li>• undertaking periodic training and exercising to ensure the emergency management plan and associated business continuity plan is tested and can be implemented effectively</li> </ul>	1.1, 1.5, 1.6, 16.2
PV is responsible for: <ul style="list-style-type: none"> <li>• preparing and maintaining emergency response plans for parks, reserves, rivers and waterways managed by PV</li> <li>• preparation and implementation of Safety and Environment Management Plans for the local ports of Port Phillip and Western Port</li> <li>• the safe, efficient and environmental management of the local ports of Port Phillip, Western Port and Port Campbell, including the navigable sections of the Yarra and Maribyrnong Rivers (excluding Commercial Ports), and other specified navigable waterways in its management areas</li> </ul>	1.1, 1.3 1.1, 1.3 1.3
Fire prevention and preparedness on public land in Victoria (Fire Protected Area): provide support to DELWP and undertake activities (including works) described in DELWP Fire Protection and Readiness and Response Plans	1.1, 3.2, 7.1
Responsible as the land manager for fire prevention works on parks and reserves managed by PV in the Country Area of Victoria and FRV Fire District (other than planned burns which are the responsibility of DELWP with the support of PV staff)	7.1
PV is a participating agency, as shown in the Mitigation table (Table 8), for the following bushfire mitigation activities: <ul style="list-style-type: none"> <li>• landscape fuel management including legislative requirements</li> </ul>	Mitigation table

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>restricted access to public land</li> </ul>	
<b>Response (including Relief)</b>	
Fire suppression:	
<ul style="list-style-type: none"> <li>activities in parks and reserves managed by PV in the FRV Fire District</li> </ul>	3.2, 7.1, 7.2
<ul style="list-style-type: none"> <li>activities in parks and reserves managed by PV in the Country Area of Victoria under the direction of CFA</li> </ul>	3.2, 7.1, 7.2
<ul style="list-style-type: none"> <li>on public land in Victoria (Fire Protected Area): provide staff and equipment to support DELWP</li> </ul>	3.2, 7.1, 7.2
Search and rescue on land and in Victorian waters, particularly those managed by PV, under the direction of VicPol	3.2, 12.1
Provision of trained staff:	
<ul style="list-style-type: none"> <li>to assist with cetacean strandings and entanglements under the direction of DELWP in accordance with the Victorian Cetacean Contingency Plan (DELWP)</li> </ul>	3.2
<ul style="list-style-type: none"> <li>assist with wildlife incidents on public land under the direction of DELWP</li> </ul>	3.2
<ul style="list-style-type: none"> <li>to manage the clean-up associated with non-hazardous waterway pollution (as determined by EPA, FRV, CFA and/or DoT) on rivers managed by PV, under the direction of EPA</li> </ul>	3.2
<ul style="list-style-type: none"> <li>available to respond through clean-up and containment of oil and chemical pollution incidents in the local ports of Port Phillip, Western Port and Port Campbell, and state waters under the direction of DoT, in liaison with or as their agents, and the EPA under the Victorian Marine Pollution Contingency Plan</li> </ul>	3.2, 16.5
Provision of trained staff and equipment to:	
<ul style="list-style-type: none"> <li>assist with the clean-up of fish deaths, under the direction of EPA in accordance with the Fish Death Response Procedure</li> </ul>	3.2, 10.1
<ul style="list-style-type: none"> <li>support response to oiled wildlife, in accordance with the Wildlife Response Plan for Oil Spills under the direction of DELWP or DoT through the Wildlife Response Plan for Marine Pollution Emergencies and/or the Marine Pollution Contingency Plan</li> </ul>	3.2, 16.7
PV assists in the response to blue-green algal blooms by erecting relevant signage and taking water samples. This is described in the Blue Green Algae Circular where PV is the designated waterway manager under the Marine Act 1988, (e.g. Albert Park Lake, lower reaches of the Barwon River system (including Lake Connewarre, Lysterfield Lake and Tower Hill) under the direction of the relevant CMAs	3.2, 2.3, 16.3
PV provides trained Incident Management Team and field operations staff, under FFMVic, to support VICSES' response to floods, severe storms and earthquakes particularly within parks, reserves, rivers and waterways managed by PV	3.2
PV provides trained staff and manages volunteers in response to marine pest incursions under the direction of DELWP in accordance with the Interim Victorian Protocol for Managing Exotic Marine Organism Incursions (DELWP)	3.2
Support DELWP with the enforcement of regulations, through the provision of trained authorised officers, that protect natural and cultural values and the safe use of campfires on public land in accordance with DELWP policy	3.2, 7.1, 18.2

## Recovery

Activity	Critical task alignment / activity source
<p>PV is lead agency for the recovery activity for restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs (co-lead with DELWP/PV and CMAs) including:</p> <ul style="list-style-type: none"> <li>• recovery and rehabilitation of natural values, cultural values, tourism and visitor assets affected by an emergency on parks, reserves, rivers, waterways and local ports managed by PV (in collaboration with DELWP and DHHS)</li> <li>• clean-up following oil or chemical pollution incidents on parks, reserves, rivers, waterways and local ports managed by PV (in liaison with DELWP, or their agents, and the EPA)</li> <li>• clean-up of fish death incidents (in collaboration with EPA and DELWP)</li> <li>• PV can also assist with the recovery and rehabilitation of other public land affected by an emergency</li> </ul>	16.7, 16.8, 18.1, 18.4, 18.5
<p>PV is lead agency for the recovery activity to investigate and carryout erosion control works on PV managed land (co-lead with DELWP/PV and DoT)</p>	18.2, 18.3
<p>PV also undertakes the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, public amenities) where PV is the manager of that building or asset</p>	19.2, 19.3, 19.4, 19.7
<p>PV supports DELWP as the lead for the following activities, as shown in the Natural Environment table (Table 15):</p> <ul style="list-style-type: none"> <li>• surveying and protecting threatened bird, marsupial, aquatic and plant species</li> <li>• develop and implement protection activities to support ecosystem recovery and regeneration</li> <li>• monitoring the rehabilitation of injured wildlife</li> </ul>	Natural Environment table

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

## **Rural Assistance Commissioner**

The Rural Assistance Commissioner administers and facilitates the delivery of rural assistance schemes on behalf of government. This includes the delivery of financial assistance schemes following natural disasters to farm businesses, small businesses and non-profit organisations as required.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
For mitigation activities, refer directly to the agency for further information.	
<b>Response (including Relief)</b>	
For response activities, refer directly to the agency for further information.	
<b>Recovery</b>	
The RAC supports EMV in its responsibility of implementing available financial assistance under the DRFA to assist: <ul style="list-style-type: none"><li>• disaster affected farmers</li><li>• small business owners</li><li>• non-profit organisations</li></ul>	15.4, 17.1, 20.3
RAC supports EMV in implementing available financial assistance under the DRFA, as shown in the Economic Environment table (Table 13), to assist: <ul style="list-style-type: none"><li>• voluntary non-profit groups, communities and economies</li><li>• primary producers' recovery</li></ul>	Economic Environment table
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Salvation Army – Victorian Emergency Services

The Salvation Army works with federal, state and local governments, community organisations and members to best meet the needs of those affected by disasters. The Salvation Army Services are provided through volunteers across the state in the provision of aid by meeting human need without discrimination. The Salvation Army's broader services enable the assistance to community members with multiple and complex needs and layers of vulnerability, and the provision of informed advocacy to external agencies in emergencies.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Participation in emergency planning/exercises at state, regional and local levels	1.6
Continually updating volunteer competencies, training and safety policy plans for harm minimisation to volunteers and community members	1.1, 1.4
<b>Response (including Relief)</b>	
Provide refreshments to emergency management personnel	10.1
Assist in the provision of catering to emergency management personnel and affected persons	10.1, 10.2, 15.2
Primary support agency at state level for provision of material needs (including bedding and clothing) to affected persons	10.2, 15.2
Co-ordinating the provision of essential material aid (non-food items) to individuals, families and communities affected by emergencies such as clothing, bedding materials and personal necessities, to help ensure their personal comfort, dignity, health and wellbeing	15.2
Salvation Army supports ARC in its responsibility of co-ordinating food and water at regional and state levels, including support from other agencies, and provide support at the local level when requested	15.2
<b>Recovery</b>	
Make available any Salvation Army service that may be available during an emergency to assist persons affected (e.g. personal support, emergency accommodation, transport)	10.2, 15.1, 15.2, 15.3, 20.2, 20.7
Provide support to community safety activities	3.2, 20.6
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Services Australia

Emergency management is a key business priority for the agency. The agency operates within the Australian Government Crisis Management Arrangements and in collaboration with State and Territory jurisdictions and with local government to assist disaster-affected communities.

Note: Any emergency relief/recovery activities undertaken by the Services Australia are subject to authorisation from the Secretary or delegate. Services Australia will seek cost recovery for activities it undertakes on behalf of another agency or department and such arrangements need to be documented in a formal agreement.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Development and implementation of the following plans to assist stakeholders in major emergency mitigation activities including: <ul style="list-style-type: none"> <li>• Emergency Management Risk Management Plans – identifies the risks associated with the delivery of the emergency management programme and outlines the proposed mitigation strategies to reduce any identified risk being realised</li> <li>• Payment Integrity Risk Management Plans – identifies the risks to the payment integrity of emergency and disaster-related payments and details the treatments to minimise these risks</li> <li>• Zone Response and Recovery Plans – each Zone is required to complete a Zone Response and Recovery Plan and describe the actions that will be taken when responding to an emergency event, which may include a natural disaster or national security incident</li> </ul>	1.1, 1.3
Detail the processes to engage appropriate and skilled emergency reservists who are able to be deployed for recovery work and provide business continuity and support to affected communities in a timely manner, through the Emergency Reservist Framework	1.1, 1.3, 1.4, 3.2
Training and support for: <ul style="list-style-type: none"> <li>• agency Emergency Management Co-ordinators, Emergency Reservists, Smart Centre and Service Zone staff deployed to emergencies/disasters</li> <li>• agency staff taking calls or processing claims received relating to an emergency/disaster event</li> </ul>	1.2, 1.4, 1.6
Implement agreements with States, Territories and Commonwealth agencies, and outline the arrangements in place with States, Territories and Commonwealth agencies for the provision of support services in the event that their resources are overwhelmed during an emergency. Note: Other agreements outline the arrangements between the department and policy agencies about how they will work together to deliver the best possible services (within their portfolio of responsibility) to the community	1.1, 1.2, 1.4, 3.2, 7.3, 12.4, 14.4
<b>Response (including Relief)</b>	
Co-ordination of the agency's response to emergencies through: <ul style="list-style-type: none"> <li>• activation of the National Security Hotline</li> <li>• activation and secretariat for the Emergency Response and Recovery Committee</li> <li>• activation of National Emergency Call Centre Surge Capability</li> <li>• activation of state/territory requests for surge assistance</li> </ul>	2.3, 3.5 3.2 3.2 3.2



Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>responding to media requests during an activation (jointly and in consultation with the Media Team)</li> </ul>	2.1, 2.3 , 3.2
<ul style="list-style-type: none"> <li>supporting Service Zones through participation in Zone Emergency Response and Recovery Committee</li> </ul>	3.2
Services Australia may also provide the service of participation in outreach services teams on request of DHHS	3.2
Situation Reporting for the agencies executive staff and the Department of Home Affairs' Crisis Co-ordination Centre	3.2
Support the agency's EMLO including provision of back up support	3.2
The agency may also provide National Emergency Call Centre surge capacity on behalf of the Victorian Government on a cost recovery basis, under a separate agreement	3.2, 3.4, 3.5, 14.4
Workload management and allocation of all calls and claims received within the agency relating to an emergency/disaster activation	3.2, 3.5
Services Australia may also provide the service of:	
<ul style="list-style-type: none"> <li>having staff available with specialist skills (for example social workers, community engagement officers, indigenous service officers) to work with disaster affected individuals and communities in relation to Services Australia payments and services</li> </ul>	3.2, 6.1, 14.4, 15.4, 15.5, 20.6
<ul style="list-style-type: none"> <li>participation in the operation of community recovery centres on request of DHHS providing information in relation to Australian Government emergency payments and income support options</li> </ul>	4.5, 15.4
<b>Recovery</b>	
Co-ordination of the agency's response to emergencies through disaster payments such as Australian Government Disaster Recovery Payment, Australian Victim of Terrorism Overseas Payment, Disaster Recovery Allowance and ex gratia assistance	15.4, 20.3
The agency's priority in a disaster event is:	
<ul style="list-style-type: none"> <li>continuity of Australian Government payments and services for existing customers</li> </ul>	20.3
<ul style="list-style-type: none"> <li>provision of information and advice about Australian Government emergency payments and services for affected Australians</li> </ul>	15.4, 20.3, 20.5
Services Australia supports EMV, as lead government liaison, in providing Australian Government Disaster Recovery Financial Assistance, as shown in the Social Environment table (Table 12)	Social Environment table
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## St John Ambulance Australia (Victoria)

St John Ambulance Victoria is a charity in the Australian community working for the Service of Humanity, and exists to help those who are in sickness, distress, suffering or danger. With over 2,500 volunteers and an extensive network of vehicles, equipment, branches and facilities, St John Ambulance is well placed to provide emergency support to the Victorian community.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Improve community readiness through the marketing of appropriate and cost effective first aid equipment and servicing	1.2, 1.4, 2.1
Provide onsite consultations with workplaces and community groups to include first aid component within first aid management plans for the prevention of injuries	1.2, 1.4, 1.6, 3.2
Promotion and provision of community first aid training through public education in schools, workplaces and to the public	2.1, 4.5, 6.3
Provide advice to event organisers with the planning of first aid and medical service delivery at local and major events	4.5, 4.6
<b>Response (including Relief)</b>	
Provide response and resources to other emergency service agencies and public, e.g. Mobile first aid vehicles, first aid/first responder trained teams, medical assistance teams and provides standalone communication system all supported by a self-sufficient logistics operation	14.2, 14.4, 14.7
Provide response and resources within the scope of the first aid sub-plan to the SHERP, e.g. Mobile first aid vehicles, first aid/first responder trained teams, medical assistance teams and provides standalone communication system all supported by a self-sufficient logistics operation	14.2, 14.4, 14.7
Provide first aid and medical services support to community within the scope of SHERP	14.2, 15.2
Provision of community transport services	14.5, 15.2
Support agency for the provision of first aid and medical services to other emergency service agencies and public	3.2, 14.2, 14.7
Support for AV and DHHS with first aid and medical services within the scope of the SHERP	3.2, 14.2, 14.7
Support of AV through the provision of non-emergency patient transport as a licenced operator	3.2, 14.5
<b>Recovery</b>	
For recovery activities, refer directly to the agency for further information.	
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Telstra Corporation Limited

Telstra is a national telecommunications service provider for fixed line, internet, data and mobile services. Telstra's main role in emergency management is to continue to operate, maintain and restore communication networks/infrastructure for responder agencies and impacted communities.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Telstra maintains Business Continuity Plans which detail the response, recovery, relief and restoration steps to be taken prior to, during and following an adverse event	1.3
Telstra can identify its sites that may be at risk and potential consequences of loss of asset	1.3, 1.5, 19.1
<b>Response (including Relief)</b>	
Telstra can provide network status information via its EMLO as required	3.2, 3.4, 4.5
Telstra maintains temporary replacement infrastructure such as backup power generators, 'Cells on Wheels' and 'Mobile Exchanges On Wheels' which can be deployed to affected areas	3.3, 3.4, 3.5
Telstra may provide supporting emergency communications facilities to response agencies on request from the SCC	3.3, 3.4
Telstra can provide Victoria State Disaster Plan phone lines and internet services to relief and recovery centres and/or deploy mobile shopfront resources as appropriate	3.4, 10.1
Telstra can un-meter customer access to key websites such as state fire authorities, emergency services, BoM, etc.	3.5, 17.5
Telstra can remotely program payphones to free service in disaster impacted areas as deemed necessary	3.5, 17.5
Where appropriate, Telstra can provide relief packages for Telstra customers	15.4, 17.5
<b>Recovery</b>	
Telstra can provide priority fault restoration of Telstra services for response agencies	19.7
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Transport Safety Victoria

Transport Safety Victoria (TSV) supports the independent statutory office of the Director Transport Safety (Safety Director), which is the state's safety regulator for bus and maritime. The primary object of the Safety Director is to seek the highest transport safety standards that are reasonably practicable consistent with the transport system vision statement and objectives under the *Transport Integration Act 2010*. The Safety Director administers bus and maritime safety legislation that promotes transport safety outcomes in Victoria.

As Victoria's transport safety regulator, the Safety Director:

- licences, certifies, registers and accredits operators and other industry participants
- monitors transport operators' and participants' systems for managing safety risks
- monitors compliance with transport safety legislation, and
- takes enforcement action as appropriate to promote safety outcomes in Victoria.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Develop policy relating to the administration of transport safety legislation	1.1, 4.5
Provide information, guidance and education that promotes awareness and understanding of transport safety issues	1.1, 1.5, 2.1, 4.5
TSV is a participating agency, as shown in the Mitigation table (Table 8), for the following maritime emergency (non SAR) mitigation activities: <ul style="list-style-type: none"> <li>• legislation and enforcement (e.g. compulsory marine pilotage/exempt masters, Harbour master directions, safety duty (So Far As Is Reasonably Practicable) obligations of port manager, port operator, vessel operators, offshore facility operators etc.)</li> <li>• licensed, current and competent pilots</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
Control agency for maritime casualty non-search and rescue of all vessels in coastal waters excluding those in commercial and local port waters	3.1
Liaise with relevant agencies following incidents and accident, including, VicPol, Office of the Chief Investigator (Transport and Marine Safety Investigations), WorkSafe Victoria and DoT	3.2, 4.5
Provide advice and recommendations to the Minister for Ports and the Minister for Public Transport on transport safety matters	4.5, 4.6
Receive notifications of notifiable occurrences/incidents/accidents in bus and maritime	3.2, 4.4
<b>Recovery</b>	
For recovery activities, refer directly to the agency for further information.	
<b>Assurance and Learning</b>	
Collect, analyse and report on safety data and performance	4.4, 21.1, 21.2
Conduct safety audits of transport operators and determine compliance with safety requirements	4.4, 21.1
Investigate and report on transport safety matters	4.4
Investigate incidents and accidents for compliance with transport safety legislation and take enforcement action as appropriate	4.4, 21.1, 21.2, 21.3



## Victoria Police

The role of Victoria Police is to serve the Victorian community and uphold the law so as to promote a safe, secure and orderly society. It does this through preserving the peace, protecting life and property, preventing the commission of offences, detecting and apprehending offenders and helping those in need of assistance. Control and Coordination functions with respect to Emergency Management are outlined in the Emergency Management Act 2013 and the State Emergency Management Plan.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Building social capital and resilience in communities to prepare for a sustained recovery from extreme emergencies and natural disasters through the provision of information and education in the media and other means	1.2, 2.1, 2.3, 2.5, 6.1
VicPol is a participating agency, as shown in the Mitigation table (Table 8), for the following bushfire mitigation activities: <ul style="list-style-type: none"> <li>• fire ignition controls including total fire ban days, arson programs</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
Responsible for the effective co-ordination of emergency response within regions and/or municipal areas for all emergencies	3.1, 3.2
Responsible for the effective co-ordination of emergency response within the state, regions and/or municipal areas for class 3 emergencies	3.1, 3.2, 5.4
VicPol is responsible for: <ul style="list-style-type: none"> <li>• evacuation – in consultation with the control agency and other expert advice</li> <li>• provision of media co-ordination (where no other facility exists)</li> <li>• traffic management – in consultation with the control agency and other expert advice</li> <li>• registration of evacuees – in conjunction with ARC</li> </ul>	3.2, 5.2 2.1, 2.3, 3.1, 3.5 3.1, 3.2, 5.3, 9.3 3.1, 3.2, 4.5, 15.6
VicPol is the control agency for: <ul style="list-style-type: none"> <li>• Class 3 emergencies (as defined in the SEMP)</li> <li>• rescue in mines and caves</li> <li>• road, rail, tram, aircraft and marine (not pollution, cetaceans or wildlife) accidents/incidents, explosive devices, threats to life and property (unless otherwise designated)</li> <li>• search and rescue on land and Victorian waters, other than for ADF ships and planes</li> <li>• food supply and critical infrastructure damage or disruption</li> </ul>	3.1, 3.4, 5.4 3.1, 12.3 3.1 3.1, 12.1, 12.3 Response table
VicPol supports to other agencies in: <ul style="list-style-type: none"> <li>• access to communications</li> <li>• coronial investigations</li> <li>• dissemination of public information</li> <li>• provision of land, air and water transport</li> <li>• provision of personnel</li> </ul>	3.2, 3.4, 3.5, 5.1 3.2, 8.1, 8.5 2.1, 2.3, 3.1 3.2, 9.2 3.2, 8.3, 12.4
VicPol is the lead Response Support Agency (RSA) for the functional area of deceased person identification, as shown in the Response Support table (Table 10)	Response Support table
<b>Recovery</b>	

**Activity****Critical task alignment /  
activity source**

Where VicPol is the manager and/or owner of a building or asset (e.g. public amenities, station buildings etc.) that require assessment, restoration, clearing and/or rehabilitation as a result of an emergency, VicPol is the lead agency for the recovery activities associated with this

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3.1, 19.1, 19.2, 19.4, 19.7

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

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## Victoria State Emergency Service

VICSES is a volunteer-based organisation that operates 24 hours a day, 7 days a week, 365 days a year, providing emergency assistance to minimise the impact of emergencies and strengthen the community's capacity to plan, respond and recover, when emergencies occur. VICSES is the control agency for storm, flood, earthquake, tsunami and landslide throughout Victoria, and provides the largest road rescue network in Australia.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Assistance to municipal councils in the development of emergency management plans for VICSES Control hazards including assistance to incorporate an all hazards risk management approach	1.2, 1.4
Increasing individual capacity and capability of the community to prepare and respond by engaging with communities providing storm, flood, earthquake, tsunami and landslide risk information, community education and engagement	1.1, 2.1
Provision of information to the community and government	2.1, 2.3
Assistance to emergency management planning committees in the facilitation of municipal risk assessments that consider and improve safety and resilience of their community from hazards and emergencies through the facilitation of Community Emergency Risk Assessment program	1.2, 1.3, 1.4
Supports the multi-agency approach in the provision of advice, information, training and assistance to municipal councils and agencies in relation to emergency management principles and practice	1.1, 1.2, 2.1, 4.5, 4.6
VICSES is a participating agency, as shown in the Mitigation table (Table 8), for the following earthquake mitigation activities: <ul style="list-style-type: none"> <li>• community engagement, education and awareness</li> </ul>	Mitigation table
VICSES is a participating agency, as shown in the Mitigation table (Table 8), for the following flood mitigation activities: <ul style="list-style-type: none"> <li>• community engagement, education and awareness</li> <li>• flood emergency planning including readiness</li> </ul>	Mitigation table
VICSES is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities: <ul style="list-style-type: none"> <li>• community engagement, education and awareness</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
VICSES is the control agency for: <ul style="list-style-type: none"> <li>• storm, flood, landslide, tsunami and earthquake</li> <li>• accidents involving building collapse</li> <li>• rescue incidents involving rail, aircraft and industrial, road, and building structures</li> </ul>	3.1, 12.3
VICSES provides continuous protection of life, property and the environment:	
<ul style="list-style-type: none"> <li>• through rescue of persons from road crash, and rescue of persons endangered by steep and high angle incidents, swift water and other emergencies or dangerous situations</li> </ul>	3.1, 12.3
<ul style="list-style-type: none"> <li>• from the effects of fire, accidents and other hazards through USAR capability across Victoria in accordance with state arrangements</li> </ul>	3.2, 12.4
	11.1



Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>from the effects of flood and storm, accidents and other hazards through initial impact assessment at the request and in support of, the state requirements</li> </ul>	
Provide key support for:	
<ul style="list-style-type: none"> <li>USAR capability across Victoria in accordance with state arrangements</li> </ul>	3.2, 12.1, 12.3
<ul style="list-style-type: none"> <li>search and rescue on land and water evacuations and incidents involving mass casualties</li> </ul>	3.2, 5.2, 8.2, 12.1, 12.3
VICSES is one of the lead Response Support Agency (RSA) for the functional area of responder agencies, as shown in the Response Support table (Table 10)	Response Support table
Provide the emergency response development function to each emergency response region	3.2
VICSES supports controller through providing human and other resources for relief and recovery activities where appropriate	3.2
<b>Recovery</b>	
VICSES undertakes the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. public amenities, unit buildings) where the VICSES is the manager of that building or asset	19.2, 19.3, 19.4, 19.7
VICSES supports the Controller by providing assistance and advice to individuals, families and communities who have been affected by flood, storm, tsunami, earthquake or landslide	20.6
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Victorian Building Authority

The Victorian Building Authority (VBA) is the principal regulator for building and plumbing in Victoria, overseeing compliance with regulations, legal requirements and professional standards. The VBA audits and inspects building and plumbing work on sites across Victoria to ensure it is safe, compliant and completed to all relevant standards and codes.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Work with other agencies and regulators to review regulatory environment and identify risks and review and implement mitigation measures where required	1.4, 1.5
The VBA provides expert technical advice and information to consumers and the industry on building and plumbing regulatory requirements to manage building safety, including (but not limited to) private bushfire shelters)	4.5, 4.6
VBA is a participating agency, as shown in the Mitigation table (Table 8), for the following bushfire mitigation activities: <ul style="list-style-type: none"> <li>building regulations, standards and codes</li> </ul>	Mitigation table
VBA is a participating agency, as shown in the Mitigation table (Table 8), for the following earthquake mitigation activities: <ul style="list-style-type: none"> <li>building standards/regulations and enforcement (post 1989, 1993, 2007 standards)</li> </ul>	Mitigation table
VBA is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities: <ul style="list-style-type: none"> <li>buildings compliant to engineering standards (planning and building standards/regulations)</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
Building and plumbing industry stakeholder engagement and network activation	3.2
Building inspection activities to determine building safety post event	11.1
Provide building maintenance and safety information resources to response agencies	4.5, 4.6
Develop and distribute key messages for councils, local relief services, industry and community	2.1
Distribute practical information to local councils, other agencies and community on post event hazards, including clean-up, initial safety assessment and the re-establishment of building infrastructure and building essential services	2.1, 2.3
<b>Recovery</b>	
Participate in recovery building and plumbing activities with other responsible agencies, such as EMV and BRV	19.7, 19.8
Support planning and related approvals for temporary accommodation and rebuilding as required	19.8
Provide further information to (displaced) residents on returning safely to their properties after an event (e.g. managing hazards), rebuilding post event, and temporary occupation of buildings affected areas	2.5

Activity	Critical task alignment / activity source
Facilitate and participate in building and plumbing inspections of affected buildings with relevant agencies and industry experts as required to determine building safety and recovery requirements	11.1, 19.1, 19.2
<b>Assurance and Learning</b>	
Capture insights from activities to inform future response and review regulatory improvement opportunities to mitigate similar future emergency events	21.1, 21.3
Undertake inspections, investigations and audits to ensure compliance with relevant legislation during response/ recovery and input to any proposed process facilitation	11.1, 19.1, 19.2, 21.1

## Victorian Council of Churches - Emergencies Ministry

The Victorian Council of Churches, Emergencies Ministry (VCC EM) provides its services through volunteers from several religious and cultural groups including Christian, Muslim, Buddhist, Sikh and Hindu, trained to respond to all affected persons following emergencies in Victoria.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Provide information, education and training to cultural and faith communities, municipal council emergency management staff and other agencies	1.2, 1.6
<b>Response (including Relief)</b>	
Activate Emergency Operations Centre to support to provide higher level support as required	3.3
Provide psychosocial support including emotional spiritual care under the SHERP	15.3
VCC EM supports DHHS to deliver the relief activity of co-ordinating the multi-faith multicultural response to emergencies	3.2
<b>Recovery</b>	
VCC EM supports DHHS to deliver the relief and recovery activity of:	
<ul style="list-style-type: none"> <li>providing psychosocial support including psychological first aid, emotional and spiritual care and personal support in relief and recovery centres and through community outreach, direct visits, community meetings and gatherings</li> </ul>	3.2, 15.3, 20.1, 20.6
<ul style="list-style-type: none"> <li>assisting the DPC in the development and co-ordination of state services of worship and assist in the organisation of public memorials and gatherings to support the recovery of affected communities</li> </ul>	3.2, 15.5
<ul style="list-style-type: none"> <li>providing DHHS and activating agency a regular report on community wellbeing, needs and issues</li> </ul>	20.1, 20.5
VCC EM supports Victim Support Agencies as the lead agency providing support in emergencies caused by criminal acts, as shown in the Social Environment table (Table 12)	Social Environment table
VCC EM supports VIFM as the lead agency providing support for the bereaved, as shown in the Social Environment table (Table 12)	Social Environment table
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Victorian Fisheries Authority

The Victorian Fisheries Authority (VFA) is established to promote sustainable and responsible fishing and fishing-related activities in Victoria. It is also a function of the VFA under Section 8(k) of the *Victorian Fisheries Authority Act 2016* to work with land, water, waterway and coastal managers and public sector bodies to improve fisheries, respond to any emergency or undertake compliance and enforcement activities.

The VFA is the control agency for shark hazards in Victorian waters and is a support agency for emergencies in the aquatic environment.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Publishing educational material on declared noxious aquatic species (website)	2.1
Publishing educational material on shark hazards (website)	2.1
Publishing information for the community on shark hazards	2.1, 2.2
Enforcement of regulations relating to shark attractants	5.1, 5.4
Supporting DELWP in the delivery of programs to reduce the incidence of cetacean entanglement and vessel strike from fishing activities	1.5, 2.2, 3.2
<b>Response (including Relief)</b>	
VFA is the control agency for providing a co-ordinated response to shark hazards under the State Shark Hazard Plan	3.1
VFA is a key support agency for:	
<ul style="list-style-type: none"> <li>the relevant control agency responding to pollution of waterways</li> </ul>	3.1
<ul style="list-style-type: none"> <li>responding to cetacean stranding's for either living or deceased animals under the Victorian Cetacean Emergency Plan and control agency for the management of shark hazards arising out of strandings</li> </ul>	3.1, 3.2
<ul style="list-style-type: none"> <li>responding to cetacean entanglements or impacts under the Victorian Cetacean Emergency Plan, including providing vessels and crew</li> </ul>	3.2
<ul style="list-style-type: none"> <li>providing boats and operators to assist in emergency response and logistics</li> </ul>	3.2, 9.2, 10.1
<ul style="list-style-type: none"> <li>responding to Blue-green algae blooms where these impact on fisheries and fishing</li> </ul>	3.2, 16.1, 16.2
<ul style="list-style-type: none"> <li>response to fish mortality (fish deaths) events, including an initial impact assessment and notifying the relevant control agency if the cause relates /is suspected to relate to hazards managed by that agency e.g. exotic animal disease, pollution, blue-green algae bloom</li> </ul>	3.2, 11.1, 11.3, 16.1, 16.2, 16.3
<ul style="list-style-type: none"> <li>responding to marine pest incursions</li> </ul>	16.1
Enforcement of provisions under the Fisheries Act 1995 prohibiting bringing into Victoria, possession, transporting or release of declared noxious aquatic species	1.3, 5.4, 16.4, 16.5
VFA is a key support agency for DHHS:	3.2, 16.2, 16.3
<ul style="list-style-type: none"> <li>responding to food contamination involving fish in Victorian waters</li> </ul>	3.2, 16.1, 16.2
<ul style="list-style-type: none"> <li>sampling of shellfish for marine biotoxin contamination</li> </ul>	
VFA is the lead Response Support Agency (RSA) for the functional area of fisheries (in Victorian waters), as shown in the Response Support table (Table 10)	Response Support table

Activity	Critical task alignment / activity source
<b>Recovery</b>	
Liaise with DJPR or other control agencies for relief or recovery activities affecting the fishing or aquaculture industries	3.2, 18.7
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Victorian Institute of Forensic Medicine

The Victorian Institute of Forensic Medicine (VIFM) is the statutory authority providing forensic medical and related scientific services for Victoria. VIFM is established by the *Victorian Institute of Forensic Medicine Act 1985*.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
VIFM provides expert forensic medical management and advice to the justice and healthcare sectors (including the Coroners Court of Victoria, criminal justice agencies and healthcare providers)	3.2, 4.5
In accordance with the Act, VIFM's role is to provide medical death investigation, including:	
<ul style="list-style-type: none"> <li>reducing the number of preventable deaths and promote public health and safety and the administration of justice S.64(2) (ha)</li> </ul>	1.3, 2.1
<ul style="list-style-type: none"> <li>promoting and assisting in the performance by the Coroners Court of Victoria of its functions S.64(2)(j)</li> </ul>	3.2
<ul style="list-style-type: none"> <li>facilities and staff required to undertake medical death investigations including autopsies S.66(1)(a)(d)</li> </ul>	8.5
<ul style="list-style-type: none"> <li>documenting and recording the findings and results of investigations S.66(1) (e)</li> </ul>	3.2, 4.1, 4.4, 4.5
<ul style="list-style-type: none"> <li>providing reports to Coroners about causes of death and the results of investigations S.66(1)(f)</li> </ul>	3.2, 4.1, 4.4, 4.5
<b>Response (including Relief)</b>	
Respond to requests from DFAT and AFP regarding fatality incidents overseas	3.1, 3.2, 8.2
Undertake Disaster Victim Identification procedures including forensic pathology, anthropology, odontology, radiology and molecular biology (DNA)	4.4, 8.3, 11.3
Undertake medical, toxicological, microbiological and other forensic scientific analyses related to the investigation of deaths	4.4, 4.6
Assist emergency response agencies with the investigation of a range of death scenes including mass fatality emergencies	3.2, 8.5
Manage the Victorian state mortuary facility and where required, establish temporary mortuary facilities	3.1, 8.4
Co-ordinate the management of deceased persons (including multi-fatality incidents) for the Victorian State Coroner including liaison with funeral service providers S.66(1)(j)	3.2, 8.2, 8.7
VIFM provides expert medical and scientific advice, including associated public health and safety policy advice, to a variety of Victorian Government departments and agencies on fatality management	1.1, 3.2, 4.5
Prepare specialist reports into deaths required by the criminal justice system (terrorism, arson etc.)	4.5, 4.6
Provide technical consultancy advice and operational support on fatality management to the lead agency in Coronial and in non-Coronial deaths	3.2, 4.5
<b>Recovery</b>	
VIFM is a lead agency for communicating with the families of deceased persons S.66(1)(h)(l)	3.1, 8.6
VIFM can support the recovery activity of:	

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>Disaster Victim Identification</li> </ul>	3.2, 8.3
<ul style="list-style-type: none"> <li>forensic scientific analysis</li> </ul>	3.2
<ul style="list-style-type: none"> <li>reconnection of family and friends</li> </ul>	3.2, 15.6
<p>VIFM supports the following commonwealth and international agencies in the delivery of their respective recovery activities: AFP, DFAT, Interpol, ARC/International Committee of the Red Cross and International Commission on Missing Persons</p>	3.2

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.



## Victorian Managed Insurance Authority

The Victorian Managed Insurance Authority (VMIA) is a statutory body and has the dual role of providing risk management and insurance to government departments and authorities. VMIA is mandated under the Victorian Managed Insurance Authority Act 1996.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs:	
<ul style="list-style-type: none"> <li>for the identification, quantification and management of risks</li> </ul>	1.2, 1.4
<ul style="list-style-type: none"> <li>to monitor risk management by departments and participating bodies</li> </ul>	1.5, 1.6
<ul style="list-style-type: none"> <li>to provide risk management advice and training to departments and participating bodies</li> </ul>	1.6, 4.5
<ul style="list-style-type: none"> <li>to provide risk management advice to the state</li> </ul>	4.5
<ul style="list-style-type: none"> <li>to act as insurer for, or provide insurance services, and ultimately resilience, to departments and participating bodies</li> </ul>	4.6, 19.5
VMIA also provides services to the Victorian government on risk and insurance issues and trends	2.1, 4.5, 17.3
Provides risk management support/advice to individual organisations and through emergency management forums	1.2, 1.5, 4.5
Provides insurance to emergency services agencies and other agencies and departments involved in emergency management, including advising on additional insurance arrangements required to cover response activities where needed	4.4, 4.5, 4.6
<b>Response (including Relief)</b>	
Provides insurance for the Emergency Resource Providers Support Scheme for response preparedness to enable use of private resources for emergency response	3.2, 17.3
Provides 24/7 emergency claims advice and the engagement with a third party to provide assistance during an emergency	4.5, 17.2, 17.3
Provides claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.1, 11.2, 11.3, 17.2, 17.3
Provides insurance and insurance market insights advice during an emergency	11.3, 17.1
VMIA is the lead Response Support Agency (RSA) for the functional area of insurance and advice, as shown in the Response Support table (Table 10)	Response Support table
<b>Recovery</b>	
VMIA is responsible for the management of insurance claims relating to State Government assets damaged or destroyed in an emergency and any insured legal liability claims against state agencies	17.3
VMIA provides insurance and claims advice, support and assistance to the following agencies (and all other insured entities) to aid in the delivery of their respective recovery activities including:	
<ul style="list-style-type: none"> <li>DoT in its role of restoring major arterial roads, bridges and tunnels, tram, bus and rail services</li> </ul>	3.2, 4.5, 17.3

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>• DELWP/PV in its role of restoring, clearing and rehabilitation of public land and assets managed directly by DELWP, PV or CMAs</li> </ul>	3.2, 4.5, 17.3
<ul style="list-style-type: none"> <li>• DTF in its role of advising the state through the relevant Minister on insurance implications for emergencies</li> </ul>	3.2, 4.4, 11.2, 11.3
<ul style="list-style-type: none"> <li>• advising the state through the relevant Minister on insurance implications for emergencies</li> </ul>	4.5, 4.6, 11.3
<ul style="list-style-type: none"> <li>• DET and DHHS to the extent any state schools or state health services are impacted</li> </ul>	3.2, 4.5, 17.3

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

## Victorian Ports Corporation (Melbourne)

The Victorian Ports Corporation (Melbourne) (VPC(M)) is responsible for the safe management of commercial shipping within the waters of the Port of Melbourne, including the channels between Melbourne and the sea.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Chair the Melbourne Port Emergency Management Committee	1.2
Co-ordinate whole of port emergency management exercises	1.3
Maintain the Melbourne Port Emergency Management Plan	1.1
Ensure safe management of commercial shipping within the waters of the Port of Melbourne via Vessel Traffic Services authority	1.3, 3.3
<b>Response (including Relief)</b>	
Control agency for maritime casualty non-search and rescue in Port of Melbourne waters under its control	3.1
Control agency for oil pollution in the Port Phillip Region (Cape Otway to Cape Shanck)	3.1
Provide marine expertise to state response agencies	3.2, 4.5, 4.6
Provide control systems for fuel bunkering and “Hot Work” activities in the Port	3.1
Provide access to VPC(M) controlled resources	3.2
Under the Port Lease Transaction requirements, Port of Melbourne is required to respond to marine pollution incidents within the berth pocket at the berths within the Port, with control transferring to VPC(M) should the marine pollution incident extend beyond these parameters	3.2
Monitor the movement of dangerous goods through the Port	16.2
<b>Recovery</b>	
Provide maritime expertise to state recovery agencies	4.5, 4.6
Manage and participate in the development of recovery management within the Melbourne Port Emergency Management Plan	4.5, 4.6
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## Victorian Regional Channels Authority

The Victorian Regional Channels Authority (VCRA) is responsible for managing the shipping channels in the Ports of Geelong and Hastings. The shipping channel at the Port of Portland is subject to a legally binding Channel Operating Agreement that assigns VRCA's authority and responsibilities to the port owner, Port of Portland Pty Ltd.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Communicate with port users through the Navigation Safety Committee about maritime risks and mitigation measures	2.1
Conduct a Navigational Risk Assessment to identify current and emerging risks and hazards	4.4
Deliver a clear port development strategy to assist waterway users and community stakeholders to plan safe and sustainable use of VRCA waters	1.1
Develop, establish and monitor safety and surveillance systems (Local Port Services and Vessel Traffic Services) to enhance navigation and marine safety	4.3
Exercise, evaluate and review the whole of port emergency response plan	1.6
Host Port City Co-ordination (Port and Regional stakeholders) meetings to better understand and identify local needs	1.2
Deliver marine notices and warnings to port users	2.3
Provide shipping information to commercial and recreational vessels	4.5
Provide aids to Navigation (Marine Safety Infrastructure) to enhance navigational safety	4.6
VRCA is a participating agency, as shown in the Mitigation table (Table 8), for the following maritime emergency (non SAR) mitigation activities: <ul style="list-style-type: none"> <li>legislation and enforcement (e.g. compulsory marine pilotage/exempt masters, Harbour master directions, safety duty (So Far As Is Reasonably Practicable) obligations of port manager, port operator, vessel operators, offshore facility operators etc.)</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
Identify and enact alternative shipping routes, when established ones are no longer safe to use	9.3
Identify and gather any actionable shipping information, such as damage sustained, current situation and possible risks, to provide to emergency services for response activities	3.2, 11.1, 11.3
<b>Recovery</b>	
For recovery activities, refer directly to the agency for further information.	
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## VicTrack

VicTrack owns Victoria's rail transport land, assets and infrastructure. A core function of VicTrack is the provision of telecommunications services and network infrastructure that supports public transport and the movement of freight; these services and network infrastructure are the backbone to public transport customer information, ticketing systems, driver communications and other network critical systems. In recognition of this, the VicTrack telecommunications network is designated as vital critical infrastructure, as per the *Emergency Management Act 2013*.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Identification and removal or reduction of risks on rail reserves, other than operational corridors allocated to transport franchise operators or leased to third parties	9.5
Participate in emergency management and resilience networks and forums	1.2, 1.6
Undertake resilience improvement activities	1.4
Maintain certain radio and telecommunication services that support public transport, other than services managed by DoT or the transport franchise operators	3.3, 3.4
<b>Response (including Relief)</b>	
Provide professional engineering and technical advice to control agencies (public transport telecommunications, communications, level crossings and infrastructure)	3.2, 9.6
<b>Recovery</b>	
VicTrack has responsibility to repair, recover and provide alternative public transport telecommunications services in times of system outages, other than services managed by DoT or transport franchise operators	19.6, 19.7
VicTrack supports DJPR in its role assisting with telecommunications asset reinstatement	3.2, 19.7
VicTrack supports DoT in its role restoring tram, bus, rail services	3.2, 19.7
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## ***Volunteer Search and Rescue Organisations (Incorporating Land and Marine Operations)***

Search and Rescue operations are often supported by volunteer emergency search and rescue organisations. There are a number of volunteer emergency land, water and transport search and rescue organisations who are specialised and/or provide search and rescue support services in localised areas of the State, including:

- Bush Search and Rescue Victoria
- approved units of the Victoria State Emergency Service for Vertical Rescue/Swift Water Rescue
- approved units of Country Fire Authority for Vertical Rescue
- Oscar One (CFA Bendigo) for Mine Rescue
- Echuca Moama Search and Rescue Squad (land and road)
- Shepparton Search and Rescue Squad (land, water and road)
- Independent Alpine Resorts Board Ski Patrols
- Australian Volunteer Coast Guard (AVCG) Units
- EMV Accredited volunteer Marine / Land Search & Rescue Units

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Broadening community awareness and preparedness to minimise the impact of an emergency on the community	6.3
Engage with communities about volunteer agencies capabilities and capacity in an emergency	1.1, 1.2, 2.1
Provision of advice, information, and assistance to volunteer agencies and the community in relation to emergency management principles and practice	1.1, 1.2, 2.1, 4.5, 4.6
Provision of information and education displays at tradeshows and community events	2.1, 4.5
Provision of training programs (such as Basic First Aid) to people affected by emergencies in support of lead agencies	1.4, 3.2
<b>Response (including Relief)</b>	
Support agency to VicPol for land, water and transport search and rescue	3.2, 12.1, 12.3
Volunteer Search and Rescue Organisations are supported by CFA and VICSES who also provide volunteer emergency workers for emergency search and rescue response operations	3.2
Provision of specialised search and rescue equipment	10.1, 10.3, 10.4
Further information about specific roles/services provided can be obtained by contacting Victoria Water Police/Search and Rescue Squad via the Rescue Co-ordination Centre (staffed 24/7) at Williamstown	3.2, 3.3
<b>Recovery</b>	
For recovery activities, refer directly to the agency for further information.	
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	



## Water Corporations

Water corporations deliver a range of services to customers and communities across their service areas. Their responsibilities include supply of drinking and recycled water, removal and treatment of wastewater (sewage), delivery of water for irrigation, domestic and stock purposes, drainage and salinity mitigation. Water corporations also operate and maintain a range of infrastructure that enables them to perform their responsibilities, including treatment plants, pumping stations, pipes, channels, reservoirs, dams, gates and meters.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Conduct periodic training exercises to ensure that their emergency management plans can be implemented effectively	1.6
Develop appropriate operation and maintenance plans, risk management plans, emergency management plans and business continuity plans to ensure the water supply, wastewater (sewerage) and irrigation and drainage assets they own or manage function appropriately	1.1, 1.3
Develop appropriate dam safety emergency plans to deal with a potential dam failure of dams they own or manage	1.1, 1.3
Participate in the Water Sector Resilience Network	1.2, 1.3
Water corporations is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities: <ul style="list-style-type: none"> <li>equipped, trained and prepared essential services including power, water, gas and transport</li> </ul>	Mitigation table
Water corporations is a participating agency, as shown in the Mitigation table (Table 8), for the following water supply disruption mitigation activities: <ul style="list-style-type: none"> <li>system resilience e.g. desal plant and grid connectivity</li> </ul>	Mitigation table
<b>Response (including Relief)</b>	
Activate emergency management plans and business continuity plans when there is a foreseeable or actual failure of their assets or disruption to their services	3.1
Water corporations may support DELWP in their role to co-ordinate the provision of drinking water to eligible households where reticulated water and wastewater (sewerage) services are unavailable	3.2, 10.2, 15.2
Water corporations is the lead Response Support Agency (RSA) for the functional area of Reticulated water and wastewater (sewerage), as shown in the Response Support table (Table 10)	Response Support table
<b>Recovery</b>	
Water corporations make available essential water for agriculture (from raw water sources) and domestic uses (potable or raw water) to replace like for like water taken by DELWP and CFA from private landholders during bushfire suppression activities. However, they do not manage the operations or supply the water. It is a priority for DELWP and CFA to take raw water for bushfire suppression rather than potable water	3.2, 15.3
Water corporations lead the delivery of the recovery activity of:	19.3, 19.7



Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>restoring, clearing and rehabilitation of public buildings and assets managed within water corporations' portfolio</li> </ul>	19.7
<ul style="list-style-type: none"> <li>recovery and rehabilitation of essential reticulated water supply for domestic use (co-lead with DELWP)</li> </ul>	19.7
<ul style="list-style-type: none"> <li>restoring of essential reticulated sewerage, sanitation systems and wastewater management systems for domestic use (co-lead with DELWP)</li> </ul>	

**Assurance and Learning**

For assurance and learning activities, refer directly to the agency for further information.

## Wireless Institute Civil Emergency Network

WICEN consists of a number of state or territory based volunteer emergency communications service organisations whose members are primarily licensed amateur radio operators. Members are accredited to assist in emergency situations and are able to provide emergency and safety communications for other agencies when conventional communications networks fail or are inadequate.

Emergency radio networks can be assembled quickly, taking advantage of both amateur radio frequencies and services and licenced non-amateur frequency allocations. Each WICEN entity operates independently under appropriate local, state, or other disaster plans.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Participate and support local government in organising and conducting exercises identifying different communication strategies	1.2, 1.6
<b>Response (including Relief)</b>	
Provision of appropriately trained radio operators to support agencies upon request	3.2
Provision of limited capability communications or supplementary facilities for and between response and/or recovery agencies, specifically provision of alternate systems when existing systems are not functional or do not exist	3.3, 3.4
Provision of limited capability communications between response, relief or recovery agencies and the community where conventional communications facilities are not available or not functional	3.5
<b>Recovery</b>	
WICEN works with DJPR (as lead Government liaison) to provide alternate, limited capability communications networks where required	3.2, 3.5, 19.7, 19.8
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	

## WorkSafe Victoria (Victorian WorkCover Authority)

WorkSafe Victoria plays a critical role in the lives of Victorian employers and employees as the state's health and safety regulator and as the manager of Victoria's workers compensation scheme. In both capacities, employers and employees are at the heart of our service. Our aim is to keep all workplaces (including major emergency workplaces) healthy and safe, and to deliver high quality care and treatment when employees are injured.

Activity	Critical task alignment / activity source
<b>Mitigation</b>	
Conduct inspections and certifications/authorisations/approvals under health and safety and dangerous goods legislation that provides information for current and emerging risks and hazards, where relevant, before, during and after an incident	1.1, 1.4
Continue the safety regulator role during emergency events, including promoting compliant occupational health and safety management systems	1.4, 1.5
Investigate, report and analyse information for current and emerging risks and hazards where relevant before, during and after incidents involving: <ul style="list-style-type: none"> <li>• workplace fatalities and life threatening or serious injury</li> <li>• transport of dangerous goods and chemicals and high consequence dangerous goods and explosives</li> <li>• use, storage and handling of dangerous goods and chemicals and high consequence dangerous goods</li> </ul>	1.3, 4.4
Provide people and communities with information about risks, risk mitigation actions, and incidents/events through the development and publishing of guidance notes and alerts on a wide range of occupational health and safety and dangerous goods matters	1.4, 2.1
Deliver public safety awareness activities where WorkSafe Victoria has jurisdiction under the Equipment (Public Safety) Act 1994 and associated regulations	2.1
WorkSafe Victoria is a participating agency, as shown in the Mitigation table (Table 8), for the following gas supply disruption mitigation activities: <ul style="list-style-type: none"> <li>• legislative and regulatory framework, including Gas Industry Act 2001, Gas Safety Act 1997 and associated Gas Safety Cases, National Gas Law and National Gas Regulations, critical infrastructure resilience requirements under the EM Act 2013</li> </ul>	Mitigation table
WorkSafe Victoria is a participating agency, as shown in the Mitigation table (Table 8), for the following hazardous materials (including hazardous materials/industrial waste) incident mitigation activities: <ul style="list-style-type: none"> <li>• reduction/substitution of HAZMAT use (including inventory minimisation)</li> <li>• HAZMAT storage design and maintenance (including transport design)</li> <li>• HAZMAT transport requirements (e.g. prohibitions, material volume and selection, route and timing selection, transport mode, stakeholder engagement (e.g. WorkSafe Victoria, FRV, VicRoads, transporter, receiver)</li> <li>• Dangerous Goods transporter maintenance, training, licensing, inspection etc. (road/rail/marine, pipeline) - management of dangerous goods in transport, storage and handling</li> </ul>	Mitigation table

Activity	Critical task alignment / activity source
<ul style="list-style-type: none"> <li>legislation/regulation and enforcement (e.g. Major Hazard Facilities, Dangerous Goods Code preventative requirements), supported by audits and inspection</li> </ul>	
<p>WorkSafe Victoria is a participating agency, as shown in the Mitigation table (Table 8), for the following maritime emergency (non SAR) mitigation activities:</p>	Mitigation table
<ul style="list-style-type: none"> <li>legislation and enforcement (e.g. compulsory marine pilotage/exempt masters, Harbour master directions, safety duty (So Far As Is Reasonably Practicable) obligations of port manager, port operator, vessel operators, offshore facility operators etc.)</li> </ul>	
<p>WorkSafe Victoria is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities:</p>	Mitigation table
<ul style="list-style-type: none"> <li>legislation/regulation and enforcement of Mineral Resources Sustainable Development Act 1990 and regulations (licensing and approvals process for operators of declared mines), Occupational Health &amp; Safety Act 2004, EM Act 2013, EM (Critical Infrastructure Resilience) Regulations 2015, Country Fire Authority Act 1958 and Regulations 2014, Energy Safe Victoria Act 2005</li> </ul>	
<b>Response (including Relief)</b>	
<p>Provide technical support to other agencies mainly in the area of plant, construction, chemicals, dangerous goods, high consequence dangerous goods, explosives (other than ordinance and explosives or firearms at crime scenes), mines, prescribed mines, quarries, on-shore petroleum sites and geothermal or on-shore exploration sites and in relation to occupational health and safety matters regarding extent of damage, immediate threats, and loss of life these matters may present. Where required, WorkSafe Victoria will participate in any established co-ordination networks to support operational response</p>	3.2, 11.1
<p>Investigation into the cause of workplace and work-related incidents including incidents in public places involving registered, licensed and prescribed equipment and at major public events where such equipment is involved in an incident including amusement structures and amusement rides. This may include collecting, collating and/or analysing information for current and emerging risks and hazards before, during and after an incident, and providing consistent and meaningful impact assessment data through a co-ordinated process to decision makers</p>	4.4, 11.1, 11.3
<p>Engage with the lead co-ordinating agency to provide Workcover insurance advice, information and communication</p>	3.2, 4.5
<p>Victorian WorkSafe Authority is the lead Response Support Agency (RSA) for the functional area of WorkSafe, as shown in the Response Support table (Table 10)</p>	Response Support table
<p>Highlight employers in impacted areas who may require support with interim financial relief from premium payments and/or provision of information and advice or assisting their workers with submitting claims</p>	4.5, 4.6
<p>Highlight injured workers in impacted areas who are currently in receipt of weekly benefits or other supports and facilitate other means of obtaining support if necessary</p>	4.5
<p>Ensure injured workers impacted by the emergency event are identified during the claims process to expedite provision of required supports and a timely response to their claim</p>	15.2

Activity	Critical task alignment / activity source
<b>Recovery</b>	
Co-ordinate and collaborate with WorkSafe Agents, self-insurers and service providers as required to ensure continuity of service to the Victorian community	3.2
<b>Assurance and Learning</b>	
For assurance and learning activities, refer directly to the agency for further information.	