State Emergency Management Plan Roles and Responsibilities

September 2020

The State Emergency Management Plan (SEMP) provides arrangements for an integrated, co-ordinated and comprehensive approach to emergency management (EM) at the state level. The *Emergency Management Act 2013* (*EM Act 2013*) requires the SEMP to contain provisions for the mitigation of, response to and recovery from emergencies, and to specify the roles and responsibilities of agencies in relation to EM.

This section details EM agency roles and responsibilities for: Mitigation, Response (including Relief), and Recovery. It also maps agency roles for core capabilities and critical tasks under the *Victorian Preparedness Framework* (VPF) for the management of major emergencies. The VPF identifies 21 core capabilities, and subsequent critical tasks for each, that Victoria requires to effectively prepare for, respond to and recover from major emergencies. To be effective, the core capabilities are interdependent, co-ordinated and overlap across mitigation, response and recovery.

The organisations listed in this document are those with either broad or state-wide presence, Government organisations, those with a statutory EM involvement and some private corporations with specific roles. The Victorian community receives significant benefit from the EM contributions of a wide range of volunteer groups and organisations whose operations are either quite specialised and/or available mainly in a specific locality. These groups should be identified in relevant municipal and/or regional EM plans, as appropriate.

The tables for the Roles and Responsibilities commence at table 8 (tables 1 to 7 are found in the SEMP PDF) and provide reference for agency roles and responsibilities for specific emergencies, functions or activities, and indicate the VPF's core capability alignment. See section: Agency roles and responsibilities alignment to the Victorian Preparedness Framework for more information.

Participating agencies for mitigation

The following table lists the 15 emergency risks assessed as significant for the State and relevant mitigation activities - participating agencies could be involved in any aspect of the mitigation activity, including regulatory oversight and policy development.

Mitigation activities for other emergencies (not listed in this table) are detailed in the section: *Agency roles and responsibilities alignment to the Victorian Preparedness Framework*. Investment in mitigation activities for all emergencies is important to achieve effective risk reduction.

Table 8: Mitigation activities and agencies for managing Victoria's significant emergency risks, by emergency risk

Emergency Risk: Bushfire

Activity	Participating agencies	VPF core capability
Land use planning	CFA	• Planning
	DELWP	
	FRV	
	Municipal councils	
Building regulations, standards and codes	Municipal councils	
	VBA	
Landscape fuel management including legislative requirements	CFA	• Planning • Fire Management & Suppression
	DELWP	
	FRV	
	Municipal councils	
	PV	
Fire ignition controls including total fire ban days, arson programs	CFA	
	DELWP	
	FRV	
	VicPol	
Community education, awareness and engagement to prevent and respond to bushfire	CFA	• Planning • Community Information & Warnings • Fire Management & Suppression
	DELWP	
	FRV	
Seasonal arrangements to ensure capability	CFA	• Planning
	DELWP	
	EMV	
	FRV	
Restricted access to public land	DELWP	• Fire Management & Suppression
	PV	

Emergency Risk: Earthquake

Activity	Participating agencies	VPF core capability
Building standards/regulations and enforcement (post 1989, 1993, 2007 standards)	FRV	• Planning
	Municipal councils	
	VBA	
Critical infrastructure (engineering) vulnerability assessments and maintenance regimes (essential services, dams/levees, buildings, roads, bridges, tunnels)	Critical infrastructure owners/operators	
	DELWP	
	DoT	
	Municipal councils	
Land use planning	DELWP	
	FRV	
	Municipal councils	
List of vulnerable (e.g. pre- 1989) buildings in CBD to inform response planning	DELWP	
	Melbourne City Council	
Community engagement, education and awareness	VICSES	• Community Information & Warnings

Emergency Risk: Electricity supply disruption

Activity	Participating agencies	VPF core capability
Legislative framework, e.g. *Electricity Industry Act*, *Electricity Safety Act*, national electricity laws and rules	AEMO	• Planning
	DELWP	
	ESV	
System redundancy (N-1)	Electricity companies	
	EMV	
Urban development and planning	DELWP	
Tower barriers, signage and fencing	Electricity companies	
Security controls and surveillance	Electricity companies	• Intelligence & Information Sharing • Public Order & Community Safety
Public awareness	DELWP	• Community Information & Warnings
	Electricity companies	
	ESV	
Maintenance inspections	Electricity companies	• Planning
	ESV	

Activity	Participating agencies	VPF core capability
Supervisory control and data acquisition and automated protection scheme	Electricity companies	
System modelling	AEMO	• Planning • Intelligence & Information Sharing
Market mechanisms		
Load management strategies including segmented customers to minimise community impacts	AEMO	
	DELWP	
	Electricity companies	
Public communication and engagement	AEMO	• Community Information & Warnings
	DELWP	
	EMV	
	FRV	
Industry forums, including regular emergency exercises	DELWP	• Planning • Operational Management • Intelligence & Information Sharing
	Electricity companies	

Emergency Risk: Emergency animal disease

Activity	Participating agencies	VPF core capability
Customs and quarantine infrastructure and services	Australian Border Force	• Planning
International standards and conventions	World Organisation for Animal Health (OIE)	
Australian border controls policy and operations	Australian Border Force	
Regulated control of risk activities associated with animal feeding	DJPR	
Regulated control of vaccinations and therapeutics		
Regulated control of farm biosecurity practices		
Disease surveillance activities - epidemiological information (data and analysis)	DJPR	• Planning • Intelligence & Information Sharing
International surveillance/intelligence	DJPR	
Regulated control of native wildlife rehabilitation and licensing	DELWP	
	DJPR	

Activity	Participating agencies	VPF core capability
Farming industry supply chain best practice and accreditation	VFF	
Specialist training of staff and industry	DJPR	
Awareness raising, education, information dissemination	DJPR	• Community Information & Warnings

Emergency Risk: Emergency pest plant

Activity	Participating agencies	VPF core capability
Preparedness and contingency plans	DJPR	• Planning • Community Information & Warnings • Intelligence & Information Sharing
Surveillance programs		
Diagnostic testing		
National border control	Australian Border Force	
State border control	DJPR	
Education and stakeholder engagement	DJPR	
Conditions on movement (e.g. insecticide requirements for red imported fire ant host materials)		
Pest and disease alerts		
Farm biosecurity/awareness		
Public awareness campaigns		
Plant health certification and auditing		
Chemical control		

Emergency Risk: Flood

Activity	Participating agencies	VPF core capability
Legislative policy framework including floodplain management strategy, reform (lessons learnt)	DELWP	• Planning
	Melbourne Water	
Land use planning (Strategic and statutory)	DELWP	
	Municipal councils	
Flood mitigation infrastructure e.g. levees, retarding basins	Melbourne Water	
	Municipal councils	
Vegetation/waterway management	CMAs	
	Melbourne Water	

Activity	Participating agencies	VPF core capability
Property modifications	Property owners	
Community engagement, education and awareness	Municipal councils	
	VICSES	
Flood emergency planning including readiness	DELWP	
	EMV	
	Melbourne Water	
	VICSES	
Flood data/intelligence and mapping	DELWP	• Community Information & Warnings • Intelligence & Information Sharing
Total Flood Warning System		

Emergency Risk: Gas supply disruption

Activity	Participating agencies	VPF core capability
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*	AEMO	• Planning
	DELWP	
	ESV	
	Gas companies	
	WorkSafe Victoria	
Buried pipelines, signage and fencing	Gas companies	
Security controls and surveillance including patrol and inspection	Gas companies	• Public Order & Community Safety
Public awareness	DELWP	• Community Information & Warnings • Intelligence & Information Sharing
	EMV	
	ESV	
	Gas companies	
Maintenance inspections	Gas companies	• Planning • Operational Management • Intelligence & Information Sharing
System modelling	Gas companies	
AEMO maintenance co-ordination and direction powers, including 24x7 control room and gas duty system	AEMO	
Industry forums, including regular emergency exercises	DELWP	
	Gas companies	

Activity	Participating agencies	VPF core capability
Annual Victorian Gas Planning Report	AEMO	

Emergency Risk: Hazardous materials (including hazardous materials/industrial waste) incident

Activity	Participating agencies	VPF core capability
Reduction/substitution of HAZMAT use (including inventory minimisation)	EPA	• Planning • Operational Management
	FRV	
	WorkSafe Victoria	
Land use planning and regulation, and process facility/residential/commercial development designs	DELWP	
	FRV	
	Municipal councils	
HAZMAT storage design and maintenance (including transport design)	EPA	
	FRV	
	WorkSafe Victoria	
HAZMAT transport requirements (e.g. prohibitions, material volume and selection, route and timing selection, transport mode, stakeholder engagement (e.g. WorkSafe Victoria, FRV, DoT, transporter, receiver)	CFA	
	DoT	
	EPA	
	FRV	
	Transport companies	
	WorkSafe Victoria	
Pre-transport consequence modelling and readiness - plume modelling, etc.	CFA	• Planning
	DoT (oil spills only)	
	EPA	
	FRV	
Dangerous Goods transporter maintenance, training, licensing, inspection etc. (road/rail/marine, pipeline)	EPA (licence for transport of hazardous waste)	
	FRV	
	National Heavy Vehicle Regulator	
	WorkSafe Victoria (management of dangerous goods in transport, storage and handling)	
Legislation/regulation and enforcement (e.g. Major Hazard Facilities, Dangerous Goods Code preventative	EPA	
	WorkSafe Victoria	

Activity	Participating agencies	VPF core capability
requirements), supported by audits and inspection		

Emergency Risk: Heatwave

Activity	Participating agencies	VPF core capability
Education and community resilience – Survive the Heat campaign	DHHS	• Planning • Community Information & warnings • Intelligence & Information Sharing
Weather forecasting	BoM	
Planning (state, local and agency preparedness)	DELWP	
	DHHS	
	DoT	
	EMV	
	MEMPC (local)	
Heat Health Alert System to alert subscribers of forecast extreme heat	BoM	
	DHHS	
Urban planning (water fountains, cool places – parks, air-conditioned facilities)	DELWP	
	Municipal councils	
Rescheduling public events	Event organisers	
Well designed and maintained (resilient) infrastructure.	Infrastructure asset owners	

Emergency Risk: Liquid fuel disruption

Activity	Participating agencies	VPF core capability
Legislative and regulatory framework, including *Fuel Emergency Act 1977*, critical infrastructure resilience requirements under the *EM Act 2013*	DELWP	• Planning • Operational Management
	Fuel companies	
Security controls and surveillance including patrol and inspection	Fuel companies	• Public Order & Community Safety
	Pipeline operators	
Public awareness	DELWP	• Community Information & Warnings • Intelligence & Information Sharing
	Fuel companies	
	Pipeline operators	
Maintenance inspections	Fuel companies	• Planning

Activity	Participating agencies	VPF core capability
	Pipeline operators	• Operational Management • Intelligence & Information Sharing
System modelling	Fuel companies	
Industry forums, including regular emergency exercises	DELWP	
	Fuel companies	
	Pipeline operators	

Emergency Risk: Maritime emergency (non SAR)

Activity	Participating agencies	VPF core capability
Condition surveys for vessel class, commercial charter, and insurance requirements	AMSA	• Planning
International Maritime Organisation licensing requirements and audits for vessel crews		
Implementation of International Safety Management code requirements (e.g. safety management system)		
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.)	DoT	• Planning • Operational Management
	Port owners/operators	
	TSV	
	VRCA	
	WorkSafe Victoria	
State and national audits and inspection of commercial vessels, port infrastructure, offshore facilities (note vessel condition monitoring done by Commonwealth)	AMSA	• Planning • Operational Management • Assurance & Learning
	DoT	
Licensed, current and competent pilots	Pilotage service providers	
	TSV	
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.	AMSA	
	Pilotage service providers	
	Port owners/operators	

Activity	Participating agencies	VPF core capability
Melbourne and Geelong harbour tug fleet capacity and redundancy for normal operations (limited capacity for coastal operations)	Port owners/operators	

Emergency Risk: Mine emergency

Activity	Participating agencies	VPF core capability
Legislation/regulation and enforcement of *Mineral Resources Sustainable Development Act 1990* and regulations (licensing and approvals process for operators of declared mines), *Occupational Health & 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*	CFA DJPR EMV ESV FRV WorkSafe Victoria	• Planning
Operator implementation of Triggered Action Response Plan (including consultation with government agencies) and monitoring/maintenance	Mine owners/operators	
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	DJPR Mine owners/operators	• Planning • Assurance & Learning
Audits and inspection	DJPR	
Planning consent and work plan approvals (initial and on-going)		
Implementing licensee and work plan conditions for mine operators to manage identified risks		
Technical review board (provides independent advice to DJPR and the Minister on mine stability).	DJPR Minister for Resources	• Intelligence & Information Sharing

Emergency Risk: Pandemic influenza

Activity	Participating agencies	VPF core capability
Influenza vaccination	DHHS	• Planning • Community Information & Warnings • Intelligence & Information Sharing
	Health services	
Health guidelines and relevant standards and codes	DHHS	
Community education		
Health sector pandemic planning, surge capacity planning and exercises	DHHS	
	Health services	
Surveillance and modelling data from outbreaks, research of historic events	DHHS	

Emergency Risk: Storm

Activity	Participating agencies	VPF core capability
Drainage systems (drainage standards and strategy)	Melbourne Water	• Planning
	Municipal councils	
Buildings compliant to engineering standards (planning and building standards/regulations)	Municipal councils	
	VBA	
BoM weather and warning network and systems	BoM	• Community Information & Warnings • Intelligence & Information Sharing
Equipped, trained and prepared essential services including power, water, gas and transport	Electricity companies	
	Gas companies	
	Water corporations	
Community engagement, education and awareness	VICSES	

Emergency Risk: Water supply disruption

Activity	Participating agencies	VPF core capability
System resilience e.g. desal plant and grid connectivity	DELWP	• Planning • Assurance & Learning
	Water corporations	
Critical infrastructure resilience	Critical infrastructure operators	
	DELWP	
	EMV	

Activity	Participating agencies	VPF core capability
Legislative framework and regulations including *Water Act 1989, Water Industry Act 1994* and *Safe Drinking Water Act 2003* (risk management plans and audits)	DELWP (*Water Act 1989*) DHHS (*Safe Drinking Water Act 2003*)	

Response

The following tables, which the *EM Act 2013* requires, identify control agencies and response support agencies. Response planners should use the tables to identify agencies that need to be included in response plans. The tables do not list all agencies that may be involved in any particular emergency, nor do they list all emergencies that may be encountered.

Refer to the SEMP for an explanation of response concepts and operational arrangements.

Response control

In using the table below, consider the arrangements within the Response section in the SEMP.

Where multiple control agencies are listed for the same emergency type in the table, the control agency responsibility is delineated through legislation or administrative arrangements.

Table 9: Control agencies, by emergency (as per *EM Act 2013*)

The table lists the control agency - the primary agency responsible for responding to the specified emergency. There are exceptions to the listing in certain circumstances. Sub-plans are also listed for some emergencies, where applicable, but there are exceptions to the listing in certain circumstances.

Emergency: Natural event

Form of emergency	Control agency (CA)	Class of major emergency	VPF core capability (emergency type)[1]
Earthquake (see State Earthquake Sub-Plan)	VICSES	1	• Operational Management • Health Emergency Response
Flood (see State Flood Sub-Plan)	VICSES	1	
Heat (see State Extreme Heat Sub-Plan)	EMC	2	
Storm (see State Storm Sub-Plan)	VICSES	1	
Tsunami (see State Tsunami Sub-Plan)	VICSES	1	
Landslide	VICSES	1	

[1] *The core capabilities listed in the Response table's "VPF core capability (emergency type) column" apply to the type of emergency, not the lead agency listed. See section: Agency roles and responsibilities alignment to the Victorian Preparedness Framework for further analysis of agency alignment to comprehensive emergency management core capabilities.*

Emergency: Fire and explosion

Form of emergency	Control agency (CA)	Class of major emergency	VPF core capability (emergency type)[1]
Aircraft	CFA/FRV	1	• Operational Management • Health Emergency Response
Aircraft (designated airports)	ARFFS	2	
Boilers and pressure vessels	CFA/FRV	1	
Explosion	CFA/FRV	1	
Explosive device	VicPol	3	
Fire (see State Bushfire Sub-Plan)	CFA/FRV/DELWP	1	• Operational Management • Fire Management & Suppression • Health Emergency Response
Fire (designated airports)	ARFFS	2	

Emergency: Road or other accident

Form of emergency	Control agency (CA)	Class of major emergency	VPF core capability (emergency type)[1]
Aircraft	VicPol	2	• Operational Management • Health Emergency Response
Aircraft (designated airports)	ARFFS	2	
Biological releases (including leaks and spills)	DHHS	2	• Operational Management • Health Emergency Response • Environmental Response • Health Protection
Gas leakage	CFA/FRV	1	• Operational Management • Health Emergency Response
Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	CFA/FRV	1	
Lifts, cranes or scaffolding and amusement structures	CFA (exc. cranes)/FRV	1	
Building collapse	CFA/FRV/VICSES	1	
Marine (not including marine pollution, cetaceans or wildlife)	VicPol	2	• Operational Management • Health Emergency Response • Environmental Response • Health Protection
Military aircraft and ships	ADF	2	
Radioactive materials (including leaks and spills) (see State Health Emergency Response Plan)	DHHS	2	

Form of emergency	Control agency (CA)	Class of major emergency	VPF core capability (emergency type)[1]
Rail and tram	VicPol	2	
Road	VicPol	2	
Aircraft – inflight emergency	Airservices	2	
Maritime casualty – non SAR (all vessels) in commercial and local port waters	Commercial or local port manager[2]/TSV	2	• Operational Management • Health Emergency Response
Maritime casualty – non SAR (all vessels in coastal waters) not in commercial and local port waters	TSV	2	
Cetacean (whale and dolphin) stranding, entanglement and vessel strike	DELWP	2	• Operational Management

Emergency: Plague or an epidemic or contamination

(see State Biosecurity Sub-Plan and State Health Emergency Response Plan)

Form of emergency	Control agency (CA)	Class of major emergency	VPF core capability (emergency type)[1]
Emergency animal disease (includes bees and aquaculture)	DJPR	2	• Operational Management • Environmental Response
Plant pest or disease	DJPR	2	
Marine pollution oil spills in Victorian coastal waters up to three nautical miles	DoT/Port manager[3]	2	• Operational Management
Wildlife affected by marine and fresh water pollution	DELWP	2	• Operational Management • Environmental Response
Exotic marine pest incursion	DJPR	2	
Vertebrate pest/plagues	DJPR	2	
Retail food contamination	DHHS	2	• Community Information & Warnings • Operational Management • Intelligence & Information Sharing • Impact Assessment • Health Protection
Food contamination (potential to cause harm to health)	DHHS	2	
Drinking water contamination	DHHS	2	
Human disease	DHHS	2	
Blue-green algae	DELWP	2	

[2]*Commercial port manager for the purpose of this table are the: Port of Portland, Gippsland Ports, VPC(M) and VRCA.*

[3]*Port manager for the purpose of this table are the Port of Hastings Development Authority, Port of Portland, Gippsland Ports and VPC(M).*

Form of emergency	Control agency (CA)	Class of major emergency	VPF core capability (emergency type)[1]
Wildlife welfare arising from an emergency event	DELWP	2	• Health Emergency Response
Non-hazardous pollution of inland waters	DELWP	2	
Shark hazard	VFA	2	

Emergency: A warlike act or act of terrorism, hijack, siege or riot

Form of emergency	Control agency (CA)	Class of major emergency	VPF core capability (emergency type)[1]
A warlike act or act of terrorism, hijack, siege or riot	VicPol	3	• Community Information & Warnings • Operational Management • Intelligence & Information Sharing • Impact Assessment • Health Protection • Health Emergency Response
Other threats against persons, property or environment	VicPol	2	

Emergency: A disruption to an essential service

Form of emergency	Control agency (CA)	Class of major emergency	VPF core capability (emergency type)[1]
Food supply and critical infrastructure damage or disruption	VicPol	2	• Community Information & Warnings • Operational Management • Intelligence & Information Sharing • Impact Assessment • Health Protection • Health Emergency Response
Electricity (see State Electricity and Gas Supply Sub-Plan)	DELWP	2	
Natural gas (see State Electricity and Gas Supply Sub-Plan)	DELWP	2	
Petroleum and liquid fuels	DELWP	2	
Public transport (see State Public Transport Disruption Sub-Plan)	DoT	2	
Roads/bridges/tunnels	DoT	2	
Dam safety	DELWP	2	
Reticulated water and wastewater (sewerage) services	DELWP	2	
Cyber security	DPC	2	• Operational Management

Emergency: Rescue

(in some instances, this could be a response support function)

Form of emergency	Control agency (CA)	Class of major emergency	VPF core capability (emergency type)[1]
Building, structure	CFA/FRV/VICSES	1	• Operational Management • Search & Rescue • Health Emergency Response
Cave	VicPol	2	
Land	VicPol	2	
Lift, crane, scaffolding or amusement structure	CFA (exc. cranes)/FRV	1	
Mine/quarry	VicPol	2	
Rail, aircraft[4] and industrial	CFA/FRV/VICSES	1	
Road	CFA/FRV/VICSES	1	
Trench or tunnel	FRV	1	
Water	VicPol	2	

Emergency: Search

(in some instances, this could be a response support function)

Form of emergency	Control agency (CA)	Class of major emergency	VPF core capability (emergency type)[1]
Land	VicPol	2	• Operational Management • Search & Rescue • Health Emergency Response
Water	VicPol/AMSA	2	
Overdue aircraft	AMSA	2	
Distress beacon detection	AMSA	2	

Response support

The following table lists response support agencies for key functional areas. Where there is a key functional area required to manage an emergency but is not listed or there is uncertainty as to which agency may potentially support this function, the EMC or relevant emergency response co-ordinator may request any agency to lead this function. The agency will generally be most closely aligned to the function, with other agencies also having the potential to be response support agencies, if they have the skills, expertise or resources to contribute to the response to an emergency.

[4] *Aircraft rescues that occur within designated airports are a Class 2 major emergency, led by ARFFS*

Table 10: Response support agencies, by functional area

Functional area	Lead response support agency (RSA)
Agriculture	DJPR
Animal welfare (livestock and companion animals)	DJPR
Ambulance services/first aid	AV
Business and industry	DJPR
Coronial services	Coroners Court of Victoria
Courts, corrections and consumer affairs	DJCS
Deceased person identification	VicPol
Earth resources (mines)	DJPR
Education	DET
Emergency services telecommunications	ESTA
Environmental impact (air, land and water quality)	EPA
Fisheries (in Victorian waters)	VFA
Health and human services	DHHS
Health protection – public health	DHHS
Health command	AV
Insurance and risk advice	VMIA
Local government	DJPR
Media/communications	EMV
Public land	DELWP
Public telecommunications	DJPR
Public transport	DoT
Responder agencies	CFA, FRV, DELWP, VICSES
Roads	DoT
Spatial data	DELWP
Specific facilities (including secure facilities)	Owner or manager
Threatened ecosystems and species	DELWP
Tourism	DJPR
Transport (including airports and ports)	DoT
Reticulated water and wastewater (sewerage)	Water corporations
Weather	BoM
WorkSafe	Victorian WorkCover Authority

Relief services and co-ordination

The table below provides a guide for agencies involved in providing relief, which forms part of the response phase. It details the range and types of assistance, and the providers of each, to support community relief during and immediately after emergencies.

The information shown is in summary form. This guide does not prevent other organisations from providing relief services, including activities or additional services. However, the provision of all relief services must be managed under the established co-ordination arrangements.

Relief co-ordination responsibilities are:

- for state relief co-ordination: Emergency Management Victoria (EMV) supported by a range of organisations
- for regional relief co-ordination: Department of Health and Human Services (DHHS)
- for municipal relief co-ordination: Municipal councils[5], activated by the relevant incident controller.

The table shows relief services and co-ordinating agencies (RelCAs), and relief lead agencies (RelLAs) and relief support agencies (RelSAs) at the incident tier.

Table 11: Relief services and co-ordination agencies, including incident-tier lead and support agencies

Relief services and co-ordinating agency (RelCA)	Activity	Incident tier		VPF core capability (major emergencies)
		Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)	
Emergency shelter (DHHS)	Arrange emergency shelter and accommodation for displaced households	Municipal councils	DHHS	• Operational Management • Relief Assistance
Food and water (ARC)	At regional and state levels, ARC co-ordinates food and water including support from agencies, and provides support at the local level when requested	ARC	Foodbank Victoria Salvation Army	• Operational Management • Logistics & Chain Management • Relief Assistance
Reconnecting family and friends (VicPol, ARC)	Operate Register.Find.Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities	VicPol	ARC	• Operational Management • Relief Assistance

[5] *Refer to Municipal Emergency Management Plans for local emergency relief arrangements as they may differ from those listed in the Relief co-ordination agencies and incident-tier lead and support agencies table (table 11)*

Relief services and co-ordinating agency (RelCA)	Activity	Incident tier		VPF core capability (major emergencies)
		Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)	
Disbursement of material aid (non-food items) (Salvation Army)	Provide essential material aid (non- food items) to emergency affected persons including clothing, bedding and other personal requisites.	Salvation Army		• Operational Management • Logistics & Chain Management • Relief Assistance
Emergency financial assistance (DHHS)	Administer relief payments through the DHHS Personal Hardship Assistance Program, to help individuals meet their basic needs	DHHS		• Operational Management • Intelligence & Information Sharing • Relief Assistance
Animal welfare (DJPR, DELWP)	DJPR is the primary agency for animal welfare (other than wildlife) support services	DJPR	Municipal councils RSPCA VFF	• Operational Management • Relief Assistance • Environmental Response
	DELWP is the primary agency to respond to wildlife welfare	DELWP		
	Municipal councils are responsible for housing of displaced and lost/stray companion animals	Municipal councils		
Drinking water for households in non-reticulated areas (DELWP)	Provide relief drinking water to eligible households	DELWP	DHHS (advice) Local resources[6] Water corporations	• Operational Management • Relief Assistance • Health Protection
Food and grocery supply logistics continuity (DJPR)	DJPR will support food and grocery supply logistics continuity planning and operations with the major food distribution operators	DJPR		• Operational Management • Intelligence & Information Sharing • Logistics & Chain Management

[6] *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. Local resources include, but are not limited to, municipal councils - see critical task 15.2 for further details.*

Relief services and co-ordinating agency (RelCA)	Activity	Incident tier		VPF core capability (major emergencies)
		Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)	
Health and Medical assistance and first aid (AV)	Provide pre hospital care to people affected by emergencies	AV	DHHS LSV St John Ambulance	• Operational Management • Health Emergency Response
	Establish field primary care clinics			• Operational Management • Health Protection • Health Emergency Response
	Provide other health and medical relief assistance measures			• Operational Management • Health Emergency Response • Relief Assistance
Community information (Relief co-ordinating agency)	Provide relief and recovery information to assist communities to make informed decisions about their safety	Lead agency	Municipal councils	• Community Information & Warnings • Operational Management • Intelligence & Information Sharing • Health Protection
Insurance and claims advice and support during an emergency	Insurance and claims management advice and support for Departments and participating agencies	VMIA		• Intelligence & Information Sharing • Economic Recovery • Impact Assessment

Recovery co-ordination

The tables below provide a guide for agencies involved in recovery. It details the range and types of assistance, and the providers of each, to support community recovery. Refer to the SEMP for an explanation of recovery concepts and arrangements.

The information shown is in summary form. This guide does not prevent other organisations from providing recovery services, including activities or additional services. However, all recovery services must be managed under the established recovery co-ordination arrangements.

Recovery co-ordination responsibilities are:

- for state recovery co-ordination: Emergency Management Victoria (EMV)
- for regional recovery co-ordination: Department of Health and Human Services (DHHS)
- for municipal recovery co-ordination: Municipal councils[7]
- for communities impacted by the 2019-20 Eastern Victorian Bushfires recovery co-ordination or as formally delegated by the EMC: Bushfire Recovery Victoria (BRV)

Recovery is managed under four environments, Social, Economic, Built and Natural, that provide a framework within which recovery can be planned, reported, monitored and evaluated.

Each environment has functional areas that describe a community need, and each functional area has recovery activities – programs, services and products – that assist in community recovery. The functional areas help the EM sector and the public understand what recovery services are available and the agency responsible for co-ordinating them (the recovery co-ordinating agency (RecCA)). There are 15 functional areas across the four environments.

Every recovery activity has a Victorian Government lead agency (recovery lead agency (RecLA)), often with several other agencies (recovery support agency (RecSAs)) supporting them. The impacts of the emergency and community needs will determine if the recovery activity is required.

[7] *Refer to Municipal Emergency Management Plans for local emergency recovery arrangements as they may differ from those listed in the Recovery co-ordination (four environments) table (tables 12-15)*

Table 12: Recovery co-ordination, lead and support agencies: Social environment

The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing.

Housing and accommodation (DHHS)

Assist people displaced by the emergency to access temporary accommodation, and return to permanent housing as soon as possible

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Support securing interim accommodation	DHHS	Community housing agencies Municipal councils	• Operational Management • Relief Assistance • Social Recovery
Advice to councils on interim accommodation standards for displaced people	DHHS		• Operational Management • Social Recovery
Survey and make a determination regarding occupancy of damaged buildings	Municipal councils		• Impact Assessment
Building advice and information to residents	VBA	Municipal councils	• Operational Management • Built Recovery • Social Recovery
Transition to permanent housing	DHHS	Community housing agencies	• Operational Management • Social Recovery

Individual and household financial assistance (DHHS)

Assist households to minimise the financial impact of the emergency by providing advice and financial assistance where eligible

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
DHHS Personal Hardship Assistance Program – re-establishment assistance	DHHS	EMV	• Operational Management • Social Recovery
Australian Government Disaster Recovery Financial Assistance	EMV as lead gov't liaison	Services Australia	• Operational Management • Relief Assistance • Social Recovery

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Insurance advice and information to customers	DTF as lead gov't liaison	ICA Victoria Legal Aid VMIA	• Operational Management • Intelligence & Information Sharing • Economic Recovery

Psychosocial support (DHHS)

Support the emotional, spiritual, cultural, psychological and social needs of affected people

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach	DHHS	ARC Municipal councils VCC EM	• Operational Management • Relief Assistance • Social Recovery
Family violence services and information	DHHS (Family Safety Victoria)	Mental health services Private providers Specialist family violence services	• Relief Assistance • Social Recovery
Counselling	DHHS	Mental health services Private providers	• Relief Assistance • Social Recovery
Support in emergencies caused by criminal acts	Victim Support Agency	VCC EM	• Social Recovery
Support and advice to aid schools and early childhood services	DET		• Intelligence & Information Sharing • Building Community Resilience • Relief Assistance
Referrals to psychosocial support services for primary producers and animal owners		DHHS DJPR	• Operational Management • Impact Assessment • Relief Assistance • Social Recovery
Support for the bereaved	VIFM	Coroners Court of Victoria DHHS VCC EM	• Operational Management • Social Recovery

Health and medical assistance (DHHS)

Ensure that health and medical emergency responses are co-ordinated and appropriate

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Public health advice	DHHS	Municipal councils	• Operational Management • Intelligence & Information Sharing • Health Protection
Advice on wellbeing in recovery	DHHS	ARC Municipal councils VCC EM	• Operational Management • Intelligence & Information Sharing • Social Recovery
Primary and acute health services	DHHS	DHHS-funded health care services Other primary & acute health services & agencies	• Health Emergency Response

Community development (EMV)

Support communities to share responsibility in recovery activities

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Community information	EMV	Municipal Councils	• Community Information & Warnings • Operational Management • Intelligence & Information Sharing • Social Recovery
Formation, leadership and support of municipal/community recovery committees	Municipal councils	DHHS	• Operational Management
Provision and staffing for recovery/information centres	Municipal councils	ARC DHHS	• Operational Management • Relief Assistance • Social Recovery
Provision and management of community development services	Municipal councils	DHHS	• Operational Management • Building Community Resilience

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Organisation of state-wide public appeals	DPC	ARC	• Community Information & Warnings • Operational Management • Relief Assistance • Social Recovery
Co-ordination of spontaneous volunteers		ARC Volunteering Victoria	• Operational Management • Search & Rescue • Social Recovery

Table 13: Recovery co-ordination, lead and support agencies: Economic environment

The economic environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy

Local economies (DJPR)

Mitigate the impact of emergencies on economic activity in affected communities

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Implement available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies	EMV	DJPR DPC RAC	• Operational Management • Intelligence & Information Sharing • Relief Assistance • Economic Recovery • Social Recovery
Implement approved actions and projects to assist economic recovery	DJPR	Municipal councils	• Operational Management • Economic Recovery
Encourage and bring forward the resumption of local trade and economic activity	DJPR	Municipal councils	• Operational Management • Economic Recovery
Monitor broad economic impacts and consequences	DJPR	Municipal councils	• Operational Management • Intelligence & Information Sharing • Impact Assessment • Economic Recovery

Businesses (DJPR)

Information, advice and support to businesses to facilitate good decision making and assist their recovery

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Assist businesses to access available information and advice following an emergency	DJPR	Municipal councils	• Operational Management • Economic Recovery
Information and advice to small businesses to support decision making and encourage return to business	DJPR		• Operational Management • Economic Recovery
Implement available financial assistance under the DRFA to assist small businesses' recovery	EMV	DJPR DPC RAC	• Operational Management • Intelligence & Information Sharing • Relief Assistance • Economic Recovery • Social Recovery
Implement approved actions to assist business recovery	DJPR		• Operational Management • Economic Recovery
Provide opportunities for the enhancement of knowledge and skills within small businesses	DJPR	Municipal councils	• Operational Management • Economic Recovery
Co-ordinate the insurance industry response, information, advice and government liaison	DTF	ICA VMIA	• Operational Management • Intelligence & Information Sharing • Impact Assessment • Economic Recovery

Agriculture (DJPR)

Assist the agriculture sector to recover and minimise long term social and economic impact on primary producers and other animal owners

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Deliver recovery programs and advice to primary producers, and rural land managers and other animal businesses	DJPR	DTF	• Operational Management • Economic Recovery

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Implement available financial assistance under the DRFA to assist primary producers' recovery	EMV	DJPR DPC RAC	• Operational Management • Intelligence & Information Sharing • Relief Assistance • Economic Recovery • Social Recovery
Provide technical advice to primary producers and rural land managers on re-establishment or alternative strategies	DJPR		• Operational Management • Economic Recovery
Assist farmers repair and restore fences damaged by bushfire or suppression activities	DELWP CFA		• Operational Management • Impact Assessment • Relief Assistance • Economic Recovery • Built Recovery • Social Recovery

Table 14: Recovery co-ordination, lead and support agencies: Built environment

The built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.

Energy services (DELWP)

To build resilience within the energy sector from emergencies and minimise the impact on Victoria's economy and communities

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Electricity services assets reinstatement and return to reliable supply	DELWP lead gov't liaison	AEMO Electricity companies ESV	• Operational Management • Intelligence & Information Sharing • Impact Assessment • Built Recovery • Building Community Resilience
Gas services assets reinstatement and return to reliable supply	DELWP lead gov't liaison	AEMO ESV Gas companies and other pipeline companies	
Restoration of liquid fuel supply	DELWP lead gov't liaison	Fuel companies Pipeline companies	

Public Telecommunications (DJPR)

To build resilience within the telecommunications sector from emergencies and minimise the impact on Victoria's economy and communities

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Public telecommunications assets reinstatement and return to reliable supply	DJPR lead gov't liaison	Telecommunications carriers	• Intelligence & Information Sharing • Impact Assessment • Built Recovery • Building Community Resilience

Reticulated water and wastewater services (DELWP)

Replacement of essential water used for bushfire firefighting operations

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Recovery and rehabilitation of reticulated water supply	DELWP Water corporations		• Operational Management • Relief Assistance • Built Recovery • Health Protection
Restoration of reticulated wastewater (sewerage) services	DELWP Water corporations		
Replacement of essential stock and domestic water used for bushfire firefighting operations	CFA DELWP	Water corporations	• Operational Management • Relief Assistance • Natural & Cultural Heritage Rehabilitation

Transport (DoT)

To build resilience within the transport sector from emergencies and minimise the impact on Victoria's economy and communities

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Airports restoration to normal activity	DoT lead gov't liaison	Airport owners and operators Other agencies and businesses as required	• Operational Management • Intelligence & Information Sharing
Restoration of port infrastructure	DoT lead gov't liaison	Port Managers	• Operational Management

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
		Other agencies and businesses as required	
Restoration of major arterial roads, bridges and tunnels	DoT	DJPR Infrastructure operators VMIA VicTrack	• Operational Management • Critical Transport • Built Recovery
Restoration of tram, bus, rail services	DoT	DJPR VMIA	• Operational Management • Critical Transport • Built Recovery
Assist with logistics interdependencies, contingencies and reconstruction	DJPR	DoT Freight, warehouse, port, airport & railway operators Other agencies and businesses as required	• Operational Management • Critical Transport • Logistics & Supply Chain Management • Built Recovery

Buildings and assets (Activity leads)

Management of risk and facilitating restoration of buildings and assets

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Co-ordination of clean-up and restoration activities on local roads and for council-owned community infrastructure	Municipal councils	DELWP EMV	• Operational Management • Critical Transport • Built Recovery
Provision of financial assistance to municipal councils for the restoration of essential municipal assets	EMV		• Operational Management • Relief Assistance • Built Recovery
Undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, sporting facilities, public amenities, station	Respective asset owner or managing agency		• Critical Transport • Built Recovery

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
buildings, schools, hospitals) where an agency is the owner or manager of that respective building or asset			
Oversight and inspection of rebuilding/ redevelopment	Municipal councils		• Built Recovery
Administration of insurance claims for state assets	VMIA		• Economic Recovery

Table 15: Recovery co-ordination, lead and support agencies: Natural environment

The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society.

Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage/loss; and national parks, cultural and heritage sites.

Natural environment, public land and waterways (DELWP)

Manage consequence and mitigate risk to the natural environment on public land

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Undertake erosion control on public land	DELWP/PV DoT		• Operational Management • Natural & Cultural Heritage Rehabilitation
Restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs	DELWP/PV	CMA VMIA	• Operational Management • Environmental Response • Natural & Cultural Heritage Rehabilitation • Built Recovery
Provision of advice and information services to municipal councils and delegated public land managers and community groups	CMAs DELWP	EPA	• Operational Management • Intelligence & Information Sharing
Surveying and protecting threatened bird, marsupial, aquatic and plant species	DELWP	PV	• Operational Management • Intelligence & Information Sharing • Environmental Response

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Develop and implement protection activities to support ecosystem recovery and regeneration	DELWP	PV	• Natural & Cultural Heritage Rehabilitation
Monitoring the rehabilitation of injured wildlife	DELWP	PV	• Intelligence & Information Sharing
Waste pollution management strategies	DELWP	EPA	• Intelligence & Information Sharing • Environmental Response
Protection and rehabilitation of cultural and heritage sites	DELWP PV	DPC	• Natural & Cultural Heritage Rehabilitation

Threatened ecosystems and species

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Scientific and technical advice on interventions, response plans and targeted interventions to maintain species diversity and presence within an ecosystem	DELWP		• Operational Management • Intelligence & Information Sharing • Environmental Response • Natural & Cultural Heritage Rehabilitation

Agency roles and responsibilities alignment to the Victorian Preparedness Framework

The Victorian Preparedness Framework (VPF) identifies the core capabilities and critical tasks Victoria requires to effectively manage major emergencies. To be effective, the 21 core capabilities are interdependent, co-ordinated and overlap across EM phases.

The following tables map the core capabilities and critical tasks that apply from the VPF against all agency activities. This alignment does not reflect an additional activity for agencies to deliver against, its purpose is to assist in articulating an agency's contribution to a specific capability as outlined in the VPF.

The tables demonstrating agency activities mapped to the VPF core capabilities and critical tasks are to be read in conjunction with the following tables: participating agencies for mitigation (table 8), response control (table 9), response support (table 10), relief services and co-ordination (table 11) and recovery co-ordination (tables 12-15).

These agency activities have been discussed with participating EM organisations for inclusion in this document. While these activities are believed to be current at the date of publication, readers are advised to contact the required agency to ensure that functions can still be carried out as expected.

In response to an emergency an agency may be requested to provide support to response activities other than what is listed in the agency role statement. In these cases, the determination of support to these activities, will be made by the EMC or relevant emergency response co-ordinator.

Users of the Roles and Responsibilities are invited to suggest additional organisations and activities they believe should be considered for inclusion in the next edition.

Other support agencies

The Victorian community receives significant benefit from the EM contributions of a wide range of volunteer groups and organisations whose operations are either quite specialised and/or available mainly in a specific locality.

These groups should be identified in relevant municipal and/or regional EM plans, as appropriate.

This includes the range of agencies that manage public buildings and assets or who have the responsibility to undertake the assessment, restoration, clearing and rehabilitation of assets within their respective portfolio e.g. roads, bridges, sporting facilities, public amenities, schools and hospitals.

The organisations listed in this document are those with either broad or state-wide presence, Government organisations, those with a statutory EM involvement and some private corporations with specific roles.

Table 16: Agency contributions to VPF core capabilities, for major emergencies

Core Capability (agency contribution)	Airservices	Ambulance Victoria	Australian Defence Force: Victoria	Australian Energy Market Operator	Australian Government Department of Home Affairs	Australian Maritime Safety Authority	Australian Red Cross	Australian Transport Safety Bureau	Bureau of Meteorology	Bushfire Recovery Victoria	Catchment Management Authorities	CityLink	Coroners Court of Victoria	Country Fire Authority	Department of Education and Training	Department of Environment, Land, Water and Planning	Department of Health & Human Services	Department of Jobs, Precincts and Regions	Department of Justice and Community Safety	Department of Premier and Cabinet
1. Planning		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
2. Community Information & Warnings		✓	✓					✓	✓	✓		✓	✓	✓	✓	✓	✓			✓
3. Operational Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4. Intelligence & Information Sharing	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		
5. Public Order & Community Safety		✓										✓								
6. Building Community Resilience							✓	✓		✓	✓			✓	✓	✓		✓		
7. Fire Management & Suppression	✓											✓		✓		✓				
8. Fatality Management													✓							
9. Critical Transport	✓											✓								
10. Logistics & Supply Chain Management			✓													✓		✓	✓	
11. Impact Assessment				✓							✓	✓				✓		✓	✓	
12. Search & Rescue	✓		✓			✓								✓				✓		
13. Health Protection												✓					✓	✓		
14. Health Emergency Response	✓	✓											✓	✓			✓	✓		
15. Relief Assistance		✓	✓		✓		✓			✓		✓			✓	✓	✓	✓	✓	✓
16. Environmental Response	✓	✓				✓										✓		✓		
17. Economic Response																		✓		
18. Natural & Cultural Heritage Rehabilitation											✓			✓		✓		✓	✓	✓
19. Built Recovery		✓		✓						✓	✓	✓		✓	✓	✓	✓	✓	✓	
20. Social Recovery					✓		✓			✓		✓		✓	✓		✓	✓		
21. Assurance & Learning								✓		✓	✓	✓	✓			✓				

Core Capability	Department of Transport (inc. Head, Transport for Victoria)	Department of Treasury and Finance	Eastlink	Emergency Broadcasters	Emergency Management Commissioner	Emergency Management Victoria	Emergency Services Telecommunications Authority	Energy Safe Victoria	Environment Protection Authority	Fire Rescue Victoria	Foodbank Victoria	Insurance Council of Australia Ltd	Lendlease (Peninsula Link)	Life Saving Victoria	Melbourne Water	Municipal Councils	National Offshore Petroleum Safety & Environmental Management Authority	NBN Co	Parks Victoria	Rural Assistance Commissioner
1. Planning	✓				✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓		✓	
2. Community Information & Warnings	✓			✓	✓	✓	✓	✓	✓	✓				✓		✓	✓		✓	
3. Operational Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
4. Intelligence & Information Sharing	✓		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓		
5. Public Order & Community Safety	✓							✓					✓			✓				
6. Building Community Resilience					✓					✓				✓						
7. Fire Management & Suppression								✓		✓									✓	
8. Fatality Management								✓												
9. Critical Transport	✓		✓										✓			✓				
10. Logistics & Supply Chain Management	✓								✓		✓			✓				✓	✓	
11. Impact Assessment			✓		✓	✓	✓	✓		✓		✓	✓		✓	✓	✓	✓		
12. Search & Rescue							✓			✓				✓					✓	
13. Health Protection							✓		✓											
14. Health Emergency Response							✓			✓				✓						
15. Relief Assistance			✓			✓					✓		✓	✓		✓		✓		✓
16. Environmental Response									✓					✓	✓		✓		✓	
17. Economic Response		✓	✓			✓						✓	✓		✓					✓
18. Natural & Cultural Heritage Rehabilitation	✓														✓				✓	
19. Built Recovery	✓		✓			✓		✓		✓			✓		✓	✓		✓	✓	
20. Social Recovery			✓			✓				✓	✓		✓			✓				✓
21. Assurance & Learning	✓			✓			✓	✓	✓		✓						✓			

Core Capability	Salvation Army - Victorian Emergency Services	Services Australia	St John Ambulance Australia (Vic.)	Telstra Corporation Limited	Transport Safety Victoria	Victoria Police	Victoria State Emergency Service	Victorian Building Authority	Victorian Council of Churches Emergencies Ministry	Victorian Fisheries Authority	Victorian Institute of Forensic Medicine	Victorian Managed Insurance Authority	Victorian Ports Corporation (Melbourne)	Victorian Regional Channels Authority	VicTrack	Volunteer Search and Rescue Organisations	Water Corporations	Wireless Institute Civil Emergency Network	WorkSafe Victoria
1. Planning	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2. Community Information & Warnings		✓	✓		✓	✓	✓	✓		✓	✓	✓		✓		✓			✓
3. Operational Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4. Intelligence & Information Sharing		✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓		✓			✓
5. Public Order & Community Safety						✓	✓			✓									
6. Building Community Resilience		✓	✓			✓										✓			
7. Fire Management & Suppression		✓																	
8. Fatality Management						✓	✓				✓								
9. Critical Transport						✓				✓				✓	✓				
10. Logistics & Supply Chain Management	✓			✓						✓						✓	✓		
11. Impact Assessment								✓		✓	✓	✓		✓					✓
12. Search & Rescue		✓				✓	✓									✓			
13. Health Protection																			
14. Health Emergency Response		✓	✓																
15. Relief Assistance	✓	✓	✓	✓		✓			✓		✓						✓		✓
16. Environmental Response										✓			✓						
17. Economic Response				✓								✓							
18. Natural & Cultural Heritage Rehabilitation										✓									
19. Built Recovery				✓		✓	✓	✓				✓			✓		✓	✓	
20. Social Recovery	✓	✓							✓										
21. Assurance & Learning					✓			✓											

1. Planning core capability

Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical level approaches to meet defined objectives.

Table 17: Agency roles mapped to the VPF, by critical tasks within the Planning core capability

Critical Task 1.1: Define and communicate (to all stakeholders) planning principles, priorities and governance arrangements, including an understanding of a community's profile, resilience, and the likely emergencies that may impact on them.

Agency	Activity	Additional alignment to critical tasks
AV	Provide appropriate pre-hospital leadership, skills and equipment through planning for various health emergencies, including mass casualty incidents	1.3
Australian Government Department of Home Affairs	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	1.3
	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	1.3, 3.2
	The Counter Terrorism Centre is responsible for counter terrorism strategic policy, counter terrorism operational co-ordination and evaluation and counter terrorism capability	3.2, 4.3
AMSA	Development and implementation of legislation designed to enhance safety of ships and crews, and maintain qualifications of crews	
BRV	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 developed through participation with community and agency stakeholders	1.2
	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 incorporate initiatives that build community resilience where-ever this is possible	6.6
	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	21.4
	Co-ordinate state and regional recovery, including develop and implement overarching Bushfire recovery framework, including recovery plans	
CFA	Reduce the number of fires and hazardous incidents through changing community behaviour through public education and legislation	2.1
	Reduce the number of fires and hazardous incidents through developing/enforcing of relevant legislation and regulations	
DET	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	1.3
	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	1.2, 1.4

Agency	Activity	Additional alignment to critical tasks
DELWP	Wildlife welfare arising from emergency events - development of policy, programs and training for responding to wildlife welfare during emergencies	21.1
	Wildlife welfare arising from emergency events - development of partnerships and agreements with key organisations that will support DELWP in responding to emergency events on wildlife welfare	
	Surveying and protecting threatened ecosystems, native plants and animals - Identification of key ecosystems, biodiversity values and species that may require intervention when affected by an emergency	1.2, 11.2, 18.1
	Surveying and protecting threatened ecosystems, native plants and animals - Development of response options for key ecosystems and species	1.3, 4.4, 18.2
	Cetacean (whale and dolphin) stranding, entanglement or vessel strike - formulation of policy, regulation, plans and training	
	Dam safety - formulation of policy and regulation for dam safety	
	Dam safety - administration of dam safety provision in the *Water Act 1989* and water corporation obligations in the Statement of Obligations	1.3
	Reticulated water and wastewater (sewerage) services - DELWP 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	1.6
	Non-hazardous pollution of inland waters - formulation of policy and regulation for non-hazardous pollution of inland waters	
	Energy - DELWP responsibilities under Part 7A of the *EM Act 2013* 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	1.2, 1.3, 1.6, 19.4, 19.5, 21.1, 21.3
	Fire - formulation of policy and regulation for bushfire management in state forest, national parks and protected public lands	
	Fire - formulation of policy and regulation in the land use planning and building systems for bushfire in the built and natural environment	
	Floodplain management/flood - formulation of policy and regulation for floodplain management	
	Floodplain management/flood - formulation of policy and regulation in the land use planning and building systems for flood in the built and natural environment	
	Wildlife affected by marine and freshwater pollution - development of policy, programs and training for responding to incidents of wildlife affected by marine pollution	
DJPR	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	1.2, 1.4
	DJPR promotes resilience through emergency planning and preparedness, including the State Biosecurity Sub-Plan, Victorian Emergency Animal Welfare Plan, and national arrangements captured in AUSVETPLAN, PLANTPLAN and AQUAPLAN	1.3
DJCS	Supports EMV to co-ordinate whole of government policy and planning for emergency management	1.2, 3.2
	Develops policies and plans to reduce the risk of harm to its people (both staff and clients), facilities, systems and services from major emergencies	1.3
DoT	DoT works with the transport sectors to enhance critical infrastructure resilience, through designating vital critical infrastructure where appropriate	
	Maintaining a high level of preparedness for emergencies that may affect the state's road and rail network	
	Providing a mechanism for developing multi-agency/operator incident action strategy	1.3

Agency	Activity	Additional alignment to critical tasks
EMV	The Chief Executive of EMV is responsible for ensuring that agencies implement their work programs under the Strategic Action Plan, together with the EMC	
	Establishing and maintaining the Victorian Critical Infrastructure Register	1.3
	Supporting the EMC in the preparation and publishing of the SEMP	
ESTA	Participate in planning activities on telecommunications risks	
ESV	Gas – 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	1.2, 1.3, 5.4, 21.2
	Electricity – 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	1.2, 1.3, 5.4, 21.2
	Electricity – 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	7.1
	Pipelines – 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	1.3, 5.4
FRV	Reduce the number of fires and hazardous incidents through changing community behaviour through public education and legislation	2.1
	Reduce the number of fires and hazardous incidents through developing/enforcing of relevant legislation and regulations	
Foodbank Victoria	Maintain a high level of preparedness for emergencies that may affect the availability of food and other essential materials for affected communities	
	Development and implementation of business continuity plans and increase in demand plans for major emergencies	1.3
LSV	Provision of water safety expert advice in support of state and regional emergency management planning	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	1.3, 1.4, 4.5
Melbourne Water	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	1.3
	Develop and implement plans for the protection of Melbourne Water's assets and systems, including dam safety, water quality, catchment and asset security	
	Prepare sub-catchment drainage strategies to support urban development	
	Regulate development in flood prone areas within Melbourne Water's waterway management district as a referral authority under council planning schemes	
	Develop policies and procedures for the management of trade waste	
NOPSEMA	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	1.5, 2.1, 4.5, 4.6

Agency	Activity	Additional alignment to critical tasks
PV	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	3.2, 7.1
	Responsible for preparing and maintaining emergency response plans for parks, reserves, rivers and waterways managed by PV	1.3
	Responsible for preparation and implementation of Safety and Environment Management Plans for the local ports of Port Phillip and Western Port	1.3
	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	
	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 implementing dam safety monitoring procedures for PV dams, developing emergency management plans for large dams, and undertake periodic training and exercising to ensure the emergency management plan and associated business continuity plan is tested and can be implemented effectively	1.5, 1.6, 16.2
Salvation Army	Continually updating volunteer competencies, training and safety policy plans for harm minimisation to volunteers and community members	1.4
Services Australia	Development and implementation of the following plans to assist stakeholders in major emergency mitigation activities including: 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 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 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	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	1.3, 1.4, 3.2
	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	1.2, 1.4, 3.2, 7.3, 12.4, 14.4
TSV	Provide information, guidance and education that promotes awareness and understanding of transport safety issues	1.5, 2.1, 4.5
	Develop policy relating to the administration of transport safety legislation	4.5
VICSES	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	1.2, 2.1, 4.5, 4.6
	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	2.1
VIFM	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	3.2, 4.5
VPC(M)	Maintain the Melbourne Port Emergency Management Plan	

Agency	Activity	Additional alignment to critical tasks
VRCA	Deliver a clear port development strategy to assist waterway users and community stakeholders to plan safe and sustainable use of VRCA waters	
Volunteer Search and Rescue Organisations	Provision of advice, information, and assistance to volunteer agencies and the community in relation to emergency management principles and practice	1.2, 2.1, 4.5, 4.6
	Engage with communities about volunteer agencies capabilities and capacity in an emergency	1.2, 2.1
Water corporations	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	1.3
	Develop appropriate dam safety emergency plans to deal with a potential dam failure of dams they own or manage	1.3
WorkSafe Victoria	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	1.4

Critical Task 1.2: Community and agency stakeholders participate in emergency management planning.

Agency	Activity	Additional alignment to critical tasks
AV	Active participation and representation in emergency management committees and forums at all tiers (municipal, regional and state)	
	Co-ordinate a Public Access Defibrillation program, and Community Emergency Response Teams	3.3, 3.5, 14.8
ADF	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	3.2
	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	1.6
AEMO	Prepare gas emergency procedures, in consultation with government, ESV and industry	1.6, 21.1, 21.3
	Facilitate the Gas Emergency Management Consultative Forum (chaired by ESV) and the Victorian Electricity Emergency Committee	
ARC	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	6.2, 6.4
	ARC advises on policies and practices that support preparedness and resilience in the community	1.4
ATSB	The ATSB co-operates 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	3.2
BOM	Contribute to community awareness activities related to meteorological and hydrological phenomena and warning systems	1.6
BRV	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 developed through participation with community and agency stakeholders	1.1
CMAs	Advise and assist local government in the incorporation of flood related planning controls in planning schemes	
CityLink	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	1.3, 1.6, 4.1
CFA	Reduce the number of fires and hazardous incidents through increasing the understanding of the use of fire protection and detection systems	1.4

Agency	Activity	Additional alignment to critical tasks
DET	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, 1.4
DELWP	Wildlife welfare arising from emergency events – engagement with DJPR on the delivery of the Victorian Emergency Animal Welfare Plan	
	Surveying and protecting threatened ecosystems, native plants and animals – Identification of key ecosystems, biodiversity values and species that may require intervention when affected by an emergency	1.1, 11.2, 18.1
	Energy – DELWP responsibilities under Part 7A of the *EM Act 2013* 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	1.1, 1.3, 1.6, 19.4, 19.5, 21.1, 21.3
	Wildlife affected by marine and freshwater pollution – development of partnerships and agreements with key organisations that will support DELWP in responding to wildlife affected by marine pollution	3.2
DJPR	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, 1.4
	DJPR promotes resilience through 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	1.3, 3.2
	DJPR promotes resilience through membership of emergency management bodies and teams including the Victorian Emergency Animal Welfare Committee, State and Regional Emergency Management Teams and Committees	
	DJPR promotes resilience through 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	
	DJPR promotes resilience through working with the Communications sector on mobile blackspots and telecommunications resilience programs	3.2, 3.5
DJCS	Supports EMV to co-ordinate whole of government policy and planning for emergency management	1.1, 3.2
	Participates in multi-agency emergency management planning at the local, regional and state level	
DoT	DoT works with the transport sectors to enhance critical infrastructure resilience, through emergency risk management planning by vital critical infrastructure owners and operators	1.3, 1.4, 3.2
	Co-ordinate road safety programs with community groups and other agencies	1.4
EMV	EMV is responsible for supporting the EMC in co-ordinating investment and planning	3.2
ESV	Gas – 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	1.1, 1.3, 5.4, 21.2
	Electricity – 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	1.1, 1.3, 5.4, 21.2
EPA	In applying and enforcing the *Environment Protection Act* the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by working with government, industry and community to help identify and manage significant waste and pollution risks	1.4

Agency	Activity	Additional alignment to critical tasks
	In applying and enforcing the *Environment Protection Act* the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by supporting regional and state emergency management planning.	
FRV	Reduce the number of fires and hazardous incidents through increasing the understanding of the use of fire protection and detection systems	1.4
LSV	Provision of water safety expert advice in support of state and regional emergency management planning	1.1, 1.3, 1.4, 1.5
Melbourne Water	Establish agreements with land developers for the provision of drainage infrastructure	
Municipal Councils	Work with the Municipal and/or Regional Emergency Management Planning Committee to undertake provision of community awareness, information and warning system(s)	2.1
	Work with the Municipal and/or Regional Emergency Management Planning Committee to undertake identification and assessment of hazards/risks	1.3
	Work with the Municipal and/or Regional Emergency Management Planning Committee to undertake implementation/co-ordination of specific risk treatments for identified risks	1.4, 1.5
Services Australia	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, 1.4, 3.2, 7.3, 12.4, 14.4
	Training and support for agency Emergency Management Co-ordinators, Emergency Reservists, Smart Centre and Service Zone staff deployed to emergencies/disasters	1.4, 1.6
	Training and support for agency staff taking calls or processing claims received relating to an emergency/disaster event	1.4, 1.6
St John Ambulance	Improve community readiness through the marketing of appropriate and cost effective first aid equipment and servicing	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	1.4, 1.6, 3.2
VicPol	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	2.1, 2.3, 2.5, 6.1
VICSES	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, 2.1, 4.5, 4.6
	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	1.4
	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	1.3, 1.4
VCC EM	Provide information, education and training to cultural and faith communities, municipal council emergency management staff and other agencies	1.6
VMIA	Provides risk management support/advice to individual organisations and through emergency management forums	1.5, 4.5
	In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs for the identification, quantification and management of risks	1.4
VPC(M)	Chair the Melbourne Port Emergency Management Committee	

Agency	Activity	Additional alignment to critical tasks
VRCA	Host Port City Co-ordination (Port and Regional stakeholders) meetings to better understand and identify local needs	
VicTrack	Participate in emergency management and resilience networks and forums	1.6
Volunteer Search and Rescue Organisations	Provision of advice, information, and assistance to volunteer agencies and the community in relation to emergency management principles and practice	1.1, 2.1, 4.5, 4.6
	Engage with communities about volunteer agencies capabilities and capacity in an emergency	1.1, 2.1
Water corporations	Participate in the Water Sector Resilience Network	1.3
WICEN	Participate and support local government in organising and conducting exercises identifying different communication strategies	1.6

Critical Task 1.3: Identify, analyse and evaluate the likelihood and consequences of emergency events holistically, and document in emergency plans.

Agency	Activity	Additional alignment to critical tasks
AV	Provide appropriate pre-hospital leadership, skills and equipment through planning for various health emergencies, including mass casualty incidents	1.1
Australian Government Department of Home Affairs	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	
	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
	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	1.4
	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, 3.2
AMSA	Prevent and mitigate pollution from ships	
BRV	Co-ordinate state and regional recovery, including lead in Bushfire planning, program management, engagements and operations to ensure wraparound services systems are easily available for affected people	15.5
CMAs	Prepare flood response action plans for internal use focused on the collection of flood related data, flood level, flood photography, and hydrographics	
CityLink	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, 1.6, 4.1
	Update the Emergency Risk Management Plan with findings and recommendations from any major event including annual exercises	21.3, 21.5
	Traffic management plans for road closures and tunnel evacuation plans for motorists are reviewed annually	
	Through the asset strategy and planning framework, ensure long term operability of infrastructure, including assessments and restoration when required	19.1, 19.2, 19.5

Agency	Activity	Additional alignment to critical tasks
DET	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
DELWP	Surveying and protecting threatened ecosystems, native plants and animals – Development of response options for key ecosystems and species	1.1, 4.4, 18.2
	Blue-Green Algae – developing policy for blue-green algae management in Victoria	
	Cetacean (whale and dolphin) stranding, entanglement or vessel strike – engagement with stakeholders to reduce the incidence of cetacean stranding, entanglement and vessel strike	2.1
	Dam safety – administration of dam safety provision in the *Water Act 1989* and water corporation obligations in the Statement of Obligations	1.1
	Energy – DELWP responsibilities under Part 7A of the *EM Act 2013* 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	1.1, 1.2, 1.6, 19.4, 19.5, 21.1, 21.3
	Fire – planning and delivery of programs to reduce the risk of bushfire in state forest, national parks and protected public lands	7.1
	Floodplain management/flood – planning and delivery of floodplain management programs to reduce the risk of major flood	
	Lead the Water Sector Resilience Network	
DHHS	Providing whole-of-health leadership and direction in planning and preparing for emergencies with major health consequences, including mass casualties	
DJPR	DJPR promotes resilience through 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	1.2, 3.2
	DJPR promotes resilience through emergency planning and preparedness, including the State Biosecurity Sub-Plan, Victorian Emergency Animal Welfare Plan, and national arrangements captured in AUSVETPLAN, PLANTPLAN and AQUAPLAN	1.1
DJCS	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
DPC	Maintain the State Crisis Protocol to support the government response during an extreme emergency	
DoT	DoT works with the transport sectors to enhance critical infrastructure resilience, through emergency risk management planning by vital critical infrastructure owners and operators	1.2, 1.4, 3.2
	Assurance of preparation of vital critical infrastructure owners' and operators' emergency risk management plans	1.4
	Plan for the management of incidents on major arterial roads with other agencies, including diversion routes for the different classes of vehicles	1.5
	Providing a mechanism for developing multi-agency/operator incident action strategy	1.1
EMV	Establishing and maintaining the Victorian Critical Infrastructure Register	1.1
ESV	Gas – 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	1.1, 1.2, 5.4, 21.2
	Electricity – 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	1.1, 1.2, 5.4, 21.2

Agency	Activity	Additional alignment to critical tasks
	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	
	Pipelines – 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	1.1, 5.4
Foodbank Victoria	Development and implementation of business continuity plans and increase in demand plans for major emergencies	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	1.4
LSV	Provision of water safety expert advice in support of state and regional emergency management planning	1.1, 1.2, 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, 1.4, 4.5
	Provision of safety inspection services for swimming pools, urban, coastal and inland waterways using approved risk management tools.	
Melbourne Water	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
	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	1.5, 19.6
	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	1.5
Municipal Councils	Work with the Municipal and/or Regional Emergency Management Planning Committee to undertake identification and assessment of hazards/risks	1.2
NOPSEMA	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	4.3, 16.2
PV	Responsible for preparing and maintaining emergency response plans for parks, reserves, rivers and waterways managed by PV	1.1
	Responsible for preparation and implementation of Safety and Environment Management Plans for the local ports of Port Phillip and Western Port	1.1
	Responsible for 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	
Services Australia	Development and implementation of the following plans to assist stakeholders in major emergency mitigation activities including: 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 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 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	1.1

Agency	Activity	Additional alignment to critical tasks
	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, 1.4, 3.2
Telstra	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	
	Telstra can identify its sites that may be at risk and potential consequences of loss of asset	1.5, 19.1
VICSES	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, 1.4
VFA	Enforcement of provisions under the *Fisheries Act 1995* prohibiting bringing into Victoria, possession, transporting or release of declared noxious aquatic species	5.4, 16.4, 16.5
VIFM	In accordance with the Act, VIFM's role is to provide medical death investigation, including reducing the number of preventable deaths and promote public health and safety and the administration of justice S.64(2) (ha)	2.1
VPC(M)	Ensure safe management of commercial shipping within the waters of the Port of Melbourne via Vessel Traffic Services authority	3.3
	Co-ordinate whole of port emergency management exercises	
Water corporations	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
	Develop appropriate dam safety emergency plans to deal with a potential dam failure of dams they own or manage	1.1
	Participate in the Water Sector Resilience Network	1.2
WorkSafe Victoria	Investigate, report and analyse information for current and emerging risks and hazards where relevant before, during and after incidents involving workplace fatalities and life threatening or serious injury; transport of dangerous goods and chemicals and high consequence dangerous goods and explosives; and use, storage and handling of dangerous goods and chemicals and high consequence dangerous goods	4.4

Critical Task 1.4: Community and agency stakeholders are engaged to explore, determine and implement mitigating actions to reduce or manage the likelihood and consequences of emergency events.

Agency	Activity	Additional alignment to critical tasks
AV	Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	1.5, 6.4, 6.5
Australian Government Department of Home Affairs	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
AMSA	Promotion and registration of distress beacons for safety in aviation, maritime and remote land activities including bush walking	1.5
	Building awareness of aviation and maritime safety through participation in seminars, aircraft, boat and 4WD shows, safety campaigns and journal articles	

Agency	Activity	Additional alignment to critical tasks
ARC	ARC advises on policies and practices that support preparedness and resilience in the community	1.2
BOM	Contribute to community hazard mapping by taking the lead role in the analysis of relevant meteorological and hydrological information	2.1, 4.4, 4.6
CMAs	In partnership with local government, prepare and implement local floodplain management plans in accordance with the regional floodplain management strategy and community expectations	
	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	1.5
Coroners Court of Victoria	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	2.1, 21.5
CFA	Reduce the number of fires and hazardous incidents through increasing community involvement and awareness in hazard prevention	2.1
	Reduce the number of fires and hazardous incidents through increasing the understanding of the use of fire protection and detection systems	1.2
DET	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
DJPR	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
DoT	DoT works with the transport sectors to enhance critical infrastructure resilience, through emergency risk management planning by vital critical infrastructure owners and operators	1.2, 1.3, 3.2
	Assurance of preparation of vital critical infrastructure owners' and operators' emergency risk management plans	1.3
	Co-ordinate road safety programs with community groups and other agencies	1.2
ESV	Gas – 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)	1.5, 1.6
	Electricity – 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)	1.5, 1.6
EPA	In applying and enforcing the *Environment Protection Act* the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by working with government, industry and community to help identify and manage significant waste and pollution risks	1.2
FRV	Reduce the number of fires and hazardous incidents through increasing community involvement and awareness in hazard prevention	2.1
	Reduce the number of fires and hazardous incidents through increasing the understanding of the use of fire protection and detection systems	1.2
Foodbank Victoria	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
LSV	Provision of water safety expert advice in support of state and regional emergency management planning	1.1, 1.2, 1.3, 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, 4.5

Agency	Activity	Additional alignment to critical tasks
Municipal Councils	Perform risk mitigation functions under local government, fire, health, building, and planning legislation e.g. planning schemes, building permits, food safety inspections	
	Work with the Municipal and/or Regional Emergency Management Planning Committee to undertake implementation/co-ordination of specific risk treatments for identified risks	1.2, 1.5
Salvation Army	Continually updating volunteer competencies, training and safety policy plans for harm minimisation to volunteers and community members	1.1
Services Australia	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, 3.2
	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, 3.2, 7.3, 12.4, 14.4
	Training and support for agency Emergency Management Co-ordinators, Emergency Reservists, Smart Centre and Service Zone staff deployed to emergencies/disasters	1.2, 1.6
	Training and support for agency staff taking calls or processing claims received relating to an emergency/disaster event	1.2, 1.6
St John Ambulance	Improve community readiness through the marketing of appropriate and cost effective first aid equipment and servicing	1.2, 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, 1.6, 3.2
VICSES	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
	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
VBA	Work with other agencies and regulators to review regulatory environment and identify risks and review and implement mitigation measures where required	1.5
VMIA	In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs for the identification, quantification and management of risks	1.2
VicTrack	Undertake resilience improvement activities	
Volunteer Search and Rescue Organisations	Provision of training programs (such as Basic First Aid) to people affected by emergencies in support of lead agencies	3.2
WorkSafe Victoria	Continue the safety regulator role during emergency events, including promoting compliant occupational health and safety management systems	1.5
	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	2.1
	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

Critical Task 1.5: Communicate (to communities and agency stakeholders) information on the residual likelihood and consequences after planning and mitigation is communicated.

Agency	Activity	Additional alignment to critical tasks
AV	Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	1.4, 6.4, 6.5
	Provide information to the public relating to health emergencies, and how the risk or consequence of these can be reduced	2.1, 2.3
AEMO	Prepare or develop electricity load shedding priority tables after consultation with industry and government	
	Prepare or develop gas curtailment tables in consultation with government	
AMSA	Promotion and registration of distress beacons for safety in aviation, maritime and remote land activities including bush walking	1.4
CMAs	Prioritise regional flooding issues in cooperation with local government, VICSES and the community	6.4
	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
CFA	Reduce the number of fires and hazardous incidents through applying risk management strategies to identified community risk	
DELWP	Energy – DELWP is the control agency for energy supply disruptions, in accordance with plans and procedures and within the powers available to resolve the situation	3.1
	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	3.2, 10.1, 19.6
	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	3.2, 10.1, 19.6
	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	3.2, 10.1, 19.6
DPC	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government security and emergency management issues	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 response activities for emergencies	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	4.4, 4.5, 4.6
	Co-ordinate with Commonwealth and state and territory First Ministers' departments on a range of security and emergency management mitigation issues	4.4, 4.5, 4.6
	Co-ordinate with Commonwealth and state and territory First Ministers' departments on security and emergency response matters	4.4, 4.5, 4.6
	Co-ordinate with Commonwealth and state and territory First Ministers' departments on recovery matters	4.4, 4.5, 4.6
DoT	Plan for the management of incidents on major arterial roads with other agencies, including diversion routes for the different classes of vehicles	1.3
ESV	Gas – 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)	1.4, 1.6

Agency	Activity	Additional alignment to critical tasks
	Electricity – 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)	1.4, 1.6
FRV	Reduce the number of fires and hazardous incidents through applying risk management strategies to identified community risk	
LSV	Provision of water safety expert advice in support of state and regional emergency management planning	1.1, 1.2, 1.3, 1.4
Melbourne Water	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, 19.6
	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
Municipal Councils	Work with the Municipal and/or Regional Emergency Management Planning Committee to undertake implementation/co-ordination of specific risk treatments for identified risks	1.2, 1.4
NOPSEMA	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, 2.1, 4.5, 4.6
PV	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 implementing dam safety monitoring procedures for PV dams, developing emergency management plans for large dams, and undertake periodic training and exercising to ensure the emergency management plan and associated business continuity plan is tested and can be implemented effectively	1.1, 1.6, 16.2
Telstra	Telstra can identify its sites that may be at risk and potential consequences of loss of asset	1.3, 19.1
TSV	Provide information, guidance and education that promotes awareness and understanding of transport safety issues	1.1, 2.1, 4.5
VBA	Work with other agencies and regulators to review regulatory environment and identify risks and review and implement mitigation measures where required	1.4
VFA	Supporting DELWP in the delivery of programs to reduce the incidence of cetacean entanglement and vessel strike from fishing activities	2.2, 3.2
VMIA	Provides risk management support/advice to individual organisations and through emergency management forums	1.2, 4.5
	In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs to monitor risk management by departments and participating bodies	1.6
WorkSafe Victoria	Continue the safety regulator role during emergency events, including promoting compliant occupational health and safety management systems	1.4

Critical Task 1.6: Exercise, evaluate and review emergency management plans regularly with agencies and community stakeholders using scenarios related to the community's risk profile.

*Note: This critical task would remove the requirement to "exercise" emergency management plans as part of the 'During' phase, as operational demands mean this would not be practical.

Agency	Activity	Additional alignment to critical tasks
AV	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	
ADF	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
AEMO	Prepare gas emergency procedures, in consultation with government, ESV and industry	1.2, 21.1, 21.3
	Co-ordinate Victorian Electricity Emergency Committee and Gas Emergency Management Consultative Forum emergency exercises	21.1, 21.3
AMSA	Participation in relevant aviation, maritime, emergency management and critical infrastructure forums, exercises, and training	
	Participation in national emergency planning, preparedness and mitigation measures	
BOM	Contribute to community awareness activities related to meteorological and hydrological phenomena and warning systems	1.2
CityLink	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, 4.1
DELWP	Reticulated water and wastewater (sewerage) services – DELWP 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	1.1
	Energy – DELWP responsibilities under Part 7A of the *EM Act 2013* 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	1.1, 1.2, 1.3, 19.4, 19.5, 21.1, 21.3
DoT	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	21.1, 21.2, 21.3
	Providing leadership to the transport sector through development and running of multiagency exercises	
	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	
EMC	Support and contribute to exercising with emergency management stakeholders and the community	
ESV	Gas – 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)	1.4, 1.5
	Electricity – 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)	1.4, 1.5
Melbourne Water	Develop and undertake training and exercise activities to ensure that Melbourne Water's people, customers and partners are able to implement plans and procedures	
PV	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 implementing dam safety monitoring procedures for PV dams, developing emergency management plans for large dams, and undertake periodic training and exercising to ensure the emergency management plan and associated business continuity plan is tested and can be implemented effectively	1.1, 1.5, 16.2
Salvation Army	Participation in emergency planning/exercises at state, regional and local levels	

Agency	Activity	Additional alignment to critical tasks
Services Australia	Training and support for agency Emergency Management Co-ordinators, Emergency Reservists, Smart Centre and Service Zone staff deployed to emergencies/disasters	1.2, 1.4
	Training and support for agency staff taking calls or processing claims received relating to an emergency/disaster event	1.2, 1.4
St John Ambulance	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, 3.2
VCC EM	Provide information, education and training to cultural and faith communities, municipal council emergency management staff and other agencies	1.2
VMIA	In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs to monitor risk management by departments and participating bodies	1.5
	In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs to provide risk management advice and training to departments and participating bodies	4.5
VRCA	Exercise, evaluate and review the whole of port emergency response plan	
VicTrack	Participate in emergency management and resilience networks and forums	1.2
Water corporations	Conduct periodic training exercises to ensure that their emergency management plans can be implemented effectively	
WICEN	Participate and support local government in organising and conducting exercises identifying different communication strategies	1.2

2. Community Information and Warnings core capability

Deliver public information and warnings that are authoritative, consistently constructed and relevant for all Victorians and visitors in all emergencies. Provide timely and tailored information that supports the community to make informed decisions before, during and after emergencies.

Table 18: Agency roles mapped to the VPF, by critical tasks within the Community Information and Warnings core capability

Critical Task 2.1: Provide information to people and communities on risks, risk mitigation actions, and incident/events that may affect them.

Agency	Activity	Additional alignment to critical tasks
AV	Provide information to the public relating to health emergencies, and how the risk or consequence of these can be reduced	1.5, 2.3
ADF	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)	2.3, 3.2, 4.5
ATSB	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	4.4, 21.1, 21.2
	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	3.1, 3.2, 21.1, 21.2, 21.4, 21.5
	The ATSB issues public reports on investigations, safety issues and reports on remedial safety actions	4.5, 4.6, 6.5, 21.1, 21.3, 21.5
BOM	Contribute to community hazard mapping by taking the lead role in the analysis of relevant meteorological and hydrological information	1.4, 4.4, 4.6
	Issue warnings on gales, storms, tsunami, solar storms and other weather conditions likely to endanger life or property, or that give rise to floods or bushfires	2.3
CityLink	Variable Message Sign utilisation is in conjunction with state partners during emergencies to display community messages on risks and emergencies	2.3, 2.5, 4.3
Coroners Court of Victoria	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, 21.5
CFA	Reduce the number of fires and hazardous incidents through increasing community involvement and awareness in hazard prevention	1.4
	Reduce the number of fires and hazardous incidents through changing community behaviour through public education and legislation	1.1
	Reduce the number of fires and hazardous incidents through broadening community awareness and preparedness to minimise the impact of an emergency on the community	6.3
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through providing advice to threatened and affected communities on actions that they should take during an emergency event	2.3, 3.5
DET	Provision of an emergency notification and reporting service between government schools and emergency services through the department's 24-hour Security Services Unit	2.3, 3.5
DELWP	Cetacean (whale and dolphin) stranding, entanglement or vessel strike – engagement with stakeholders to reduce the incidence of cetacean stranding, entanglement and vessel strike	1.3

Agency	Activity	Additional alignment to critical tasks
	Lead the co-ordination of public information on electricity outages and potential or actual load shedding after consultation with AEMO, ESV, industry and government	2.2, 2.3, 2.5
	Lead the co-ordination of public information on gas usage and potential or actual gas curtailment in consultation with AEMO, ESV, industry and government	2.2, 2.3, 2.5
DHHS	Promoting awareness of safe practices and emergency procedures and implementing safety and warning systems for clients and funded services of DHHS	13.3, 13.5
	DHHS is the regional recovery co-ordinating agency, working with municipal councils and regional agencies to provide tailored information services to affected communities	
	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	3.2
Emergency Broadcasters	Broadcast of information that promotes community safety	
	Broadcast of emergency messages (warnings and information) in the form provided by an authorised emergency service representative, interrupting scheduled programming and repeating as required	2.3
	Broadcast of the Standard Emergency Warning Signal as required, in accordance with the Standard Emergency Warning Signal Guidelines	2.3
	Broadcast of weather forecast information from the BoM relevant to developing emergencies	2.3
	Provision of continuous broadcast services in parts of Victoria affected by a significant emergency (abandoning scheduled programming)	2.3
EMC	Building community resilience through supporting education and awareness with communities about preparing for, responding to and recovering from emergencies	6.5
EMV	In collaboration with the whole-of-government, lead the co-ordination of public information and communication in relation to emergency management for major emergencies	2.2
ESTA	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	2.3
ESV	Gas – Conduct community engagement and gas safety awareness campaigns and programs	2.2
	Electricity – Conduct community engagement and electricity safety awareness campaigns and programs	2.2
	Electricity – Providing information and guidance to local communities to expedite the safe restoration of supply to properties affected by bushfire	2.5
EPA	EPA provides a technical support agency role by, 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	2.3
FRV	Reduce the number of fires and hazardous incidents through increasing community involvement and awareness in hazard prevention	1.4
	Reduce the number of fires and hazardous incidents through changing community behaviour through public education and legislation	1.1
	Reduce the number of fires and hazardous incidents through broadening community awareness and preparedness to minimise the impact of an emergency on the community	6.3
LSV	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	2.2
	Provision of timely, co-ordinated information and warnings around beach and water safety as well as bay water quality to communities	2.3

Agency	Activity	Additional alignment to critical tasks
	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	6.1, 6.4
	Provision of subject matter expertise on water safety campaigns and public awareness communication	2.2, 4.5
	Provision of expert advice on aquatic risk management systems and water safety signage	4.5, 6.2
	Provision of technical and reference manuals, texts, resources, and newsletters on water safety, lifesaving, life guarding, CPR and first aid	4.5
	Provision of information and education displays at tradeshows and community events	4.5
	Provision of water safety first responder services for aquatic based events	3.2
Municipal Councils	Work with the Municipal and/or Regional Emergency Management Planning Committee to undertake provision of community awareness, information and warning system(s)	1.2
NOPSEMA	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, 4.5, 4.6
	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	4.5, 4.6
Services Australia	Co-ordination of the agency's response to emergencies through responding to media requests during an activation (jointly and in consultation with the Media Team)	2.3, 3.2
St John Ambulance	Promotion and provision of community first aid training through public education in schools, workplaces and to the public	4.5, 6.3
	Improve community readiness through the marketing of appropriate and cost effective first aid equipment and servicing	1.2, 1.4
TSV	Provide information, guidance and education that promotes awareness and understanding of transport safety issues	1.1, 1.5, 4.5
VicPol	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, 2.3, 2.5, 6.1
	VicPol is responsible for provision of media co-ordination (where no other facility exists)	2.3, 3.1, 3.5
	VicPol supports to other agencies in dissemination of public information	2.3, 3.1
VICSES	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, 4.5, 4.6
	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
	Provision of information to the community and government	2.3
VBA	Develop and distribute key messages for councils, local relief services, industry and community	
	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	2.3
VFA	Publishing educational material on shark hazards (website)	
	Publishing information for the community on shark hazards	2.2
	Publishing educational material on declared noxious aquatic species (website)	
VIFM	In accordance with the Act, VIFM's role is to provide medical death investigation, including reducing the number of preventable deaths and promote public health and safety and the administration of justice S.64(2) (ha)	1.3

Agency	Activity	Additional alignment to critical tasks
VMIA	VMIA also provides services to the Victorian government on risk and insurance issues and trends	4.5, 17.3
VRCA	Communicate with port users through the Navigation Safety Committee about maritime risks and mitigation measures	
Volunteer Search and Rescue Organisations	Provision of advice, information, and assistance to volunteer agencies and the community in relation to emergency management principles and practice	1.1, 1.2, 4.5, 4.6
	Engage with communities about volunteer agencies capabilities and capacity in an emergency	1.1, 1.2
	Provision of information and education displays at tradeshows and community events	4.5
WorkSafe Victoria	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
	Deliver public safety awareness activities where WorkSafe Victoria has jurisdiction under the *Equipment (Public Safety) Act 1994* and associated regulations	

Critical Task 2.2: Deliver a whole-of-Victorian-Government preparedness and awareness campaign.

Agency	Activity	Additional alignment to critical tasks
DELWP	Lead the co-ordination of public information on electricity outages and potential or actual load shedding after consultation with AEMO, ESV, industry and government	2.1, 2.3, 2.5
	Lead the co-ordination of public information on gas usage and potential or actual gas curtailment in consultation with AEMO, ESV, industry and government	2.1, 2.3, 2.5
EMV	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
ESV	Gas – Conduct community engagement and gas safety awareness campaigns and programs	2.1
	Electricity – Conduct community engagement and electricity safety awareness campaigns and programs	2.1
LSV	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
	Provision of subject matter expertise on water safety campaigns and public awareness communication	2.1, 4.5
VFA	Publishing information for the community on shark hazards	2.1
	Supporting DELWP in the delivery of programs to reduce the incidence of cetacean entanglement and vessel strike from fishing activities	1.5, 3.2

Critical Task 2.3: Deliver timely, co-ordinated, accessible, tailored and relevant information and warnings to communities.

Agency	Activity	Additional alignment to critical tasks
AV	Provide information to the public relating to health emergencies, and how the risk or consequence of these can be reduced	1.5, 2.1

Agency	Activity	Additional alignment to critical tasks
ADF	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, 3.2, 4.5
BOM	Issue warnings on gales, storms, tsunami, solar storms and other weather conditions likely to endanger life or property, or that give rise to floods or bushfires	2.1
	In co-ordination with Victorian state agencies, provide weather-related information to media, including direct broadcast via radio and the internet	3.2, 4.5
BRV	Lead the co-ordination of Victorian Government communications and public information relating to Bushfire recovery	2.5
CityLink	Variable Message Sign utilisation is in conjunction with state partners during emergencies to display community messages on risks and emergencies	2.1, 2.5, 4.3
CFA	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through providing advice to threatened and affected communities on actions that they should take during an emergency event	2.1, 3.5
DET	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, 3.5
DELWP	Provision of emergency advice to reduce gas consumption on a voluntary basis	
	Lead the co-ordination of public information on electricity outages and potential or actual load shedding after consultation with AEMO, ESV, industry and government	2.1, 2.2, 2.5
	Lead the co-ordination of public information on gas usage and potential or actual gas curtailment in consultation with AEMO, ESV, industry and government	2.1, 2.2, 2.5
DoT	Maintaining community safety and confidence through provision of warnings, facilitating network repairs and maintenance and identifying and mitigating transport related risks	4.4, 9.6
	Providing transport closure and condition information to the media and public	4.5, 9.4
Emergency Broadcasters	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
	Broadcast of the Standard Emergency Warning Signal as required, in accordance with the Standard Emergency Warning Signal Guidelines	2.1
	Broadcast of weather forecast information from the BoM relevant to developing emergencies	2.1
	Provision of continuous broadcast services in parts of Victoria affected by a significant emergency (abandoning scheduled programming)	2.1
EMC	Ensuring that warnings are issued, and information is provided to the community in relation to fires, for the purposes of protecting life and property	
ESTA	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
EPA	EPA provides a technical support agency role by, 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	2.1
LSV	Provision of timely, co-ordinated information and warnings around beach and water safety as well as bay water quality to communities	2.1
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for provision of local relief information to public and media	

Agency	Activity	Additional alignment to critical tasks
PV	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, 16.3
Services Australia	Co-ordination of the agency's response to emergencies through activation of the National Security Hotline	3.5
	Co-ordination of the agency's response to emergencies through responding to media requests during an activation (jointly and in consultation with the Media Team)	2.1, 3.2
VicPol	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, 2.5, 6.1
	VicPol is responsible for provision of media co-ordination (where no other facility exists)	2.1, 3.1, 3.5
	VicPol supports to other agencies in dissemination of public information	2.1, 3.1
VICSES	Provision of information to the community and government	2.1
VBA	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
VRCA	Deliver marine notices and warnings to port users	

Critical Task 2.4: Undertake evaluations and research to understand community information needs and effectiveness of warnings.

Agency	Activity	Additional alignment to critical tasks
Emergency Broadcasters	Participation in emergency debrief forums, particularly regarding public information and media issues	21.1
ESTA	Render communication and media response support for the control agency as appropriate	3.2
Municipal Councils	When safe to do so, provide support to the ICCs and/or RCCs, through facilitation of the delivery of official agency warnings to the community through local channels (not all councils will undertake this activity)	

Critical Task 2.5: Plan for and deliver collaborative and proactive messaging to promote recovery in impacted communities.

Agency	Activity	Additional alignment to critical tasks
BRV	Lead the co-ordination of Victorian Government communications and public information relating to Bushfire recovery	2.3
CityLink	Variable Message Sign utilisation is in conjunction with state partners during emergencies to display community messages on risks and emergencies	2.1, 2.3, 4.3
DELWP	Lead the co-ordination of public information on electricity outages and potential or actual load shedding after consultation with AEMO, ESV, industry and government	2.1, 2.2, 2.3
	Lead the co-ordination of public information on gas usage and potential or actual gas curtailment in consultation with AEMO, ESV, industry and government	2.1, 2.2, 2.3

Agency	Activity	Additional alignment to critical tasks
DHHS	DHHS supports municipal councils in their respective role to deliver the relief and recovery activities of: forming, leading and supporting Municipal/Community Recovery Committees; providing and staffing of recovery/information centres; advising on, providing and managing community development services; and providing tailored information services to affected communities, using e.g. information lines, newsletters, community meetings and websites	4.5
ESV	Electricity – Providing information and guidance to local communities to expedite the safe restoration of supply to properties affected by bushfire	2.1
VicPol	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, 6.1
VBA	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	

3. Operational Management core capability

Establish and maintain a unified and co-ordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities, including operational communications. *

**Operational Communications: are the communications within and between emergency management agencies, when responding to emergency incidents,* performing business as usual activities in the field or responding to multi-agency, large scale emergency events.

Table 19: Agency roles mapped to the VPF, by critical tasks within the Operational Management core capability

Critical Task 3.1: Establish command and control to effectively deliver emergency management.

Agency	Activity	Additional alignment to critical tasks
Airservices	Through Air Navigation Services, 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	
	Provision of ARFFS at Melbourne and Avalon Airports inclusive of; Fire and rescue response role to aircraft fires, accidents and incidents on or in the vicinity of the airport, Structural firefighting on or in the vicinity of the airport and Wildfire suppression on or in the vicinity of the airport	3.2, 7.2
	Control agency for aircraft inflight emergencies and rescue and firefighting at designated airports	7.2, 12.3
	Airservices works with DoT (as lead Government liaison) to deliver the recovery activities of restoring airports to normal activity and assisting logistics interdependencies, contingencies and reconstruction	3.2
AV	The role of AV under the SHERP is to deploy a Health Commander to direct the operational health response	3.2, 14.4, 14.5, 14.6, 14.8
	The role of AV under the SHERP is to assemble and lead the Health Incident Management Team	14.5, 14.6, 14.8
	AV is lead agency for the relief activity of co-ordinating pre hospital care	14.2, 14.8
	AV is lead agency for the relief activity of establishing field primary care clinics or other health relief assistance measures as directed by the State Health Commander	14.3, 14.4, 15.1, 15.2
	AV is lead agency for the relief activity of restoration, clearing and rehabilitation of public buildings and assets managed within AV's portfolio	19.3, 19.7
ADF	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	12.1, 12.3
Australian Government Department of Home Affairs	EMA has a central role in co-ordinating the Australian Government response under the COMDISPLAN to emergencies in support of the states and territories	3.2
ARC	Co-ordination and provision of relief services to ensure communities are effectively supported	
AMSA	Control agency for ship casualty within Australian waters falling outside of a state or the Northern Territory	
	Control agency for marine pollution responses originating from ships within Australian waters falling outside of a state or the Northern territory	

Agency	Activity	Additional alignment to critical tasks
	Control agency for both aviation and maritime search and rescue, and distress beacon detection	
ATSB	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	3.2, 21.1, 21.2
	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, 3.2, 21.1, 21.2, 21.4, 21.5
	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 *Transport Safety Investigation Act*. In addition, ATSB reports are inadmissible in civil or criminal proceedings except in certain limited circumstances such as coronial inquiries	3.2, 4.4, 4.5, 6.5
BRV	Co-ordinate state and regional recovery, including lead intergovernmental co-ordination	
	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	19.2
CityLink	CityLink is monitored through a dedicated Traffic Control Room 24/7 with the ability to host an ICC for external parties	3.3
	During an emergency CityLink will, if first responders at a scene, initiate incident management procedures (such as traffic management and access) until control agency on site	9.1, 9.2, 9.3
Coroners Court of Victoria	To commence the coronial investigation process	8.1
CFA	Control agency for fire on private land within Country Area Victoria; accidents involving gas leakage, hazardous materials, lifts, or scaffolding and amusement structures, and building collapse; fire and explosion incidents involving aircraft and boilers and pressure vessels and rescue incidents involving rail, aircraft and industrial, road, and building structures	7.2, 12.3
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through controlling accidents involving boilers/pressure vessels; dangerous goods/hazardous materials; lifts; building collapse and explosions (e.g. gas)	
DET	Co-ordination of emergency response for children's services, government and non-government schools	
	DET is lead agency for the recovery activity of 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	15.2, 15.3, 20.1
	DET is lead agency for the recovery activity of 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	19.2, 19.3, 19.7
DELWP	DELWP is the control agency for cetacean (whale and dolphin) stranding, entanglement and vessel strike; dam safety; fire in state forest, national park and protected public land; wildlife affected by marine and fresh water pollution; blue-green algae; reticulated water and wastewater (sewerage) service; wildlife welfare arising from an emergency event; energy (electricity, gas and liquid fuels network supply disruptions); non-hazardous pollution of inland waters	
	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	3.2

Agency	Activity	Additional alignment to critical tasks
	Wildlife welfare arising from emergency events – provision of advice to government and emergency agencies regarding impacts of animal welfare for wildlife	3.2, 4.5, 11.1
	Wildlife welfare arising from emergency events – lead control agency for providing a co-ordinated response to wildlife welfare arising from emergencies	
	Wildlife welfare arising from emergency events – ensuring the veterinary assessment and treatment of wildlife taken into care	
	Blue-Green Algae bloom – control agency for providing a co-ordinated response for blue-green algae incidents	
	Cetacean (whale and dolphin) stranding, entanglement or vessel strike – control agency for providing a co-ordinated response to cetacean entanglements or strandings under the Victorian Cetacean Emergency Plan	
	Cetacean (whale and dolphin) stranding, entanglement or vessel strike – control agency for response to cetaceans impacted by vessel strike under the Victorian Cetacean Emergency Plan	
	Dam safety – manage escalated response activities in order to minimise the impact on the community and the environment from dam safety	11.2, 11.3
	Reticulated water and wastewater (sewerage) services – manage escalated response activities in order to minimise the impact on the community from reticulated water supply and wastewater (sewerage) service disruptions	
	Non-hazardous pollution of inland waters – manage escalated response activities in order to minimise the impact on the community and the environment from non-hazardous pollution of inland waters	
	Energy – DELWP is the control agency for energy supply disruptions, in accordance with plans and procedures and within the powers available to resolve the situation	1.5
	Fire – Control agency for bushfires in state forest, national parks, and protected public lands in accordance with the State Bushfire Sub-Plan and SEMP	7.2
	Wildlife affected by marine and freshwater pollution – Control agency for responding to wildlife impacted by marine pollution, including oil or chemical spills, under the Wildlife Response Plan for Marine Pollution Emergencies	3.2
	DELWP is lead agency for the recovery activity of investigating and carrying out erosion control on public land, as co-lead with PV and DoT	18.1, 18.3, 18.4
DHHS	Control agency for human disease/epidemics (including mass, rapid onset of human disease from any cause), food/drinking water contamination and incidents involving radiological substances and biological releases	13.1, 13.2, 13.3, 13.4, 13.5
	Direct the strategic health response during an emergency with major health consequences	14.8
DJPR	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)	15.7, 16.1, 16.2
DJCS	Provides the initial response capability for emergencies within prisons	3.2
DPC	Activate and manage the State Crisis Protocol to support government response during an extreme emergency	3.2
	Activate and manage the State Crisis Protocol to support government during recovery from an extreme emergency	3.2
	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)	
	Perform control agency functions during cyber security emergencies, in line with the SEMP – Cyber Security Sub-Plan	
DoT	DoT's responsibilities include supporting relevant Ministers, and overseeing responsible entities, nominated under Part 7A of the EM Act 2013 with respect to the transport system	3.2

Agency	Activity	Additional alignment to critical tasks
	DoT, through the Head, TfV, also oversees Public Transport Operator Responsibilities, including relevant control centres and community communication networks, extending to the Melbourne Metropolitan Rail Network (maintained and operated by Metro Trains Melbourne); the Melbourne Tram Network (maintained and operated by KDR Victoria Pty Ltd – trading as Yarra Trams); the Melbourne Metropolitan, Regional and DET School bus Networks; the Intrastate Rail Network (maintained and operated by V/Line); and the Interstate Rail Lines (maintained and operated by the Australian Rail Track Corporation)	3.2, 3.3, 3.5
	DoT, through the Head, TfV, is responsible for co-ordinating the restoration of rail, tram, contracted ferries and bus services	3.2
	DoT is the control agency for the essential service disruption to public transport, major arterial roads, bridges and tunnels	
	DoT is the control agency for 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	
DTF	DTF is lead agency for the recovery activity of co-ordinating insurance advice and information to government through liaison with the ICA	17.3
EastLink	During an emergency Eastlink will support the control and support agencies by providing an EMLO	3.2
EMC	Ensuring the co-ordination of activities of agencies with roles and responsibilities in Class 1 and Class 2 emergencies	3.2
	Ensuring that control arrangements are in place for Class 1 and Class 2 emergencies	
	Appointing a SRC for Class 1 emergencies	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	3.2
	For major emergencies, appoint a SCM, as required	
	For all major emergencies, appoint a State Recovery Co-ordinator (SReC) and State Emergency Relief Co-ordinator (SERC), as required	3.2
	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	
EMV	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	
	The SCM is to lead the co-ordination of agencies who have responsibilities for consequence management for major emergencies	3.2
	EMV is lead agency for the recovery activity of administering the Victorian Natural Disaster Financial Assistance scheme, in accordance with the Commonwealth DRFA	15.4
	EMV is lead agency for the recovery activity of providing financial assistance to relevant government agencies and to municipal councils where eligible for disaster expenditure including counter disaster operations and the restoration of essential municipal assets	15.4, 19.7
ESV	Gas – 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	3.2, 3.5, 5.4, 11.1, 11.3
	Electricity – Exercising powers conferred to ESV to issue directions to make safe of an electricity situation	3.2, 3.5, 5.4, 11.1, 11.3
FRV	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 *Port Management Act 1995*) including accidents involving gas leakage, hazardous materials, lifts, cranes or scaffolding and amusement structures, and building collapse; fire and explosion incidents involving aircraft and boilers and pressure vessels; and rescue incidents involving rail, aircraft and industrial, road, USAR, confined space, trench, low-high angle and tunnel, and building structures	7.2, 12.3

Agency	Activity	Additional alignment to critical tasks
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through the suppression of uncontrolled fires	7.1, 7.2
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through rescue of persons from fire, road, rail and aircraft accidents, industrial accidents and other emergencies	12.3
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through controlling accidents involving boilers/pressure vessels, dangerous goods/hazardous materials, lifts and cranes, tunnelling/trenches, building collapse and explosions (e.g. gas)	
LSV	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	3.2, 12.1, 12.3
	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	3.2, 10.1, 12.1, 12.3
	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	3.3, 3.4, 4.1, 4.4, 4.5, 4.6
Lendlease (Peninsula Link)	Lendlease supports emergency response activities by providing a forward EMLO	3.2
NBN Co	Facilitate actions within, and across the telecommunications sector in response to an emergency event	
TSV	Control agency for maritime casualty non-search and rescue of all vessels in coastal waters excluding those in commercial and local port waters	
VicPol	VicPol is the control agency for search and rescue on land and Victorian waters, other than for ADF ships and planes	12.1, 12.3
	VicPol is the control agency for road, rail, tram, aircraft and marine (not pollution, cetaceans or wildlife) accidents/incidents, explosive devices, threats to life and property (unless otherwise designated)	
	VicPol is the control agency for rescue in mines and caves	12.3
	VicPol is the control agency for Class 3 emergencies (as defined in the SEMP)	3.4, 5.4
	Responsible for the effective co-ordination of emergency response within regions and/or municipal areas for all emergencies	3.2
	Responsible for the effective co-ordination of emergency response within the state, regions and/or municipal areas for class 3 emergencies	3.2, 5.4
	VicPol is responsible for registration of evacuees – in conjunction with ARC	3.2, 4.5, 15.6
	VicPol is responsible for provision of media co-ordination (where no other facility exists)	2.1, 2.3, 3.5
	VicPol is responsible for traffic management – in consultation with the control agency and other expert advice	3.2, 5.3, 9.3
	VicPol supports to other agencies in dissemination of public information	2.1, 2.3
	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	19.1, 19.2, 19.4, 19.7
VICSES	VICSES is the control agency for storm, flood, landslide, tsunami and earthquake, accidents involving building collapse, rescue incidents involving rail, aircraft and industrial, road, and building structures	12.3

Agency	Activity	Additional alignment to critical tasks
	VICSES provides continuous protection of life, property and the environment 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	12.3
VFA	VFA is the control agency for providing a co-ordinated response to shark hazards under the State Shark Hazard Plan	
	VFA is a key support agency for 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	3.2
	VFA is a key support agency for the relevant control agency responding to pollution of waterways	
VIFM	Respond to requests from DFAT and AFP regarding fatality incidents overseas	3.2, 8.2
	Manage the Victorian state mortuary facility and where required, establish temporary mortuary facilities	8.4
	VIFM is a lead agency for communicating with the families of deceased persons S.66(1)(h)(l)	8.6
VPC(M)	Provide control systems for fuel bunkering and "Hot Work" activities in the Port	
	Control agency for maritime casualty non-search and rescue in Port of Melbourne waters under its control	
	Control agency for oil pollution in the Port Phillip Region (Cape Otway to Cape Shanck)	
Water corporations	Activate emergency management plans and business continuity plans when there is a foreseeable or actual failure of their assets or disruption to their services	

Critical Task 3.2: Activate established co-ordination networks to support operational response.

Agency	Activity	Additional alignment to critical tasks
Airservices	Through Air Navigation Services, assistance to the Joint Rescue Co-ordination Centre operated by AMSA in the reporting and location of Emergency Locator Transmitters	
	Through Air Navigation Services, assistance to aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.)	3.3, 3.5
	Provision of ARFFS at Melbourne and Avalon Airports inclusive of; Fire and rescue response role to aircraft fires, accidents and incidents on or in the vicinity of the airport, Structural firefighting on or in the vicinity of the airport and Wildfire suppression on or in the vicinity of the airport	3.1, 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 firefighting services to assist in controlling a fire that is not near a designated airport	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 provision of first aid services on or in the vicinity of designated airports	14.2
	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 response to vehicle accidents on or in the vicinity of designated airports	

Agency	Activity	Additional alignment to critical tasks
	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 initial hazardous materials response on or in the vicinity of designated airports	16.1, 16.7
	Airservices works with DoT (as lead Government liaison) to deliver the recovery activities of restoring airports to normal activity and assisting logistics interdependencies, contingencies and reconstruction	3.1
AV	The role of AV under the SHERP is to deploy a Health Commander to direct the operational health response	3.1, 14.4, 14.5, 14.6, 14.8
	The role of AV under the SHERP is to represent Health as a member of the Emergency Management Team, and report on patient numbers and health impacts	11.1
	The role of AV under the SHERP is to activate other key SHERP position holders or mobile specialist teams	14.4, 14.6, 14.8
	The role of AV under the SHERP is to support the Evacuation Manager in evacuating vulnerable people	5.2, 14.5, 14.6
	The role of AV under the SHERP is to 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	14.4, 15.5
	The role of AV is to provide health support to other agencies, where appropriate	
	AV supports the controller as requested to deliver relief and recovery activities	
ADF	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	
	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
	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	
	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, 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	
	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	15.2
	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	
	Through the appropriate request process, Defence has the capacity to support EMV and Emergency Management agencies through the provision of 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	4.5, 4.6, 10.1

Agency	Activity	Additional alignment to critical tasks
AEMO	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)	4.6, 11.1, 11.2
Australian Government Department of Home Affairs	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	
	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
	The Counter Terrorism Centre is responsible for counter terrorism strategic policy, counter terrorism operational co-ordination and evaluation and counter terrorism capability	1.1, 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
	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 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	3.3, 4.5, 4.6
ARC	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	15.6
	ARC supports DHHS in its role to provide personal support (psychological first aid) in relief and recovery centres and through community outreach	15.2, 15.3
	ARC supports municipal councils through advice, guidance and connections to individuals and organisations that can provide additional support to affected persons	20.5
	ARC supports DPC in its role to organise public appeals when requested, through collecting monetary donations for state-wide public appeals	20.3
ATSB	The ATSB co-operates 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
	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, 21.1, 21.2
	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, 21.1, 21.2, 21.4, 21.5
	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	3.1, 4.4, 4.5, 6.5

Agency	Activity	Additional alignment to critical tasks
	the *Transport Safety Investigation Act*. In addition, ATSB reports are inadmissible in civil or criminal proceedings except in certain limited circumstances such as coronial inquiries	
BOM	In co-ordination with Victorian state agencies, provide weather-related information to media, including direct broadcast via radio and the internet	2.3, 4.5
BRV	Co-ordinate state and regional recovery, including 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	20.5, 20.6
	Support the establishment and operation of Community Recovery Committees	
CMAs	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	11.3, 18.4
CityLink	During an emergency CityLink will assist the control and support agencies as required and within its capabilities	
	During an emergency CityLink will provide an EMLO	
	CityLink's role in recovery is to work collaboratively with state authorities and local government regarding CityLink operations	
CFA	Provide key support for USAR capability across Victoria in accordance with state arrangements	12.3
	Provide key support for EMR from designated stations to relevant events to support AV	14.2, 14.4
	Provide key support for tunnel and trench rescue incidents	12.3
	Provide key support for Mines Rescue capability across Victoria in accordance with state arrangements	12.3
	CFA supports the Controller by providing assistance, advice and information to other agencies responsible for, or involved in, recovery activities	4.5
DET	Provision of assistance and support for management of incidents involving parents, staff, students and media during emergencies	
	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	
	Providing advice and support to early childhood services and non-government schools when required	4.5, 15.2
DELWP	DELWP is a support agency for fire on private land, drinking water contamination, floodplain management/flood, extreme heat and marine pollution (shoreline response)	
	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
	Wildlife welfare arising from emergency events – provision of advice to government and emergency agencies regarding impacts of animal welfare for wildlife	3.1, 4.5, 11.1
	Blue-Green Algae bloom – co-ordination of state-wide blue-green algae management activities	4.6
	Energy – DELWP is the 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	
	Fire – Support agency for other fires on private land	
	Floodplain management/flood – provide a co-ordinated response to manage any residual water after a major flood event	
	Mapping and information services – support to emergency response agencies through provision of digital and spatial information and services, and topographical mapping, both hardcopy and electronic	4.6

Agency	Activity	Additional alignment to critical tasks
	Wildlife affected by marine and freshwater pollution – development of partnerships and agreements with key organisations that will support DELWP in responding to wildlife affected by marine pollution	1.2
	Wildlife affected by marine and freshwater pollution – Control agency for responding to wildlife impacted by marine pollution, including oil or chemical spills, under the Wildlife Response Plan for Marine Pollution Emergencies	3.1
	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	1.5, 10.1, 19.6
	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	1.5, 10.1, 19.6
	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	1.5, 10.1, 19.6
DHHS	Through the SHERP, ensure a safe, effective co-ordinated health and medical response to emergency incidents that go beyond day-to-day arrangements	14.4, 14.6, 14.8
	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	14.4
	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
DJPR	DJPR promotes resilience through 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	1.2, 1.3
	DJPR promotes resilience through working with the Communications sector on mobile blackspots and telecommunications resilience programs	1.2, 3.5
	DJPR promotes resilience through providing a liaison and other operational personnel to the SCC during a major emergency to providing specialist advice and supporting the state as required	
	DJPR is a key support agency for mining and petroleum emergencies by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal wells	4.5, 4.6
	DJPR is a key support agency for explosion	
	DJPR is a key support agency for rescue: mine/quarry and lift, crane, scaffolding or amusement structure	12.3
	DJPR is a key support agency for wildlife affected by marine pollution	16.7
	DJPR is a key support agency for foodborne illness	14.1
	DJPR is a key support agency for the (vast) majority of resources for response to a disruption to essential services are within relevant industry sectors	10.1
	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	19.7
	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	15.4

Agency	Activity	Additional alignment to critical tasks
	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, promoting the support to primary producers and stakeholders	17.1
	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	11.1, 17.5
DJCS	Supports EMV to co-ordinate whole of government policy and planning for emergency management	1.1, 1.2
	Supports EMV in the administration of the Natural Disaster Resilience Grants Scheme for Victoria	
	Supports EMV and the EMC for emergency response management (predominantly response co-ordination for major emergencies)	
	Provides the initial response capability for emergencies within prisons	3.1
	Participates on emergency management teams at the local, regional and state level as required	
	Provides support resources to ICCs and RCCs, where possible	3.3
	Supports EMV and the EMC for the co-ordination of emergency relief and recovery services at state level	
	Provide resources to support relief centres, where possible	10.1, 15.2
DPC	Activate and manage the State Crisis Protocol to support government response during an extreme emergency	3.1
	Activate and manage the State Crisis Protocol to support government during recovery from an extreme emergency	3.1
DoT	DoT's responsibilities include supporting relevant Ministers, and overseeing responsible entities, nominated under Part 7A of the *EM Act 2013* with respect to the transport system	3.1
	DoT works with the transport sectors to enhance critical infrastructure resilience, through emergency risk management planning by vital critical infrastructure owners and operators	1.2, 1.3, 1.4
	DoT, through the Head, TfV, also oversees Public Transport Operator Responsibilities, including relevant control centres and community communication networks, extending to the Melbourne Metropolitan Rail Network (maintained and operated by Metro Trains Melbourne); the Melbourne Tram Network (maintained and operated by KDR Victoria Pty Ltd – trading as Yarra Trams); the Melbourne Metropolitan, Regional and DET School bus Networks; the Intrastate Rail Network (maintained and operated by V/Line); and the Interstate Rail Lines (maintained and operated by the Australian Rail Track Corporation)	3.1, 3.3, 3.5
	DoT will respond by 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	
	Providing and facilitating professional and skilled engineering and technical emergency teams/experts, equipment and material to other emergencies from either the department, public transport operators or contractors as appropriate	19.1
	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	4.5, 10.1
	DoT liaises with relevant industry sectors to facilitate response to a disruption to essential services, except for a disruption to roads	
	DoT, through the Head, TfV, is responsible for co-ordinating the restoration of rail, tram, contracted ferries and bus services	3.1
	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	4.4, 4.5

Agency	Activity	Additional alignment to critical tasks
	Leading liaison between port managers and the Victorian Government. DoT will work with port owners and operators and other agencies and businesses as required	
	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	
DTF	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	
EastLink	During an emergency Eastlink will support the control and support agencies by providing a EMLO	3.1
	Liaison with state authorities and local government regarding EastLink	
Emergency Broadcasters	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	3.5
EMC	Ensuring the co-ordination of activities of agencies with roles and responsibilities in Class 1 and Class 2 emergencies	3.1
	Appointing a SRC for Class 1 emergencies	3.1
	Managing the SCC on behalf of, and in collaboration with, agencies that may use it for emergencies	3.3
	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
	For all major emergencies, appoint a State Recovery Co-ordinator (SReC) and State Emergency Relief Co-ordinator (SERC), as required	3.1
EMV	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	4.5
	Supporting the EMC in the performance of his or her functions	
	The SCM is to lead the co-ordination of agencies who have responsibilities for consequence management for major emergencies	3.1
	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	
	EMV is responsible for supporting the EMC in reporting to the Minister for Police and Emergency Services on relief and recovery	4.5, 4.6
	EMV is responsible for supporting the EMC in co-ordinating data collection and state impact assessment processes	11.1, 11.2, 11.3
	EMV is responsible for supporting the EMC in co-ordinating investment and planning	1.2
	EMV supports 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	20.3
	EMV supports municipal councils to deliver their respective relief and recovery activity of co-ordinating of clean-up activities where state assistance is required	
	EMV supports 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	17.2, 17.4, 17.5
	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	7.3

Agency	Activity	Additional alignment to critical tasks
ESTA	Dispatch appropriate emergency response resources and support them with situational awareness information through operational communication networks	7.3, 12.4, 14.4
	Answer Triple Zero emergency calls from Telstra and activate agency responses and disseminate that information to the agencies	4.5
	Conduct immediate, operational enquiries on persons, vehicles and locations for VicPol	11.1
	Support other agencies in business continuity and redundancy planning and testing	3.3
	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	4.1, 4.6
	Render communication and media response support for the control agency as appropriate	2.4
ESV	Gas – 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	3.1, 3.5, 5.4, 11.1, 11.3
	Electricity – Exercising powers conferred to ESV to issue directions to make safe of an electricity situation	3.1, 3.5, 5.4, 11.1, 11.3
EPA	EPA provides a technical support agency role by responding to and assessing reports of pollution from the community, industry, government agencies and emergency services	4.4, 16.2
	EPA provides a technical support agency role by supporting the control and other support agencies with powers under the *Environment Protection Act* where required	
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through USAR capability across Victoria in accordance with state arrangements	12.4
	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	14.2, 14.4
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through incident response involving explosive devices, natural events (flood, storm and tsunami) and maritime casualty involving commercial ships in Port of Melbourne waters (non SAR)	
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through swift water rescue and maritime incidents across the state	12.3
	Provide support to other agencies, where appropriate, for recovery activities involving personnel or the environment	
Foodbank Victoria	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	10.1, 10.3
	Foodbank leads, with the support of its partner agencies and charity partners, the identification of essential supplies for distribution to affected communities	10.2
	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	10.4
	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	10.1, 10.2, 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	10.1, 10.3

Agency	Activity	Additional alignment to critical tasks
	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	15.2
	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	10.2, 15.2, 15.5, 20.4
	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	10.2, 10.3, 15.2
ICA	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	4.5
	ICA provides support to Local and State Government in its role in participating in State, Regional and Local Recovery committees to advise on insurance issues and to expedite community recovery	4.5
LSV	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, 12.1, 12.3
	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, 10.1, 12.1, 12.3
	Provision of first aid and other medical response support services to AV (as co-responder/emergency medical responder)	14.1, 14.2
	Provision of air and sea marine animal detection services in support of the VFA	16.2
	Provision of water safety first responder services for aquatic based events	2.1
	Provision of support to lead agencies for pre-hospital care for people affected by emergencies	14.1, 14.2
	Provision of support to lead agencies for the establishment and resourcing of field primary care clinics	14.3, 14.4
	Provision of support to lead agencies for health and medical relief (first aid) assistance measures	14.2, 14.7
Lendlease (Peninsula Link)	Lendlease supports emergency response activities by providing a forward EMLO	3.1
	Lendlease supports emergency response activities by assist other agencies with traffic management, as required (excluding maintenance of supply lines)	5.3
	Liaison with state authorities and local government regarding Peninsula Link	
Melbourne Water	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	11.1, 16.1
	Undertake response activities related to DELWP response plans	
	Provide advice and support to DELWP for any dam safety event	11.3
	Melbourne Water leads delivery of the relief and recovery activity of 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)	19.4, 19.7
Municipal Councils	When safe to do so, provide support to the ICCs and/or RCCs, through provision of available municipal resources to response agencies	
	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for forming, leadership and supporting Municipal/Community Recovery Committees	

Agency	Activity	Additional alignment to critical tasks
NBN Co	Monitor emergency events at local, district and state levels in collaboration with DJPR	4.1
	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	4.4, 4.5, 11.3
	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	10.3
NOPSEMA	Ensuring that response activities in an offshore area are carried out in a manner consistent with accepted regulatory documents and significant incident directions	
PV	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, 7.1
	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	7.1, 18.2
	Fire suppression on public land in Victoria (Fire Protected Area): provide staff and equipment to support DELWP	7.1, 7.2
	Fire suppression activities in parks and reserves managed by PV in the FRV Fire District	7.1, 7.2
	Fire suppression activities in parks and reserves managed by PV in the Country Area of Victoria under the direction of CFA	7.1, 7.2
	Provision of trained staff 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	16.5
	Provision of trained staff to assist with the recovery of maritime casualties – non SAR – (all vessels) in local port waters of the local ports of Port Phillip, Western Port and Port Campbell	
	Provision of trained staff 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	
	Provision of trained staff and equipment to 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	16.7
	Provision of trained staff to assist with cetacean strandings and entanglements under the direction of DELWP in accordance with the Victorian Cetacean Contingency Plan (DELWP)	
	Provision of trained staff and equipment to assist with the clean-up of fish deaths, under the direction of EPA in accordance with the Fish Death Response Procedure	10.1
	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)	
	Search and rescue on land and in Victorian waters, particularly those managed by PV, under the direction of VicPol	12.1
	Provision of trained staff to assist with wildlife incidents on public land under the direction of DELWP	
	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	
	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	2.3, 16.3

Agency	Activity	Additional alignment to critical tasks
Salvation Army	Provide support to community safety activities	20.6
Services Australia	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
	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, 7.3, 12.4, 14.4
	Support the agency's EMLO including provision of back up support	
	Co-ordination of the agency's response to emergencies through activation and secretariat for the Emergency Response and Recovery Committee	
	Co-ordination of the agency's response to emergencies through activation of National Emergency Call Centre Surge Capability	
	Co-ordination of the agency's response to emergencies through activation of state/territory requests for surge assistance	
	Co-ordination of the agency's response to emergencies through supporting Service Zones through participation in Zone Emergency Response and Recovery Committee	
	Co-ordination of the agency's response to emergencies through responding to media requests during an activation (jointly and in consultation with the Media Team)	2.1, 2.3
	Situation Reporting for the agencies executive staff and the Department of Home Affairs' Crisis Co-ordination Centre	
	Workload management and allocation of all calls and claims received within the agency relating to an emergency/disaster activation	3.5
	Services Australia may also provide the service of participation in outreach services teams on request of DHHS	
	Services Australia may also provide the service of 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	6.1, 14.4, 15.4, 15.5, 20.6
	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	3.4, 3.5, 14.4
St John Ambulance	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
	Support of AV through the provision of non-emergency patient transport as a licenced operator	14.5
	Support agency for the provision of first aid and medical services to other emergency service agencies and public	14.2, 14.7
	Support for AV and DHHS with first aid and medical services within the scope of the SHERP	14.2, 14.7
Telstra	Telstra can provide network status information via its EMLO as required	3.4, 4.5
TSV	Receive notifications of notifiable occurrences/incidents/accidents in bus and maritime	4.4
	Liaise with relevant agencies following incidents and accident, including, VicPol, Office of the Chief Investigator (Transport and Marine Safety Investigations), WorkSafe Victoria and DoT	4.5
VicPol	Responsible for the effective co-ordination of emergency response within regions and/or municipal areas for all emergencies	3.1
	Responsible for the effective co-ordination of emergency response within the state, regions and/or municipal areas for class 3 emergencies	3.1, 5.4

Agency	Activity	Additional alignment to critical tasks
	VicPol is responsible for evacuation – in consultation with the control agency and other expert advice	5.2
	VicPol is responsible for registration of evacuees – in conjunction with ARC	3.1, 4.5, 15.6
	VicPol is responsible for traffic management – in consultation with the control agency and other expert advice	3.1, 5.3, 9.3
	VicPol supports to other agencies in provision of personnel	8.3, 12.4
	VicPol supports to other agencies in provision of land, air and water transport	9.2
	VicPol supports to other agencies in access to communications	3.4, 3.5, 5.1
	VicPol supports to other agencies in coronial investigations	8.1, 8.5
VICSES	Provide key support for search and rescue on land and water evacuations and incidents involving mass casualties	5.2, 8.2, 12.1, 12.3
	Provide the emergency response development function to each emergency response region	
	VICSES supports controller through providing human and other resources for relief and recovery activities where appropriate	
	Provide key support for USAR capability across Victoria in accordance with state arrangements	12.1, 12.3
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through USAR capability across Victoria in accordance with state arrangements	12.4
VBA	Building and plumbing industry stakeholder engagement and network activation	
VCC EM	VCC EM supports DHHS to deliver the relief and recovery activity of co-ordinating the multi-faith multicultural response to emergencies	
	VCC EM supports DHHS to deliver the relief and recovery activity of 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	15.5
	VCC EM supports DHHS to deliver the relief and recovery activity of 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	15.3, 20.1, 20.6
VFA	Supporting DELWP in the delivery of programs to reduce the incidence of cetacean entanglement and vessel strike from fishing activities	1.5, 2.2
	Supporting DHHS in sampling of shellfish for marine biotoxin contamination	16.1, 16.2
	VFA is a key support agency for responding to cetacean entanglements or impacts under the Victorian Cetacean Emergency Plan, including providing vessels and crew	
	VFA is a key support agency for 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	3.1
	VFA is a key support agency for 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	11.1, 11.3, 16.1, 16.2, 16.3
	VFA is a key support agency for responding to Blue-green algae blooms where these impact on fisheries and fishing	16.1, 16.2
	VFA is a key support agency for DHHS responding to food contamination involving fish in Victorian waters	16.2, 16.3
	VFA is a key support agency for providing boats and operators to assist in emergency response and logistics	9.2, 10.1
	Liaise with DJPR or other control agencies for relief or recovery activities affecting the fishing or aquaculture industries	18.7
VIFM	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)	4.5

Agency	Activity	Additional alignment to critical tasks
	In accordance with the Act, VIFM's role is to provide medical death investigation, including promoting and assisting in the performance by the Coroners Court of Victoria of its functions S.64(2)(j)	
	In accordance with the Act, VIFM's role is to provide medical death investigation, including documenting and recording the findings and results of investigations S.66(1) (e)	4.1, 4.4, 4.5
	In accordance with the Act, VIFM's role is to provide medical death investigation, including providing reports to Coroners about causes of death and the results of investigations S.66(1)(f)	4.1, 4.4, 4.5
	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, 4.5
	Provide technical consultancy advice and operational support on fatality management to the lead agency in Coronial and in non-Coronial deaths	4.5
	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)	8.2, 8.7
	Assist emergency response agencies with the investigation of a range of death scenes including mass fatality emergencies	8.5
	Respond to requests from DFAT and AFP regarding fatality incidents overseas	3.1, 8.2
	VIFM can support the recovery activity of Disaster Victim Identification	8.3
	VIFM can support the recovery activity of reconnection of family and friends	15.6
	VIFM can support the recovery activity of forensic scientific analysis	
	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	
VMIA	Provides insurance for the Emergency Resource Providers Support Scheme for response preparedness to enable use of private resources for emergency response	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 DTF in its role of advising the state through the relevant Minister on insurance implications for emergencies	4.4, 11.2, 11.3
	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 DET and DHHS to the extent any state schools or state health services are impacted	4.5, 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 DoT in its role of restoring major arterial roads, bridges and tunnels, tram, bus and rail services	4.5, 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 DELWP/PV in its role of restoring, clearing and rehabilitation of public land and assets managed directly by DELWP, PV or CMAs	4.5, 17.3
VPC(M)	Provide access to VPC(M) controlled resources	
	Provide marine expertise to state response agencies	4.5, 4.6

Agency	Activity	Additional alignment to critical tasks
	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	
VRCA	Identify and gather any actionable shipping information, such as damage sustained, current situation and possible risks, to provide to emergency services for response activities	11.1, 11.3
VicTrack	Provide professional engineering and technical advice to control agencies (public transport telecommunications, communications, level crossings and infrastructure)	9.6
	VicTrack supports DoT in its role restoring tram, bus, rail services	19.7
	VicTrack supports DJPR in its role assisting with telecommunications asset reinstatement	19.7
Volunteer Search and Rescue Organisations	Provision of training programs (such as Basic First Aid) to people affected by emergencies in support of lead agencies	1.4
	Support agency to VicPol for land, water and transport search and rescue	12.1, 12.3
	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	3.3
	Volunteer Search and Rescue Organisations are supported by CFA and VICSES who also provide volunteer emergency workers for emergency search and rescue response operations	
Water corporations	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	10.2, 15.2
	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	15.3
WICEN	Provision of appropriately trained radio operators to support agencies upon request	
	WICEN works with DJPR (as lead Government liaison) to provide alternate, limited capability communications networks where required	3.5, 19.7, 19.8
WorkSafe Victoria	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	11.1
	Engage with the lead co-ordinating agency to provide Workcover insurance advice, information and communication	4.5
	Co-ordinate and collaborate with WorkSafe Agents, self-insurers and service providers as required to ensure continuity of service to the Victorian community	

Critical Task 3.3: Identify and maintain facilities for emergency management activities.

Agency	Activity	Additional alignment to critical tasks
Airservices	Through Air Navigation Services, assistance to aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.)	3.2, 3.5
AV	Co-ordinate a Public Access Defibrillation program, and Community Emergency Response Teams	1.2, 3.5, 14.8
Australian Government Department of Home Affairs	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 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	3.2, 4.5, 4.6
BRV	Establish and operate community recovery hubs, linking locals to practical recovery supports	20.6
CityLink	CityLink is monitored through a dedicated Traffic Control Room 24/7 with the ability to host an ICC for external parties	3.1
	During an emergency CityLink will provide an Incident Management facility to assist in the co-ordination of the emergency	
DJCS	Provides support resources to ICCs and RCCs, where possible	3.2
DoT	DoT, through the Head, TfV, also oversees Public Transport Operator Responsibilities, including relevant control centres and community communication networks, extending to the Melbourne Metropolitan Rail Network (maintained and operated by Metro Trains Melbourne); the Melbourne Tram Network (maintained and operated by KDR Victoria Pty Ltd – trading as Yarra Trams); the Melbourne Metropolitan, Regional and DET School bus Networks; the Intrastate Rail Network (maintained and operated by V/Line); and the Interstate Rail Lines (maintained and operated by the Australian Rail Track Corporation)	3.1, 3.2, 3.5
EastLink	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	
Emergency Broadcasters	Operation and maintenance of appropriate communication system for authorised emergency service representatives to initiate emergency broadcasts	3.4
EMC	Managing the SCC on behalf of, and in collaboration with, agencies that may use it for emergencies	3.2
EMV	Managing the operation and administration of the SCC	
ESTA	Support other agencies in business continuity and redundancy planning and testing	3.2
	Protect the continued operations of services across ESTA's three State Emergency Communication Centres	
Foodbank Victoria	Manage the operation and administration of Foodbank Victoria's warehouses and other managed facilities	
LSV	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, 3.4, 4.1, 4.4, 4.5, 4.6
	Provision of emergency evacuation/relief centres at the lifesaving clubs	15.1
Lendlease (Peninsula Link)	Lendlease supports emergency response activities by providing an incident management facility to assist in the co-ordination of the emergency	
Municipal Councils	When safe to do so, provide support to the ICCs and/or RCCs, through provision of available facilities for emergency services' staging areas	
NBN Co	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	15.1, 19.7
Telstra	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	3.4, 3.5
	Telstra may provide supporting emergency communications facilities to response agencies on request from the SCC	3.4

Agency	Activity	Additional alignment to critical tasks
VCC EM	Activate Emergency Operations Centre to support to provide higher level support as required	
VPC(M)	Ensure safe management of commercial shipping within the waters of the Port of Melbourne via Vessel Traffic Services authority	1.3
VicTrack	Maintain certain radio and telecommunication services that support public transport, other than services managed by DoT or the transport franchise operators	3.4
Volunteer Search and Rescue Organisations	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
WICEN	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	3.4

Critical Task 3.4: Identify, maintain and protect operational communications networks used by emergency services.

Agency	Activity	Additional alignment to critical tasks
Airservices	Through Air Navigation Services, provision of an In-Flight Emergency Response service to aircraft in flight, that need assistance, and that are in communication with air traffic control	3.5
	Through Air Navigation Services, provision of an Alerting Post service for aircraft in emergency situations, and notification of appropriate agencies and organisations	3.5
AV	The role of AV under the SHERP is to initially notify receiving hospitals of patients	14.5, 14.6
AMSA	Development and maintenance of maritime navigation safety	
Emergency Broadcasters	Operation and maintenance of appropriate communication system for authorised emergency service representatives to initiate emergency broadcasts	3.3
ESTA	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)	
	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	
	Recovery of State Emergency Communications Centres, systems, equipment and emergency communication networks managed by ESTA	
LSV	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, 4.1, 4.4, 4.5, 4.6
	Provision of radio equipment and resources support to other agencies	3.5
Services Australia	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, 3.5, 14.4
Telstra	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, 3.5
	Telstra may provide supporting emergency communications facilities to response agencies on request from the SCC	3.3

Agency	Activity	Additional alignment to critical tasks
	Telstra can provide network status information via its EMLO as required	3.2, 4.5
	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	10.1
VicPol	VicPol is the control agency for Class 3 emergencies (as defined in the SEMP)	3.1, 5.4
	VicPol supports to other agencies in access to communications	3.2, 3.5, 5.1
VicTrack	Maintain certain radio and telecommunication services that support public transport, other than services managed by DoT or the transport franchise operators	3.3
WICEN	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

Critical Task 3.5: Develop communication networks connecting communities and emergency managers.

Agency	Activity	Additional alignment to critical tasks
Airservices	Through Air Navigation Services, provision of an In-Flight Emergency Response service to aircraft in flight, that need assistance, and that are in communication with air traffic control	3.4
	Through Air Navigation Services, provision on of an Alerting Post service for aircraft in emergency situations, and notification of appropriate agencies and organisations	3.4
	Through Air Navigation Services, assistance to aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.)	3.2, 3.3
AV	Co-ordinate a Public Access Defibrillation program, and Community Emergency Response Teams	1.2, 3.3, 14.8
CFA	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through providing advice to threatened and affected communities on actions that they should take during an emergency event	2.1, 2.3
DET	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
DJPR	DJPR promotes resilience through working with the Communications sector on mobile blackspots and telecommunications resilience programs	1.2, 3.2
	DJPR is a key support agency for service disruption to public telecommunications	
DoT	DoT, through the Head, TfV, also oversees Public Transport Operator Responsibilities, including relevant control centres and community communication networks, extending to the Melbourne Metropolitan Rail Network (maintained and operated by Metro Trains Melbourne); the Melbourne Tram Network (maintained and operated by KDR Victoria Pty Ltd – trading as Yarra Trams); the Melbourne Metropolitan, Regional and DET School bus Networks; the Intrastate Rail Network (maintained and operated by V/Line); and the Interstate Rail Lines (maintained and operated by the Australian Rail Track Corporation)	3.1, 3.2, 3.3
Emergency Broadcasters	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

Agency	Activity	Additional alignment to critical tasks
ESTA	Develop efficient and effective communication services to link community, field responder and emergency managers	
ESV	Gas – 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	3.1, 3.2, 5.4, 11.1, 11.3
	Electricity – Exercising powers conferred to ESV to issue directions to make safe of an electricity situation	3.1, 3.2, 5.4, 11.1, 11.3
LSV	Provision of radio equipment and resources support to other agencies	3.4
Services Australia	Co-ordination of the agency's response to emergencies through activation of the National Security Hotline	2.3
	Workload management and allocation of all calls and claims received within the agency relating to an emergency/disaster activation	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, 14.4
Telstra	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
	Telstra can remotely program payphones to free service in disaster impacted areas as deemed necessary	17.5
	Telstra can un-meter customer access to key websites such as state fire authorities, emergency services, BoM, etc.	17.5
VicPol	VicPol is responsible for provision of media co-ordination (where no other facility exists)	2.1, 2.3, 3.1
	VicPol supports to other agencies in access to communications	3.2, 3.4, 5.1
WICEN	Provision of limited capability communications between response, relief or recovery agencies and the community where conventional communications facilities are not available or not functional	
	WICEN works with DJPR (as lead Government liaison) to provide alternate, limited capability communications networks where required	3.2, 19.7, 19.8

4. Intelligence and Information Sharing core capability

To provide timely, accurate and actionable decision support information, resulting from the planning, collecting, processing, analysis and evaluation from multiple data sources, which is needed to be more proactive in anticipating hazard activity and informing mitigation, response or recovery activities. It also includes the assessment of risks, threats and hazards so that decision makers, responders, and community members can take informed action to reduce their entity's risk and increase their resilience.

Table 20: Agency roles mapped to the VPF, by critical tasks within the Intelligence and Information Sharing core capability

Critical Task 4.1: Collaboratively identify and plan for intelligence requirements.

Agency	Activity	Additional alignment to critical tasks
CMAs	Advise government on regional priorities for floodplain management activities through the implementation of regional floodplain management strategies	
CityLink	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
DELWP	Energy – provide analysis and advice to government regarding impacts on energy supply	4.4, 4.6
ESTA	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, 4.6
Foodbank Victoria	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	4.3, 4.4, 4.5, 4.6, 4.7, 21.1
LSV	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, 4.4, 4.5, 4.6
NBN Co	Monitor emergency events at local, district and state levels in collaboration with DJPR	3.2
VIFM	In accordance with the Act, VIFM's role is to provide medical death investigation, including documenting and recording the findings and results of investigations S.66(1) (e)	3.2, 4.4, 4.5
	In accordance with the Act, VIFM's role is to provide medical death investigation, including providing reports to Coroners about causes of death and the results of investigations S.66(1)(f)	3.2, 4.4, 4.5

Critical Task 4.2: Develop and implement effective governance, processes, and networks to improve intelligence capacity and doctrine.

Agency	Activity	Additional alignment to critical tasks
	Activities not identified	

Critical Task 4.3: Develop, establish and monitor surveillance systems, integrated information sharing systems, tools and networks of trained personnel to deliver intelligence requirements.

Agency	Activity	Additional alignment to critical tasks
Australian Government Department of Home Affairs	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
CityLink	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
	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	4.4, 4.7
DELWP	Surveying and protecting threatened ecosystems, native plants and animals – Provision of scientific and technical advice to Lead Response agencies to minimise impact of the emergency event on high value ecosystems or species	4.4, 18.1, 18.2
	DELWP is lead agency for the recovery activity of 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	4.4, 4.5, 4.6, 16.1, 16.2
DJPR	DJPR promotes resilience through implementation of, and compliance with traceability systems for livestock and agricultural produce	
	DJPR promotes resilience through monitoring and surveillance programs for agricultural pests and diseases	16.2
	DJPR promotes resilience through monitoring and compliance programs under relevant legislation	16.2
ESTA	Activate ESTA's Incident Management Response protocols to prepare for an influx of Emergency calls or an increased demand on Dispatch services	
	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	4.4
Foodbank Victoria	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, 4.4, 4.5, 4.6, 4.7, 21.1
	Development of data systems to track and analyse emerging food insecurity trends	4.4, 15.5
NOPSEMA	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, 16.2
VRCA	Develop, establish and monitor safety and surveillance systems (Local Port Services and Vessel Traffic Services) to enhance navigation and marine safety	

Critical Task 4.4: Collect, collate and analyse information for current and emerging risks and hazards before, during and after an incident.

Agency	Activity	Additional alignment to critical tasks
AV	Undertake and participate in research to improve pre-hospital clinical skills and patient outcomes	4.5
AEMO	Provide information to the control agency on the extent and likely duration of major disruptions to electricity and gas supply	4.5, 4.6
ATSB	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, 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 *Transport Safety Investigation Act*. In addition, ATSB reports are inadmissible in civil or criminal proceedings except in certain limited circumstances such as coronial inquiries	3.1, 3.2, 4.5, 6.5
BOM	Contribute to community hazard mapping by taking the lead role in the analysis of relevant meteorological and hydrological information	1.4, 2.1, 4.6
CMAs	In partnership with support and control agencies, collect, maintain and enhance flood information	
CityLink	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, 4.7
CFA	Provide key support for investigation into the causes of fire	4.6
DELWP	Surveying and protecting threatened ecosystems, native plants and animals – Development of response options for key ecosystems and species	1.1, 1.3, 18.2
	Surveying and protecting threatened ecosystems, native plants and animals – Provision of scientific and technical advice to Lead Response agencies to minimise impact of the emergency event on high value ecosystems or species	4.3, 18.1, 18.2
	Surveying and protecting threatened ecosystems, native plants and animals – Provide scientific and technical advice on interventions and response plans to maintain species diversity and persistence within an ecosystem	4.5
	Blue-Green Algae bloom – collection of data on blue-green algal blooms	
	Energy – provide analysis and advice to government regarding impacts on energy supply	4.1, 4.6
	Energy – 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 *Gas Industry Act 2001*, the *Electricity Industry Act 2000*, the *Fuel Emergency Act 1977* and national arrangements	4.5, 4.6, 11.2
	Provide access to, and analysis of, real time information and intelligence on supply disruptions and energy flows through Victoria	4.5
	Floodplain management/flood – provide real time access to stream flow data collection for flood warning purposes	4.5, 4.6
	Floodplain management/flood – provide flood mapping information and flood advice	4.5, 4.6
	DELWP is lead agency for the recovery activity of 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	4.3, 4.5, 4.6, 16.1, 16.2
DPC	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government security and emergency management issues	1.5, 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 response activities for emergencies	1.5, 4.5, 4.6

Agency	Activity	Additional alignment to critical tasks
	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, 4.5, 4.6
	Co-ordinate with Commonwealth and state and territory First Ministers' departments on a range of security and emergency management mitigation issues	1.5, 4.5, 4.6
	Co-ordinate with Commonwealth and state and territory First Ministers' departments on security and emergency response matters	1.5, 4.5, 4.6
	Co-ordinate with Commonwealth and state and territory First Ministers' departments on recovery matters	1.5, 4.5, 4.6
DoT	Maintaining community safety and confidence through provision of warnings, facilitating network repairs and maintenance and identifying and mitigating transport related risks	2.3, 9.6
	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	3.2, 4.5
EMC	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	4.5, 4.6
ESTA	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
EPA	EPA provides a technical support agency role by responding to and assessing reports of pollution from the community, industry, government agencies and emergency services	3.2, 16.2
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through investigation into the causes of fire	4.6, 7.1
Foodbank Victoria	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, 4.5, 4.6, 4.7, 21.1
	Development of data systems to track and analyse emerging food insecurity trends	4.3, 15.5
ICA	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	4.6
LSV	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, 4.5, 4.6
NBN Co	Provide a 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, 4.5, 11.3
NOPSEMA	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	11.1, 21.1
TSV	Investigate and report on transport safety matters	
	Conduct safety audits of transport operators and determine compliance with safety requirements	21.1
	Collect, analyse and report on safety data and performance	21.1, 21.2
	Receive notifications of notifiable occurrences/incidents/accidents in bus and maritime	3.2

Agency	Activity	Additional alignment to critical tasks
	Investigate incidents and accidents for compliance with transport safety legislation and take enforcement action as appropriate	21.1, 21.2, 21.3
VIFM	In accordance with the Act, VIFM's role is to provide medical death investigation, including documenting and recording the findings and results of investigations S.66(1) (e)	3.2, 4.1, 4.5
	In accordance with the Act, VIFM's role is to provide medical death investigation, including providing reports to Coroners about causes of death and the results of investigations S.66(1)(f)	3.2, 4.1, 4.5
	Undertake Disaster Victim Identification procedures including forensic pathology, anthropology, odontology, radiology and molecular biology (DNA)	8.3, 11.3
	Undertake medical, toxicological, microbiological and other forensic scientific analyses related to the investigation of deaths	4.6
VMIA	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	4.5, 4.6
	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 DTF in its role of advising the state through the relevant Minister on insurance implications for emergencies	3.2, 11.2, 11.3
VRCA	Conduct a Navigational Risk Assessment to identify current and emerging risks and hazards	
WorkSafe Victoria	Investigate, report and analyse information for current and emerging risks and hazards where relevant before, during and after incidents involving workplace fatalities and life threatening or serious injury; transport of dangerous goods and chemicals and high consequence dangerous goods and explosives; and use, storage and handling of dangerous goods and chemicals and high consequence dangerous goods	1.3
	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	11.1, 11.3

Critical Task 4.5: Tailor and disseminate relevant information to stakeholders.

Agency	Activity	Additional alignment to critical tasks
Airservices	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 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	4.6
AV	Undertake and participate in research to improve pre-hospital clinical skills and patient outcomes	4.4
ADF	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	4.6

Agency	Activity	Additional alignment to critical tasks
	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
	Through the appropriate request process, Defence has the capacity to support EMV and Emergency Management agencies through the provision of 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	3.2, 4.6, 10.1
AEMO	Provide information to the control agency on the extent and likely duration of major disruptions to electricity and gas supply	4.4, 4.6
Australian Government Department of Home Affairs	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 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	3.2, 3.3, 4.6
AMSA	Promotion of aviation and maritime search and rescue and development of associated arrangements	
ATSB	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 *Transport Safety Investigation Act*. 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, 6.5
	The ATSB issues public reports on investigations, safety issues and reports on remedial safety actions	2.1, 4.6, 6.5, 21.1, 21.3, 21.5
BOM	Provide weather forecasts and meteorological and hydrological information	4.6
	Provide expert advice for emergencies that are influenced by meteorological and hydrological conditions	4.6
	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
BRV	Advise Cabinet, relevant Committees of Cabinet and the SCRC and on strategic matters relating to recovery from the Bushfires	4.6
CMAs	Provide flood advice to local government and the community in general	
	Monitor significant flood events and collect flood data in conjunction with local government	
CityLink	CityLink's role in recovery is provision of information concerning the non-sensitive commercial issues	4.6
CFA	CFA supports the Controller by providing assistance, advice and information to other agencies responsible for, or involved in, recovery activities	3.2
DET	Provision of advice and list of suggested resources to non-government schools	6.1
	Providing advice and support to early childhood services and non-government schools when required	3.2, 15.2
DELWP	Wildlife welfare arising from emergency events – provision of advice to government and emergency agencies regarding impacts of animal welfare for wildlife	3.1, 3.2, 11.1
	Wildlife welfare arising from emergency events – provision of advice on the appropriate management and release of wildlife from rehabilitation	4.6, 18.4
	Surveying and protecting threatened ecosystems, native plants and animals – Provide scientific and technical advice on interventions and response plans to maintain species diversity and persistence within an ecosystem	4.4

Agency	Activity	Additional alignment to critical tasks
	Energy – 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 *Gas Industry Act 2001*, the *Electricity Industry Act 2000*, the *Fuel Emergency Act 1977* and national arrangements	4.4, 4.6, 11.2
	Provide access to, and analysis of, real time information and intelligence on supply disruptions and energy flows through Victoria	4.4
	Floodplain management/flood – provide real time access to stream flow data collection for flood warning purposes	4.4, 4.6
	Floodplain management/flood – provide flood mapping information and flood advice	4.4, 4.6
	Wildlife affected by marine and freshwater pollution – provision of advice on the appropriate management and release of wildlife from rehabilitation	4.6, 18.4
	DELWP is lead agency for the recovery activity of 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	
	DELWP is lead agency for the recovery activity of 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	4.3, 4.4, 4.6, 16.1, 16.2
DHHS	DHHS is state lead agency for the recovery activity of 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	13.3, 13.4, 13.5
	DHHS supports municipal councils in their respective role to deliver the relief and recovery activities of: forming, leading and supporting Municipal/Community Recovery Committees; providing and staffing of recovery/information centres; advising on, providing and managing community development services; and providing tailored information services to affected communities, using e.g. information lines, newsletters, community meetings and websites	2.5
DJPR	DJPR is a key support agency for mining and petroleum emergencies by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal wells	3.2, 4.6
	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; management of displaced animals (including relocated animals); animal welfare assessment, veterinary treatment, humane destruction, salvage slaughter and disposal; and provision of emergency pet food, livestock fodder and water	10.2, 11.1, 12.2, 13.2, 15.7
	DJPR is lead agency for the relief activity of 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	4.6, 10.2
	DJPR is lead agency for the recovery activity of 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	11.1, 11.2
	DJPR is lead agency for the recovery activity of 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	17.1, 17.2, 17.5

Agency	Activity	Additional alignment to critical tasks
	DJPR is lead agency for the recovery activity of 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	17.2, 17.4, 17.5
DPC	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government security and emergency management issues	1.5, 4.4, 4.6
	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government response activities for emergencies	1.5, 4.4, 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, 4.6
	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, 4.6
	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	4.6
	Advise the Premier on his/her power to declare a State of Disaster	4.6
	Provide advice to critical infrastructure owners and operations about potential cyber security emergency risks, via the Sector Resilience Networks	4.6
	Co-ordinate with Commonwealth and state and territory First Ministers' departments on security and emergency response matters	1.5, 4.4, 4.6
	Co-ordinate with Commonwealth and state and territory First Ministers' departments on recovery matters	1.5, 4.4, 4.6
DoT	Providing transport closure and condition information to the media and public	2.3, 9.4
	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	3.2, 10.1
	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	3.2, 4.4
EastLink	Provision of information concerning the commercial issues	4.6, 11.2, 17.1, 17.2
EMC	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, 4.6
	Reporting to the Minister for Police and Emergency Services on relief and recovery	4.6
EMV	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
	EMV is responsible for supporting the EMC in reporting to the Minister for Police and Emergency Services on relief and recovery	3.2, 4.6
ESTA	Answer Triple Zero emergency calls from Telstra and activate agency responses and disseminate that information to the agencies	3.2
	Provide timely and usable information on response to be used on public information and warnings	
	During significant incident, provide timely, accurate and actionable decision support information in relation to ESTA's services	4.6.
ESV	Gas – Providing safety and technical advice to support overall strategies and decision making for responding to gas emergency events	4.6

Agency	Activity	Additional alignment to critical tasks
	Electricity – Providing safety and technical advice to support overall strategies and decision making for responding to electricity emergency events	4.6
EPA	In applying and enforcing the *Environment Protection Act* the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by equipping government, industry and community with best practice guidance and practical tools to prevent pollution and manage waste	4.6
	EPA provides a technical support agency role by providing 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	4.6, 13.2, 13.4
	EPA provides a technical support agency role by providing expert advice to the Chief Health Officer on the risks of pollution and waste on public health, as required	4.6
	EPA provides a technical support agency role by providing 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	4.6.
FRV	FRV support the controller by providing post incident assistance and advice to persons impacted by fire and other emergencies	20.6
Foodbank Victoria	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, 4.6, 4.7, 21.1
ICA	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
	ICA provides support to Local and State Government in its role in briefing governments on insurance coverage, claims lodgement and estimated economic impact of disaster events	4.6, 17.3
	ICA provides support to Local and State Government in its role in participating in State, Regional and Local Recovery committees to advise on insurance issues and to expedite community recovery	3.2
LSV	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
	Provision of subject matter expertise on water safety campaigns and public awareness communication	2.1, 2.2
	Provision of expert advice on aquatic risk management systems and water safety signage	2.1, 6.2
	Provision of technical and reference manuals, texts, resources, and newsletters on water safety, lifesaving, life guarding, CPR and first aid	2.1
	Provision of information and education displays at tradeshows and community events	2.1
	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	
	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, 4.6
Lendlease (Peninsula Link)	Provision of information concerning the commercial issues	4.6, 11.2, 17.1, 17.2
Melbourne Water	Provide flood predictions to the BoM for Melbourne's water courses for which flood warning systems have been developed	4.6

Agency	Activity	Additional alignment to critical tasks
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for establishing and managing recovery centres to provide recovery information to the emergency impacted community	15.1
NBN Co	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, 11.3
	Provide advice regarding emergency communications infrastructure	4.6
NOPSEMA	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, 4.6
	Co-operate with other Commonwealth, State and Territory agencies or authorities on matters relating to offshore petroleum operations and greenhouse gas storage activities	4.6
	Input to strategic direction of the Australian Government response to offshore petroleum incidents and greenhouse gas storage incidents	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	4.6
	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, 4.6
Services Australia	Services Australia may also provide the service of 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	15.4
St John Ambulance	Promotion and provision of community first aid training through public education in schools, workplaces and to the public	2.1, 6.3
	Provide advice to event organisers with the planning of first aid and medical service delivery at local and major events	4.6
Telstra	Telstra can provide network status information via its EMLO as required	3.2, 3.4
TSV	Provide advice and recommendations to the Minister for Ports and the Minister for Public Transport on transport safety matters	4.6
	Provide information, guidance and education that promotes awareness and understanding of transport safety issues	1.1, 1.5, 2.1
	Develop policy relating to the administration of transport safety legislation	1.1
	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
VicPol	VicPol is responsible for registration of evacuees – in conjunction with ARC	3.1, 3.2, 15.6
VICSES	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, 4.6
VBA	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)	4.6
	Provide building maintenance and safety information resources to response agencies	4.6
VIFM	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
	In accordance with the Act, VIFM's role is to provide medical death investigation, including documenting and recording the findings and results of investigations S.66(1) (e)	3.2, 4.1, 4.4
	In accordance with the Act, VIFM's role is to provide medical death investigation, including providing reports to Coroners about causes of death and the results of investigations S.66(1)(f)	3.2, 4.1, 4.4

Agency	Activity	Additional alignment to critical tasks
	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
	Provide technical consultancy advice and operational support on fatality management to the lead agency in Coronial and in non-Coronial deaths	3.2
	Prepare specialist reports into deaths required by the criminal justice system (terrorism, arson etc.)	4.6
VMIA	Provides risk management support/advice to individual organisations and through emergency management forums	1.2, 1.5
	In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs to provide risk management advice to the state	
	In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs to provide risk management advice and training to departments and participating bodies	1.6
	VMIA also provides services to the Victorian government on risk and insurance issues and trends	2.1, 17.3
	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, 4.6
	Provides 24/7 emergency claims advice and the engagement with a third party to provide assistance during an emergency	17.2, 17.3
	Provides claims management, loss adjuster and claims preparation support during and after an emergency	11.1, 11.2, 11.3, 17.2, 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 advising the state through the relevant Minister on insurance implications for emergencies	4.6, 11.3
	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 DET and DHHS to the extent any state schools or state health services are impacted	3.2, 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 DoT in its role of restoring major arterial roads, bridges and tunnels, tram, bus and rail services	3.2, 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 DELWP/PV in its role of restoring, clearing and rehabilitation of public land and assets managed directly by DELWP, PV or CMAs	3.2, 17.3
VPC(M)	Provide marine expertise to state response agencies	3.2, 4.6
	Manage and participate in the development of recovery management within the Melbourne Port Emergency Management Plan	4.6
	Provide maritime expertise to state recovery agencies	4.6
VRCA	Provide shipping information to commercial and recreational vessels	
Volunteer Search and Rescue Organisations	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, 4.6
	Provision of information and education displays at tradeshows and community events	2.1
WorkSafe Victoria	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	

Agency	Activity	Additional alignment to critical tasks
	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	4.6
	Engage with the lead co-ordinating agency to provide Workcover insurance advice, information and communication	3.2

Critical Task 4.6: Provide relevant and actionable intelligence and predictive assessment.

Agency	Activity	Additional alignment to critical tasks
Airservices	Through Air Navigation Services, 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	9.4
	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 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	4.5
ADF	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
	Through the appropriate request process, Defence has the capacity to support EMV and Emergency Management agencies through the provision of 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	3.2, 4.5, 10.1
AEMO	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, 11.1, 11.2
	Provide information to the control agency on the extent and likely duration of major disruptions to electricity and gas supply	4.4, 4.5
Australian Government Department of Home Affairs	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 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	3.2, 3.3, 4.5
ATSB	The ATSB issues public reports on investigations, safety issues and reports on remedial safety actions	2.1, 4.5, 6.5, 21.1, 21.3, 21.5
BOM	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
	Provide weather forecasts and meteorological and hydrological information	4.5
	Provide expert advice for emergencies that are influenced by meteorological and hydrological conditions	4.5
BRV	Advise Cabinet, relevant Committees of Cabinet and the SCRC and on strategic matters relating to recovery from the Bushfires	4.5
CMAs	Advise local government and other authorities on planning permit referrals, building issues and infrastructure management within floodplains	
	Assist local government, the BoM and DELWP, facilitate the development, maintenance and upgrading of regional flood warning systems	
	Support response agencies at the regional level through the provision of flood advice, including flood extent and severity during major flood events	

Agency	Activity	Additional alignment to critical tasks
CityLink	CityLink's role in recovery is provision of information concerning the non-sensitive commercial issues	4.5
CFA	Provide key support for investigation into the causes of fire	4.4
DELWP	Wildlife welfare arising from emergency events – provision of advice on the appropriate management and release of wildlife from rehabilitation	4.5, 18.4
	Blue-Green Algae bloom – co-ordination of state-wide blue-green algae management activities	3.2
	Blue-Green Algae bloom – provision of advice to government and emergency management agencies regarding the impacts of algal blooms on drinking water supplies and/or recreational water bodies	
	Reticulated water and wastewater services – administration of provisions in the *Water Act 1989* and water corporation obligations in the Statement of Obligations	
	Energy – provide analysis and advice to government regarding impacts on energy supply	4.1, 4.4
	Energy – 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 *Gas Industry Act 2001*, the *Electricity Industry Act 2000*, the *Fuel Emergency Act 1977* and national arrangements	4.4, 4.5, 11.2
	Floodplain management/flood – provide real time access to stream flow data collection for flood warning purposes	4.4, 4.5
	Floodplain management/flood – provide flood mapping information and flood advice	4.4, 4.5
	Mapping and information services – support to emergency response agencies through provision of digital and spatial information and services, and topographical mapping, both hardcopy and electronic	3.2
	Wildlife affected by marine and freshwater pollution – provision of advice on the appropriate management and release of wildlife from rehabilitation	4.5, 18.4
	DELWP is lead agency for the recovery activity of 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	4.3, 4.4, 4.5, 16.1, 16.2
	DELWP is lead agency for the recovery activity of providing strategic and expert advice on wildlife welfare	
DJPR	DJPR is a key support agency for mining and petroleum emergencies by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal wells	3.2, 4.5
	DJPR is lead agency for the relief activity of 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	4.5, 10.2
DPC	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government security and emergency management issues	1.5, 4.4, 4.5
	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government response activities for emergencies	1.5, 4.4, 4.5
	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
	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
	Provide advice to critical infrastructure owners and operations about potential cyber security emergency risks, via the Sector Resilience Networks	4.5

Agency	Activity	Additional alignment to critical tasks
	Advise the Premier on his/her power to declare a State of Disaster	4.5
	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
	Co-ordinate with Commonwealth and state and territory First Ministers' departments on security and emergency response matters	1.5, 4.4, 4.5
	Co-ordinate with Commonwealth and state and territory First Ministers' departments on recovery matters	1.5, 4.4, 4.5
EastLink	Provision of information concerning the commercial issues	4.5, 11.2, 17.1, 17.2
EMC	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
	Reporting to the Minister for Police and Emergency Services on relief and recovery	4.5
EMV	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
ESTA	During significant incident, provide timely, accurate and actionable decision support information in relation to ESTA's services	4.5
	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
ESV	Gas – Providing safety and technical advice to support overall strategies and decision making for responding to gas emergency events	4.5
	Electricity – Providing safety and technical advice to support overall strategies and decision making for responding to electricity emergency events	4.5
EPA	In applying and enforcing the *Environment Protection Act* the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by equipping government, industry and community with best practice guidance and practical tools to prevent pollution and manage waste	4.5
	EPA provides a technical support agency role by providing 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	4.5 13.2, 13.4
	EPA provides a technical support agency role by providing expert advice to the Chief Health Officer on the risks of pollution and waste on public health, as required	4.5
	EPA provides a technical support agency role by providing 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	4.5
	EPA provides a technical support agency role by providing emergency approvals, such as Section 30A approvals under the *Environment Protection Act*	13.2, 13.3
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through investigation into the causes of fire	4.4, 7.1
Foodbank Victoria	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, 4.7, 21.1

Agency	Activity	Additional alignment to critical tasks
	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	4.7, 21.1, 21.2
ICA	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
	ICA provides support to Local and State Government in its role in briefing governments on insurance coverage, claims lodgement and estimated economic impact of disaster events	4.5, 17.3
	ICA provides support to Local and State Government in its role in providing governments and elected members a rapid issues escalation process	
LSV	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
Lendlease (Peninsula Link)	Provision of information concerning the commercial issues	4.5, 11.2, 17.1, 17.2
Melbourne Water	Provide flood predictions to the BoM for Melbourne's water courses for which flood warning systems have been developed	4.5
NBN Co	Contribute to the SCC situation reports and National Impact Assessment Model data	
	Provide advice regarding emergency communications infrastructure	4.5
NOPSEMA	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
	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
	Input to strategic direction of the Australian Government response to offshore petroleum incidents and greenhouse gas storage incidents	4.5
	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
	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
St John Ambulance	Provide advice to event organisers with the planning of first aid and medical service delivery at local and major events	4.5
TSV	Provide advice and recommendations to the Minister for Ports and the Minister for Public Transport on transport safety matters	4.5
VICSES	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
VBA	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
	Provide building maintenance and safety information resources to response agencies	4.5
VIFM	Undertake medical, toxicological, microbiological and other forensic scientific analyses related to the investigation of deaths	4.4
	Prepare specialist reports into deaths required by the criminal justice system (terrorism, arson etc.)	4.5
VMIA	In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs to act as insurer for, or provide insurance services, and ultimately resilience, to departments and participating bodies	19.5

Agency	Activity	Additional alignment to critical tasks
	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
	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 advising the state through the relevant Minister on insurance implications for emergencies	4.5, 11.3
VPC(M)	Provide marine expertise to state response agencies	3.2, 4.5
	Manage and participate in the development of recovery management within the Melbourne Port Emergency Management Plan	4.5
	Provide maritime expertise to state recovery agencies	4.5
VRCA	Provide aids to Navigation (Marine Safety Infrastructure) to enhance navigational safety	
Volunteer Search and Rescue Organisations	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
WorkSafe Victoria	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	4.5

Critical Task 4.7: Systematically review and adjust the intelligence cycle.

Agency	Activity	Additional alignment to critical tasks
CityLink	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
Foodbank Victoria	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, 21.1
	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, 21.1, 21.2
Melbourne Water	Continue to develop the flood monitoring system for Melbourne Water's waterway management district	

5. Public Order and Community Safety core capability

Provide a safe, secure and orderly society through the active prosecution of regulations and laws related to the prevention of serious emergencies and to afford a safe environment for those communities affected by an emergency and any responding personnel engaged in emergency operations.

Table 21: Agency roles mapped to the VPF, by critical tasks within the Public Order and Community Safety core capability

Critical Task 5.1: Secure the affected area.

Agency	Activity	Additional alignment to critical tasks
CityLink	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)	5.3, 9.1, 9.3, 9.5, 9.7
Municipal Councils	When safe to do so, provide support to the ICCs and/or RCCs, through partial/full closure of areas to exclude the public from dangerous areas	
VicPol	VicPol supports to other agencies in access to communications	3.2, 3.4, 3.5
VFA	Enforcement of regulations relating to shark attractants	5.4

Critical Task 5.2: Evacuation of affected persons (no mandatory evacuation order in Victoria).

Agency	Activity	Additional alignment to critical tasks
AV	The role of AV under the SHERP is to support the Evacuation Manager in evacuating vulnerable people	3.2, 14.5, 14.6
VicPol	VicPol is responsible for evacuation – in consultation with the control agency and other expert advice	3.2
VICSES	Provide key support for search and rescue on land and water evacuations and incidents involving mass casualties	3.2, 8.2, 12.1, 12.3

Critical Task 5.3: Establishment of traffic management points and the maintenance of supply lines.

Agency	Activity	Additional alignment to critical tasks
CityLink	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, 9.1, 9.3, 9.5, 9.7
Lendlease (Peninsula Link)	Lendlease supports emergency response activities by assist other agencies with traffic management, as required (excluding maintenance of supply lines)	3.2
Municipal Councils	When safe to do so, provide support to the ICCs and/or RCCs, through partial/full local road closures and determination of alternative routes	9.3
VicPol	VicPol is responsible for traffic management – in consultation with the control agency and other expert advice	3.1, 3.2, 9.3

Critical Task 5.4: Maintain security and meet the protection needs of affected communities and responders.

Agency	Activity	Additional alignment to critical tasks
DoT	Addressing safety of staff, passengers and the impacted community	
ESV	Gas – 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	1.1, 1.2, 1.3, 21.2
	Gas – 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	3.1, 3.2, 3.5, 11.1, 11.3
	Electricity – 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	1.1, 1.2, 1.3, 21.2
	Electricity – Exercising powers conferred to ESV to issue directions to make safe of an electricity situation	3.1, 3.2, 3.5, 11.1, 11.3
	Pipelines – 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	1.1. 1.3
	Pipelines – 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	11.3
	Pipelines – 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	
VicPol	VicPol is the control agency for Class 3 emergencies (as defined in the SEMP)	3.1, 3.4
	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
VFA	Enforcement of regulations relating to shark attractants	5.1
	Enforcement of provisions under the *Fisheries Act 1995* prohibiting bringing into Victoria, possession, transporting or release of declared noxious aquatic species	1.3, 16.4, 16.5

6. Building Community Resilience core capability

Building community safety and resilience includes working together at the local level. Communities can strengthen their lifelines by better connecting and working together with appropriate support from organisations. Build on combined community and organisational strengths before, during and after emergencies through the below critical tasks.

Table 22: Agency roles mapped to the VPF, by critical tasks within the Building Community Resilience core capability

Critical Task 6.1: Connecting with people and by supporting them to use their networks to communicate effectively.

Agency	Activity	Additional alignment to critical tasks
DET	Provision of advice and list of suggested resources to non-government schools	4.5
LSV	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, 6.4
Services Australia	Services Australia may also provide the service of 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	3.2, 14.4, 15.4, 15.5, 20.6
VicPol	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

Critical Task 6.2: Using local knowledge to better understand and identify local needs.

Agency	Activity	Additional alignment to critical tasks
ARC	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, 6.4
DJPR	DJPR is lead agency for the recovery activity of 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	17.4, 17.5
LSV	Provision of expert advice on aquatic risk management systems and water safety signage	2.1, 4.5

Critical Task 6.3: Working through likely scenarios to manage underlying stresses and cope with shocks that may continue to impact the community.

Agency	Activity	Additional alignment to critical tasks
CFA	Reduce the number of fires and hazardous incidents through broadening community awareness and preparedness to minimise the impact of an emergency on the community	2.1

Agency	Activity	Additional alignment to critical tasks
DELWP	Energy – 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	6.4, 6.6, 19.8
FRV	Reduce the number of fires and hazardous incidents through broadening community awareness and preparedness to minimise the impact of an emergency on the community	2.1
St John Ambulance	Promotion and provision of community first aid training through public education in schools, workplaces and to the public	2.1, 4.5
Volunteer Search and Rescue Organisations	Broadening community awareness and preparedness to minimise the impact of an emergency on the community	

Critical Task 6.4: Working together to identify local context and develop local solutions.

Agency	Activity	Additional alignment to critical tasks
AV	Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	1.4, 1.5, 6.5
ARC	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
CMAs	Prioritise regional flooding issues in cooperation with local government, VICSES and the community	1.5
	Support community education and involvement on flooding issues	
DELWP	Energy – 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	6.3, 6.6, 19.8
LSV	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

Critical Task 6.5: Sharing information and learning from experiences to make better decisions in the future.

Agency	Activity	Additional alignment to critical tasks
AV	Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	1.4, 1.5, 6.4
ATSB	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 *Transport Safety Investigation Act*. 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
	The ATSB issues public reports on investigations, safety issues and reports on remedial safety actions	2.1, 4.5, 4.6, 21.1, 21.3, 21.5

Agency	Activity	Additional alignment to critical tasks
EMC	Building community resilience through supporting education and awareness with communities about preparing for, responding to and recovering from emergencies	2.1

Critical Task 6.6: Encouraging self-reliance by enabling communities to cope for up to 72 hours without significant external assistance.

Agency	Activity	Additional alignment to critical tasks
BRV	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 incorporate initiatives that build community resilience where-ever this is possible	1.1
DELWP	Energy – 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	6.3, 6.4, 19.8

7. Fire Management and Suppression core capability

Provide firefighting capabilities to manage and suppress fires while protecting lives, property, and the environment in the affected (land and water) area.

Table 23: Agency roles mapped to the VPF, by critical tasks within the Fire and Management Suppression core capability

Critical Task 7.1: Reduce incidence and consequence of fire.

Agency	Activity	Additional alignment to critical tasks
CityLink	Tunnels have redundant fire detection and suppression systems	7.2
CFA	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through suppression of uncontrolled fires	7.2
DELWP	Planning and delivery of programs to reduce the risk of bushfire in state forest, national parks and protected public lands	1.3
ESV	Electricity – 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	1.1
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through the suppression of uncontrolled fires	3.1, 7.2
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through investigation into the causes of fire	4.4, 4.6
PV	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
	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)	
	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, 18.2
	Fire suppression on public land in Victoria (Fire Protected Area): provide staff and equipment to support DELWP	3.2, 7.2
	Fire suppression activities in parks and reserves managed by PV in the FRV Fire District	3.2, 7.2
	Fire suppression activities in parks and reserves managed by PV in the Country Area of Victoria under the direction of CFA	3.2, 7.2

Critical Task 7.2: Suppress, contain and extinguish major fires.

Agency	Activity	Additional alignment to critical tasks
Airservices	Provision of ARFFS at Melbourne and Avalon Airports inclusive of; Fire and rescue response role to aircraft fires, accidents and incidents on or in the vicinity of the airport, Structural firefighting on or in the vicinity of the airport and Wildfire suppression on or in the vicinity of the airport	3.1, 3.2
	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 firefighting services to assist in controlling a fire that is not near a designated airport	3.2

Agency	Activity	Additional alignment to critical tasks
	Control agency for aircraft inflight emergencies and rescue and firefighting at designated airports	3.1, 12.3
CityLink	Tunnels have redundant fire detection and suppression systems	7.1
CFA	Control Agency for fire on private land within Country Area Victoria; accidents involving gas leakage, hazardous materials, lifts, or scaffolding and amusement structures, and building collapse; fire and explosion incidents involving aircraft and boilers and pressure vessels and rescue incidents involving rail, aircraft and industrial, road, and building structures	3.1, 12.3
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through suppression of uncontrolled fires	7.1
DELWP	Fire – Control agency for bushfires in state forest, national parks, and protected public lands in accordance with the State Bushfire Sub-Plan and SEMP	3.1
FRV	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 *Port Management Act 1995*) including fire and explosion incidents involving aircraft and boilers and pressure vessels	3.1
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through the suppression of uncontrolled fires	3.1, 7.1
PV	Fire suppression on public land in Victoria (Fire Protected Area): provide staff and equipment to support DELWP	3.2, 7.1
	Fire suppression activities in parks and reserves managed by PV in the FRV Fire District	3.2, 7.1
	Fire suppression activities in parks and reserves managed by PV in the Country Area of Victoria under the direction of CFA	3.2, 7.1

Critical Task 7.3: Co-ordinate deployment of local, state, national and international people and resources.

Agency	Activity	Additional alignment to critical tasks
EMV	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
ESTA	Dispatch appropriate emergency response resources and support them with situational awareness information through operational communication networks	3.2, 12.4, 14.4
Services Australia	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, 12.4, 14.4

8. Fatality Management core capability

Provide fatality management services, including search, recovery, victim identification (following Interpol Standards), and repatriation. As well as the sharing of accurate and timely information with other agencies and the community, and the provision of support to the bereaved.

Table 24: Agency roles mapped to the VPF, by critical tasks within the Fatality Management core capability

Critical Task 8.1: Oversee all coronial investigations of fatalities.

Agency	Activity	Additional alignment to critical tasks
Coroners Court of Victoria	To exercise as necessary the coroners statutory powers in relation to the investigation of the scene of a reportable death or fire	8.3
	To commence the coronial investigation process	3.1
VicPol	VicPol supports to other agencies in coronial investigations	3.2, 8.5

Critical Task 8.2: Establish and maintain operations to recover a significant number of fatalities over a geographically dispersed area.

Agency	Activity	Additional alignment to critical tasks
VICSES	Provide key support for search and rescue on land and water evacuations and incidents involving mass casualties	3.2, 5.2, 12.1, 12.3
VIFM	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, 8.7
	Respond to requests from DFAT and AFP regarding fatality incidents overseas	3.1, 3.2

Critical Task 8.3: Provide investigative and operational support services for victim identification.

Agency	Activity	Additional alignment to critical tasks
Coroners Court of Victoria	To exercise as necessary the coroners statutory powers in relation to the investigation of the scene of a reportable death or fire	8.1
VicPol	VicPol supports to other agencies in provision of personnel	3.2, 12.4
VIFM	Undertake Disaster Victim Identification procedures including forensic pathology, anthropology, odontology, radiology and molecular biology (DNA)	4.4, 11.3
	VIFM can support the recovery activity of Disaster Victim Identification	3.2

Critical Task 8.4: Establish and maintain temporary mortuaries ensuring they have adequate storage for the predicted number of fatalities.

Agency	Activity	Additional alignment to critical tasks
Coroners Court of Victoria	To facilitate the transportation of deceased persons to a coronial mortuary	8.5, 14.5
VIFM	Manage the Victorian state mortuary facility and where required, establish temporary mortuary facilities	3.1

Critical Task 8.5: Provide staffing and equipment to adequately examine and document all fatalities to enable accurate identification and support coronial/police investigations.

Agency	Activity	Additional alignment to critical tasks
Coroners Court of Victoria	To facilitate the transportation of deceased persons to a coronial mortuary	8.4, 14.5
	The Coroners Court is the lead agency for the recovery activity of identifying deceased persons and determining the cause and circumstances of their death	
ESV	Gas – Contributing expertise and technical specialists to support or lead the investigation of gas related incidents	11.1, 19.1
	Electricity – Contributing expertise and technical specialists to support or lead the investigation of electricity related incidents	11.1, 19.1
VicPol	VicPol supports to other agencies in coronial investigations	3.2, 8.1
VIFM	In accordance with the Act, VIFM's role is to provide medical death investigation, including facilities and staff required to undertake medical death investigations including autopsies S.66(1)(a)(d)	
	Assist emergency response agencies with the investigation of a range of death scenes including mass fatality emergencies	3.2

Critical Task 8.6: Manage family communication regarding coronial process and repatriation.

Agency	Activity	Additional alignment to critical tasks
VIFM	VIFM is a lead agency for communicating with the families of deceased persons S.66(1)(h)(l)	3.1

Critical Task 8.7: Communicate accurate and timely information to emergency services and communities about the safe handling of fatalities.

Agency	Activity	Additional alignment to critical tasks
VIFM	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

9. Critical Transport core capability

Plan for and provide response and recovery services during emergencies that affect the road network including alternative routes, emergency permits and escorts for responders, clearing and restoration of damaged roads. Provide response to major public transportation emergencies including infrastructure access and accessible transportation services to ensure community movement including co-ordination of all private rail, tram and bus services to support priority response objectives.

Table 25: Agency roles mapped to the VPF, by critical tasks within the Critical Transport core capability

Critical Task 9.1: Secure disaster area.

Agency	Activity	Additional alignment to critical tasks
CityLink	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, 9.3, 9.5, 9.7
	During an emergency CityLink will, if first responders at a scene, initiate incident management procedures (such as traffic management and access) until control agency on site	3.1, 9.2, 9.3

Critical Task 9.2: Establish physical access for responders.

Agency	Activity	Additional alignment to critical tasks
CityLink	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	11.1
	During an emergency CityLink will, if first responders at a scene, initiate incident management procedures (such as traffic management and access) until control agency on site	3.1, 9.1, 9.3
DoT	Assisting with the management of road links during emergencies, which includes route selection, emergency traffic management, escorting, route conditions advice and control	9.3, 9.4, 9.5
VicPol	VicPol supports to other agencies in provision of land, air and water transport	3.2
VFA	VFA is a key support agency for providing boats and operators to assist in emergency response and logistics	3.2, 10.1

Critical Task 9.3: Identify and enact alternate / detour routes.

Agency	Activity	Additional alignment to critical tasks
Airservices	Through Air Navigation Services, designation of, and assistance with the management of, temporary aviation Restricted Areas in the vicinity of an emergency operation	
CityLink	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, 9.5, 9.7

Agency	Activity	Additional alignment to critical tasks
	During an emergency CityLink will, if first responders at a scene, initiate incident management procedures (such as traffic management and access) until control agency on site	3.1, 9.1, 9.2
	Assistance with the on-going management of traffic on the arterial network if CityLink is not available for use	19.6
DoT	Assisting with the management of road links during emergencies, which includes route selection, emergency traffic management, escorting, route conditions advice and control	9.2, 9.4, 9.5
EastLink	Assistance with the on-going management of traffic on the arterial network if the Link is not available for use	9.7, 19.6, 19.7
Lendlease (Peninsula Link)	Assistance with the on-going management of traffic on the arterial network if the Link is not available for use	9.7, 19.6, 19.7
Municipal Councils	When safe to do so, provide support to the ICCs and/or RCCs, through partial/full local road closures and determination of alternative routes	5.3
VicPol	VicPol is responsible for traffic management – in consultation with the control agency and other expert advice	3.1, 3.2, 5.3
VRCA	Identify and enact alternative shipping routes, when established ones are no longer safe to use	

Critical Task 9.4: Co-ordinate alternate public transport provision.

Agency	Activity	Additional alignment to critical tasks
Airservices	Through Air Navigation Services, 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	4.6
DoT	Assisting with the management of road links during emergencies, which includes route selection, emergency traffic management, escorting, route conditions advice and control	9.2, 9.3, 9.5
	Providing transport closure and condition information to the media and public	2.3, 4.5

Critical Task 9.5: Clear debris from critical routes.

Agency	Activity	Additional alignment to critical tasks
CityLink	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, 9.7
DoT	Assisting with the management of road links during emergencies, which includes route selection, emergency traffic management, escorting, route conditions advice and control	9.2, 9.3, 9.4
	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	9.6, 9.7, 19.1, 19.3, 19.7
	Assisting with logistics interdependencies, contingencies and reconstruction by providing clearing, restoration and rehabilitation works on arterial roads and bridges	9.7, 19.3, 19.6, 19.7
VicTrack	Identification and removal or reduction of risks on rail reserves, other than operational corridors allocated to transport franchise operators or leased to third parties	

Critical Task 9.6: Undertake engineering / safety assessments.

Agency	Activity	Additional alignment to critical tasks
DoT	Maintaining community safety and confidence through provision of warnings, facilitating network repairs and maintenance and identifying and mitigating transport related risks	2.3, 4.4
	DoT provide relief and recovery activities by restoring, rebuilding, upgrading or relocating infrastructure associated with major arterial roads, bridges and tunnels	9.7, 19.7
	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	9.5, 9.7, 19.1, 19.3, 19.7
VicTrack	Provide professional engineering and technical advice to control agencies (public transport telecommunications, communications, level crossings and infrastructure)	3.2

Critical Task 9.7: Undertake temporary remediation works.

Agency	Activity	Additional alignment to critical tasks
CityLink	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
DoT	DoT provide relief and recovery activities by restoring, rebuilding, upgrading or relocating infrastructure associated with major arterial roads, bridges and tunnels	9.6, 19.7
	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	9.5, 9.6, 19.1, 19.3, 19.7
	Assisting with logistics interdependencies, contingencies and reconstruction by providing clearing, restoration and rehabilitation works on arterial roads and bridges	9.5, 19.3, 19.6, 19.7
EastLink	Assistance with the on-going management of traffic on the arterial network if the Link is not available for use	9.3, 19.6, 19.7
Lendlease (Peninsula Link)	Assistance with the on-going management of traffic on the arterial network if the Link is not available for use	9.3, 19.6, 19.7

10. Logistics and Supply Chain Management core capability

Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the co-ordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains, including removal of debris.

Table 26: Agency roles mapped to the VPF, by critical tasks within the Logistics and Supply Chain Management core capability

Critical Task 10.1: Identification of essential supplies and equipment to support agency emergency management activities.

Agency	Activity	Additional alignment to critical tasks
ADF	Through the appropriate request process, Defence has the capacity to support EMV and Emergency Management agencies through the provision of 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	3.2, 4.5, 4.6
DELWP	Energy – 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	10.2, 11.1, 11.2, 19.4, 19.7
	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	1.5, 3.2, 19.6
	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	1.5, 3.2, 19.6
	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	1.5, 3.2, 19.6
DJPR	DJPR is a key support agency for the (vast) majority of resources for response to a disruption to essential services are within relevant industry sectors	3.2
DJCS	Provide resources to support relief centres, where possible	3.2, 15.2
DoT	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	3.2, 4.5
Foodbank Victoria	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, 10.3
	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, 10.2, 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, 10.3
LSV	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, 12.1, 12.3

Agency	Activity	Additional alignment to critical tasks
PV	Provision of trained staff and equipment to assist with the clean-up of fish deaths, under the direction of EPA in accordance with the Fish Death Response Procedure	3.2
Salvation Army	Provide refreshments to emergency management personnel	
	Assist in the provision of catering to emergency management personnel and affected persons	10.2, 15.2
Telstra	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
VFA	VFA is a key support agency for providing boats and operators to assist in emergency response and logistics	3.2, 9.2
Volunteer Search and Rescue Organisations	Provision of specialised search and rescue equipment	10.3, 10.4

Critical Task 10.2: Identification of essential supplies and equipment to aid affected communities.

Agency	Activity	Additional alignment to critical tasks
DELWP	Energy – 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	10.1, 11.1, 11.2, 19.4, 19.7
DJPR	DJPR is responsible for the relief co-ordination of food and grocery supply logistics continuity and animal welfare	15.2, 15.7
	DJPR promotes resilience through food and grocery supply logistics prioritisation in an emergency	10.3
	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; management of displaced animals (including relocated animals); animal welfare assessment, veterinary treatment, humane destruction, salvage slaughter and disposal; and provision of emergency pet food, livestock fodder and water	4.5, 11.1, 12.2, 13.2, 15.7
	DJPR is lead agency for the relief activity of 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	4.5, 4.6
Foodbank Victoria	Foodbank leads, with the support of its partner agencies and charity partners, the identification of essential supplies for distribution to affected communities	3.2
	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, 10.3
	Foodbank Victoria is the co-lead agency with the Salvation Army to provide essential material aid (non-food items) to emergency affected persons specifically key personal care items including toilet paper, soap, sanitary supplies	15.2, 20.5
	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, 15.2, 15.5, 20.4
	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, 10.3, 15.2
Salvation Army	Assist in the provision of catering to emergency management personnel and affected persons	10.1, 15.2

Agency	Activity	Additional alignment to critical tasks
	Make available any Salvation Army service that may be available during an emergency to assist persons affected (e.g. personal support, emergency accommodation, transport)	15.1, 15.2, 15.3, 20.2, 20.7
	Primary support agency at state level for provision of material needs (including bedding and clothing) to affected persons	15.2
Water corporations	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, 15.2

Critical Task 10.3: Manage, co-ordinate the end-to-end procurement and distribution of essential supplies and equipment, and services.

Agency	Activity	Additional alignment to critical tasks
DJPR	DJPR promotes resilience through food and grocery supply logistics prioritisation in an emergency	10.2
Foodbank Victoria	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
	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	
	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
	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
	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, 15.2
NBN Co	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
Volunteer Search and Rescue Organisations	Provision of specialised search and rescue equipment	10.1, 10.4

Critical Task 10.4: Manage and co-ordinate the demobilization and reconciliation of essential supplies, equipment and facilities.

Agency	Activity	Additional alignment to critical tasks
Foodbank Victoria	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
EPA	In applying and enforcing the *Environment Protection Act* the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by managing systems for the transport of priority waste from generation to disposal	16.8

Agency	Activity	Additional alignment to critical tasks
Volunteer Search and Rescue Organisations	Provision of specialised search and rescue equipment	10.1, 10.3

11. Impact Assessment core capability

Provide all decision makers with relevant information regarding the nature and extent of the hazard, and any potential consequences during and after an emergency to ensure efficient, timely and appropriate support for communities.

Table 27: Agency roles mapped to the VPF, by critical tasks within the Impact Assessment core capability

Critical Task 11.1: Gather information regarding extent of damage, immediate threats, loss of life and persons displaced.

Agency	Activity	Additional alignment to critical tasks
AV	The role of AV under the SHERP is to represent Health as a member of the Emergency Management Team, and report on patient numbers and health impacts	3.2
AEMO	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, 11.2
	Co-ordinate and direct the gas and electricity industry to respond to a system security emergency	11.3
CMAs	Assess all river waterway damage that poses a threat to the stability of river systems	18.1, 18.2
CityLink	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
DELWP	Wildlife welfare arising from emergency events – provision of advice to government and emergency agencies regarding impacts of animal welfare for wildlife	3.1, 3.2, 4.5
	Energy – 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	10.1, 10.2, 11.2, 19.4, 19.7
DJPR	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; management of displaced animals (including relocated animals); animal welfare assessment, veterinary treatment, humane destruction, salvage slaughter and disposal; and provision of emergency pet food, livestock fodder and water	4.5, 10.2, 12.2, 13.2, 15.7
	DJPR is lead agency for the recovery activity of 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	4.5, 11.2
	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, 17.5
DJCS	Provide advice, information and assistance to individuals, communities and funded agencies and councils about relevant DJCS services	15.2
EMV	EMV is responsible for supporting the EMC in co-ordinating data collection and state impact assessment processes	3.2, 11.2, 11.3
ESTA	Conduct immediate, operational enquiries on persons, vehicles and locations for VicPol	3.2
ESV	Gas – 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	3.1, 3.2, 3.5, 5.4, 11.3
	Gas – Contributing expertise and technical specialists to support or lead the investigation of gas related incidents	8.5, 19.1

Agency	Activity	Additional alignment to critical tasks
	Electricity – Exercising powers conferred to ESV to issue directions to make safe of an electricity situation	3.1, 3.2, 3.5, 5.4, 11.3
	Electricity – Contributing expertise and technical specialists to support or lead the investigation of electricity related incidents	8.5, 19.1
	Pipelines – Contributing expertise and technical specialists to support and/or conduct investigation of pipeline related incidents	19.1
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through initial impact assessment at the request and in support of, the state requirements	
Melbourne Water	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, 16.1
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for co-ordination of secondary impact assessment	11.3
	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for surveying and making a determination regarding occupancy of damaged buildings	11.2
	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for co-ordination of post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment)	11.2, 11.3
NOPSEMA	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, 21.1
VICSES	Provide continuous protection of life, property and the environment 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	
VBA	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	19.1, 19.2
	Undertake inspections, investigations and audits to ensure compliance with relevant legislation during response/recovery and input to any proposed process facilitation	19.1, 19.2, 21.1
	Building inspection activities to determine building safety post event	
VFA	VFA is a key support agency for 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	3.2, 11.3, 16.1, 16.2, 16.3
VMIA	Provides claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.2, 11.3, 17.2, 17.3
VRCA	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, 11.3
WorkSafe Victoria	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	3.2
	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	4.4, 11.3

Agency	Activity	Additional alignment to critical tasks
	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	

Critical Task 11.2: Collect progressive assessment data of the scale and characteristics of the impact across the social, economic, built and natural environments.

Agency	Activity	Additional alignment to critical tasks
AEMO	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
DELWP	DELWP is responsible for relief co-ordination of surveying and protecting threatened ecosystems, native plants and animal	18.1, 18.2,18.6
	Surveying and protecting threatened ecosystems, native plants and animals – Identification of key ecosystems, biodiversity values and species that may require intervention when affected by an emergency	1.1, 1.2, 18.1
	Dam safety – manage escalated response activities in order to minimise the impact on the community and the environment from dam safety	3.1, 11.3
	Energy – 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 *Gas Industry Act 2001*, the *Electricity Industry Act 2000*, the *Fuel Emergency Act 1977* and national arrangements	4.4, 4.5, 4.6
	Energy – 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	10.1, 10.2, 11.1, 19.4, 19.7
DJPR	DJPR is lead agency for the recovery activity of 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	4.5, 11.1
EastLink	Provision of information concerning the commercial issues	4.5, 4.6, 17.1, 17.2
EMC	Co-ordinating data collection and impact assessment processes	11.3
EMV	EMV is responsible for supporting the EMC in co-ordinating data collection and state impact assessment processes	3.2, 11.1, 11.3
ICA	ICA provides support to Local and State Government in its role in co-ordinating insurance damage assessments and expediting claims processing in order for insured residents and businesses to access financial and accommodation benefits	11.3
Lendlease (Peninsula Link)	Provision of information concerning the commercial issues	4.5, 4.6, 17.1, 17.2
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for surveying and making a determination regarding occupancy of damaged buildings	11.1
	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for co-ordination of post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment)	11.1, 11.3

Agency	Activity	Additional alignment to critical tasks
VMIA	Provides claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.1, 11.3, 17.2, 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 DTF in its role of advising the state through the relevant Minister on insurance implications for emergencies	3.2, 4.4, 11.3

Critical Task 11.3: Provide consistent and meaningful impact assessment data through a co-ordinated process to decision makers.

Agency	Activity	Additional alignment to critical tasks
AEMO	Co-ordinate and direct the gas and electricity industry to respond to a system security emergency	11.1
CMAs	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, 18.4
	CMAs are a lead agency responsible for the recovery activity of providing advice and information services to municipal councils and delegated public land managers and community groups (with DELWP and EPA)	
DELWP	Dam safety – manage escalated response activities in order to minimise the impact on the community and the environment from dam safety	3.1, 11.2
EMC	Co-ordinating data collection and impact assessment processes	11.2
EMV	Relief and recovery co-ordination responsibilities include state level impact assessment co-ordination	
	EMV is responsible for supporting the EMC in co-ordinating data collection and state impact assessment processes	3.2, 11.1, 11.2
ESV	Gas – 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	3.1, 3.2, 3.5, 5.4, 11.1
	Electricity – Exercising powers conferred to ESV to issue directions to make safe of an electricity situation	3.1, 3.2, 3.5, 5.4, 11.1
	Pipelines – 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	5.4
ICA	ICA provides support to Local and State Government in its role in co-ordinating insurance damage assessments and expediting claims processing in order for insured residents and businesses to access financial and accommodation benefits	11.2
Melbourne Water	Provide advice and support to DELWP for any dam safety event	3.2
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for co-ordination of secondary impact assessment	11.1
	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for co-ordination of post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment)	11.1, 11.2
NBN Co	Provide a 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
VFA	VFA is a key support agency for 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	3.2, 11.1, 16.1, 16.2, 16.3

Agency	Activity	Additional alignment to critical tasks
VIFM	Undertake Disaster Victim Identification procedures including forensic pathology, anthropology, odontology, radiology and molecular biology (DNA)	4.4, 8.3
VMIA	Provides claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.1, 11.2, 17.2, 17.3
	Provides insurance and insurance market insights advice during an emergency	17.1
	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 advising the state through the relevant Minister on insurance implications for emergencies	4.5, 4.6
	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 DTF in its role of advising the state through the relevant Minister on insurance implications for emergencies	3.2, 4.4, 11.2
VRCA	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
WorkSafe Victoria	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	4.4, 11.1

12. Search and Rescue core capability

Deliver traditional and atypical search and rescue capabilities, including people and resources with the goal of saving the greatest number of endangered lives in the shortest time possible.

Table 28: Agency roles mapped to the VPF, by critical tasks within the Search and Rescue core capability

Critical Task 12.1: Conduct large scale search operations to locate persons.

Agency	Activity	Additional alignment to critical tasks
ADF	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, 12.3
LSV	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, 12.3
	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, 12.3
PV	Search and rescue on land and in Victorian waters, particularly those managed by PV, under the direction of VicPol	3.2
VicPol	VicPol is the control agency for search and rescue on land and Victorian waters, other than for ADF ships and planes	3.1, 12.3
VICSES	Provide key support for search and rescue on land and water evacuations and incidents involving mass casualties	3.2, 5.2, 8.2, 12.3
	Provide key support for USAR capability across Victoria in accordance with state arrangements	3.2, 12.3
Volunteer Search and Rescue Organisations	Support agency to VicPol for land, water and transport search and rescue	3.2, 12.3

Critical Task 12.2: Co-ordinate spontaneous volunteers.

Agency	Activity	Additional alignment to critical tasks
DJPR	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; management of displaced animals (including relocated animals); animal welfare assessment, veterinary treatment, humane destruction, salvage slaughter and disposal; and provision of emergency pet food, livestock fodder and water	4.5, 10.2, 11.1, 13.2, 15.7

Critical Task 12.3: Conduct mass rescue of trapped or isolated persons.

Agency	Activity	Additional alignment to critical tasks
Airservices	Control agency for aircraft inflight emergencies and rescue and firefighting at designated airports	3.1, 7.2
ADF	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
CFA	Control Agency for fire on private land within Country Area Victoria; accidents involving gas leakage, hazardous materials, lifts, or scaffolding and amusement structures, and building collapse; fire and explosion incidents involving aircraft and boilers and pressure vessels and rescue incidents involving rail, aircraft and industrial, road, and building structures	3.1, 7.2
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through 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)	
	Provide key support for USAR capability across Victoria in accordance with state arrangements	3.2
	Provide key support for Mines Rescue capability across Victoria in accordance with state arrangements	3.2
	Provide key support for tunnel and trench rescue incidents	3.2
FRV	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 *Port Management Act 1995*) including rescue incidents involving rail, aircraft and industrial, road, USAR, confined space, trench, low-high angle and tunnel, and building structures	3.1
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through rescue of persons from fire, road, rail and aircraft accidents, industrial accidents and other emergencies	3.1
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through swift water rescue and maritime incidents across the state	3.2
DJPR	DJPR is a key support agency for rescue: mine/quarry and lift, crane, scaffolding or amusement structure	3.2
LSV	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
	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
VicPol	VicPol is the control agency for search and rescue on land and Victorian waters, other than for ADF ships and planes	3.1, 12.1
	VicPol is the control agency for rescue in mines and caves	3.1
VICSES	VICSES is the control agency for storm, flood, landslide, tsunami and earthquake, accidents involving building collapse, rescue incidents involving rail, aircraft and industrial, road, and building structures	3.1
	VICSES provides continuous protection of life, property and the environment 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	3.1
	Provide key support for search and rescue on land and water evacuations and incidents involving mass casualties	3.2, 5.2, 8.2, 12.1
	Provide key support for USAR capability across Victoria in accordance with state arrangements	3.2, 12.1
Volunteer Search and Rescue Organisations	Support agency to VicPol for land, water and transport search and rescue	3.2, 12.1

Critical Task 12.4: Co-ordinate deployment of state, national and international people and resources.

Agency	Activity	Additional alignment to critical tasks
AMSA	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	16.5
ESTA	Dispatch appropriate emergency response resources and support them with situational awareness information through operational communication networks	3.2, 7.3, 14.4
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through USAR capability across Victoria in accordance with state arrangements	3.2
Services Australia	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, 14.4
VicPol	VicPol supports to other agencies in provision of personnel	3.2, 8.3
VICSES	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through USAR capability across Victoria in accordance with state arrangements	3.2

13. Health Protection core capability

Promotes and protects the public health of Victorians by monitoring notifiable diseases and responding to any disease outbreaks in order to control and minimise the risk of infection. This includes regulating the safety of food, drinking water and human environmental health hazards such as radiation, legionella and pesticides. Includes informing the community and health providers about public health risks and promoting behaviours and strategies

to mitigate and avoid risk. It also includes the development of national policies, standards and strategies to promote improvements in public health generally and supports the health system to respond to national public health risks.

Table 29: Agency roles mapped to the VPF, by critical tasks within the Health Protection core capability

Critical Task 13.1: Maintain an ongoing state of preparedness to respond to a public health emergency.

Agency	Activity	Additional alignment to critical tasks
DHHS	Implementing legislation, programs and monitoring procedures to minimise public health risk from communicable and non-communicable diseases, contaminated retail food, food contaminated with the potential to cause harm to human health, contaminated drinking water supplies and radiation	13.2, 13.3, 13.4, 13.5
	Control agency for human disease/epidemics (including mass, rapid onset of human disease from any cause), food/drinking water contamination and incidents involving radiological substances and biological releases	3.1, 13.2, 13.3, 13.4, 13.5
	DHHS is state lead agency for the recovery activity of maintaining community access to primary and acute health services through DHHS funded health care services and other primary and acute health services	13.3, 14.6, 14.8

Critical Task 13.2: Identify and characterise risks and commence enhanced arrangements.

Agency	Activity	Additional alignment to critical tasks
DHHS	Implementing legislation, programs and monitoring procedures to minimise public health risk from communicable and non-communicable diseases, contaminated retail food, food contaminated with the potential to cause harm to human health, contaminated drinking water supplies and radiation	13.1, 13.3, 13.4, 13.5
	Control agency for human disease/epidemics (including mass, rapid onset of human disease from any cause), food/drinking water contamination and incidents involving radiological substances and biological releases	3.1, 13.1, 13.3, 13.4, 13.5
	Reduce preventable death, illness and disability in all health emergencies and other emergencies with potential health impacts	13.3, 13.4, 13.5
DJPR	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; management of displaced animals (including relocated animals); animal welfare assessment, veterinary treatment, humane destruction, salvage slaughter and disposal; and provision of emergency pet food, livestock fodder and water	4.5, 10.2, 11.1, 12.2, 15.7
EPA	EPA provides a technical support agency role by providing 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	4.5, 4.6, 13.4

Agency	Activity	Additional alignment to critical tasks
	EPA provides a technical support agency role by providing emergency approvals, such as Section 30A approvals under the *Environment Protection Act*	4.6, 13.3

Critical Task 13.3: Prepare and support public and private health entities to manage and control public health risks.

Agency	Activity	Additional alignment to critical tasks
DHHS	Promoting awareness of safe practices and emergency procedures and implementing safety and warning systems for clients and funded services of DHHS	2.1, 13.5
	Implementing legislation, programs and monitoring procedures to minimise public health risk from communicable and non-communicable diseases, contaminated retail food, food contaminated with the potential to cause harm to human health, contaminated drinking water supplies and radiation	13.1, 13.2, 13.4, 13.5
	Control agency for human disease/epidemics (including mass, rapid onset of human disease from any cause), food/drinking water contamination and incidents involving radiological substances and biological releases	3.1, 13.1, 13.2, 13.4, 13.5
	DHHS is state lead agency for the recovery activity of 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	4.5, 13.4, 13.5
	DHHS is state lead agency for the recovery activity of maintaining community access to primary and acute health services through DHHS funded health care services and other primary and acute health services	13.1, 14.6, 14.8
	Reduce preventable death, illness and disability in all health emergencies and other emergencies with potential health impacts	13.2, 13.4, 13.5
EPA	EPA provides a technical support agency role by providing emergency approvals, such as Section 30A approvals under the *Environment Protection Act*	4.6, 13.2

Critical Task 13.4: Effectively communicate public health and clinical health management guidance to the health sector.

Agency	Activity	Additional alignment to critical tasks
DHHS	Implementing legislation, programs and monitoring procedures to minimise public health risk from communicable and non-communicable diseases, contaminated retail food, food contaminated with the potential to cause harm to human health, contaminated drinking water supplies and radiation	13.1, 13.2, 13.3, 13.5
	Control agency for human disease/epidemics (including mass, rapid onset of human disease from any cause), food/drinking water contamination and incidents involving radiological substances and biological releases	3.1, 13.1, 13.2, 13.3, 13.5
	DHHS is state lead agency for the recovery activity of 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	4.5, 13.3, 13.5
	Reduce preventable death, illness and disability in all health emergencies and other emergencies with potential health impacts	13.2, 13.3, 13.5

Agency	Activity	Additional alignment to critical tasks
ESTA	Provide clinical triage and pre-ambulance life support advice via the telephone and access to specialist referral services as required for medical emergencies	14.2, 14.4, 14.8
EPA	EPA provides a technical support agency role by providing 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	4.5, 4.6, 13.2

Critical Task 13.5: Effectively communicate the health risks, through public health promotion and prevention campaigns.

Agency	Activity	Additional alignment to critical tasks
DHHS	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
	Control agency for human disease/epidemics (including mass, rapid onset of human disease from any cause), food/drinking water contamination and incidents involving radiological substances and biological releases	3.1, 13.1, 13.2, 13.3, 13.4
	DHHS is state lead agency for the recovery activity of 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	4.5, 13.3, 13.4
	Implementing legislation, programs and monitoring procedures to minimise public health risk from communicable and non-communicable diseases, contaminated retail food, food contaminated with the potential to cause harm to human health, contaminated drinking water supplies and radiation	13.1, 13.2, 13.3, 13.4
	Reduce preventable death, illness and disability in all health emergencies and other emergencies with potential health impacts	13.2, 13.3, 13.4

14. Health Emergency Response core capability

The planning, provisioning, response and co-ordination of pre-hospital and health emergency care, including triage, treatment and distribution of patients, in a timely and structured manner, using all available resources to maximise positive health outcomes.

Table 30: Agency roles mapped to the VPF, by critical tasks within the Health Emergency Response core capability

Critical Task 14.1: Identify existing and developing health risks.

Agency	Activity	Additional alignment to critical tasks
AV	The role of AV is to respond to requests for pre-hospital emergency care	14.2, 14.4
	The role of AV is to provide health support to patients undergoing decontamination	14.2, 14.4, 14.7, 16.9
	AV has responsibility for co-ordination the areas of relief medical assistance and first aid	14.8, 15.2, 15.4
DJPR	DJPR is a key support agency for foodborne illness	3.2
LSV	Provision of first aid and other medical response support services to AV (as co-responder/emergency medical responder)	3.2, 14.2
	Provision of support to lead agencies for pre-hospital care for people affected by emergencies	3.2, 14.2

Critical Task 14.2: Assess patients.

Agency	Activity	Additional alignment to critical tasks
Airservices	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 provision of first aid services on or in the vicinity of designated airports	3.2
AV	The role of AV is to respond to requests for pre-hospital emergency care	14.1, 14.4
	The role of AV is to triage patients and determine treatment priority	14.3, 14.7
	The role of AV is to provide pre-hospital clinical care	14.3, 14.7, 14.8
	The role of AV is to provide health support to patients undergoing decontamination	14.1, 14.4, 14.7, 16.9
	AV is lead agency for the relief activity of co-ordinating pre hospital care	3.1, 14.8
CFA	Provide key support for EMR from designated stations to relevant events to support AV	3.2, 14.4
ESTA	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, 14.4, 14.8
FRV	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, 14.4
LSV	Provision of first aid and other medical response support services to AV (as co-responder/emergency medical responder)	3.2, 14.1
	Provision of support to lead agencies for pre-hospital care for people affected by emergencies	3.2, 14.1
	Provision of support to lead agencies for health and medical relief (first aid) assistance measures	3.2, 14.7

Agency	Activity	Additional alignment to critical tasks
St John Ambulance	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	14.4, 14.7
	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	14.4, 14.7
	Provide first aid and medical services support to community within the scope of SHERP	15.2
	Support agency for the provision of first aid and medical services to other emergency service agencies and public	3.2, 14.7
	Support for AV and DHHS with first aid and medical services within the scope of the SHERP	3.2, 14.7

Critical Task 14.3: Establish primary patient treatment points.

Agency	Activity	Additional alignment to critical tasks
AV	The role of AV is to triage patients and determine treatment priority	14.2, 14.7
	The role of AV is to provide pre-hospital clinical care	14.2, 14.7, 14.8
	AV is lead agency for the relief activity of establishing field primary care clinics or other health relief assistance measures as directed by the State Health Commander	3.1, 14.4, 15.1, 15.2
LSV	Provision of support to lead agencies for the establishment and resourcing of field primary care clinics	3.2, 14.4

Critical Task 14.4: Deploy specialised resources as required.

Agency	Activity	Additional alignment to critical tasks
AV	The role of AV under the SHERP is to deploy a Health Commander to direct the operational health response	3.1, 3.2, 14.5, 14.6, 14.8
	The role of AV under the SHERP is to activate other key SHERP position holders or mobile specialist teams	3.2, 14.6, 14.8
	The role of AV under the SHERP is to 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	3.2, 15.5
	The role of AV is to respond to requests for pre-hospital emergency care	14.1, 14.2
	The role of AV is to provide health support to patients undergoing decontamination	14.1, 14.2, 14.7, 16.9
	AV is lead agency for the relief activity of establishing field primary care clinics or other health relief assistance measures as directed by the State Health Commander	3.1, 14.3, 15.1, 15.2
CFA	Provide key support for EMR from designated stations to relevant events to support AV	3.2, 14.2
DHHS	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, 14.6, 14.8
	Access additional resources for the provision of appropriate care during an emergency with major health consequences	14.6

Agency	Activity	Additional alignment to critical tasks
	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
ESTA	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, 14.8
	Dispatch appropriate emergency response resources and support them with situational awareness information through operational communication networks	3.2, 7.3, 12.4
	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
LSV	Provision of support to lead agencies for the establishment and resourcing of field primary care clinics	3.2, 14.3
Services Australia	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
	Services Australia may also provide the service of 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	3.2, 6.1, 15.4, 15.5, 20.6
	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
St John Ambulance	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, 14.7
	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, 14.7

Critical Task 14.5: Undertake and co-ordinate patient transport.

Agency	Activity	Additional alignment to critical tasks
AV	The role of AV under the SHERP is to deploy a Health Commander to direct the operational health response	3.1, 3.2, 14.4, 14.6, 14.8
	The role of AV under the SHERP is to assemble and lead the Health Incident Management Team	3.1, 14.6, 14.8
	The role of AV under the SHERP is to initially notify receiving hospitals of patients	3.4, 14.6
	The role of AV under the SHERP is to support the Evacuation Manager in evacuating vulnerable people	3.2, 5.2, 14.6
	The role of AV is to transport and distribute patients to appropriate medical care	14.6, 14.8

Agency	Activity	Additional alignment to critical tasks
Coroners Court of Victoria	To facilitate the transportation of deceased persons to a coronial mortuary	8.4, 8.5
St John Ambulance	Support of AV through the provision of non-emergency patient transport as a licenced operator	3.2
	Provision of community transport services	15.2

Critical Task 14.6: Work with hospitals to identify strategies and resources that may be implemented in response to a surge in demand.

Agency	Activity	Additional alignment to critical tasks
AV	The role of AV under the SHERP is to deploy a Health Commander to direct the operational health response	3.1, 3.2, 14.4, 14.5, 14.8
	The role of AV under the SHERP is to assemble and lead the Health Incident Management Team	3.1, 14.5, 14.8
	The role of AV under the SHERP is to activate other key SHERP position holders or mobile specialist teams	3.2, 14.4, 14.8
	The role of AV under the SHERP is to initially notify receiving hospitals of patients	3.4, 14.5
	The role of AV under the SHERP is to support the Evacuation Manager in evacuating vulnerable people	3.2, 5.2, 14.5
	The role of AV is to transport and distribute patients to appropriate medical care	14.5, 14.8
DHHS	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, 14.8
	Access additional resources for the provision of appropriate care during an emergency with major health consequences	14.4
	DHHS is state lead agency for the recovery activity of maintaining community access to primary and acute health services through DHHS funded health care services and other primary and acute health services	13.1, 13.3, 14.8

Critical Task 14.7: Provide treatment and ongoing medical care.

Agency	Activity	Additional alignment to critical tasks
AV	The role of AV is to triage patients and determine treatment priority	14.2, 14.3
	The role of AV is to provide pre-hospital clinical care	14.2, 14.3, 14.8
	The role of AV is to provide health support to patients undergoing decontamination	14.1, 14.2, 14.4, 16.9
LSV	Provision of support to lead agencies for health and medical relief (first aid) assistance measures	3.2, 14.2
St John Ambulance	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
	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
	Support agency for the provision of first aid and medical services to other emergency service agencies and public	3.2, 14.2

Agency	Activity	Additional alignment to critical tasks
	Support for AV and DHHS with first aid and medical services within the scope of the SHERP	3.2, 14.2

Critical Task 14.8: Co-ordinate across the health sector to provide advanced clinical care, speciality services, and investigations required for patient treatment and care.

Agency	Activity	Additional alignment to critical tasks
AV	Co-ordinate a Public Access Defibrillation program, and Community Emergency Response Teams	1.2, 3.3, 3.5
	The role of AV under the SHERP is to deploy a Health Commander to direct the operational health response	3.1, 3.2, 14.4, 14.5, 14.6
	The role of AV under the SHERP is to assemble and lead the Health Incident Management Team	3.1, 14.5, 14.6
	The role of AV under the SHERP is to activate other key SHERP position holders or mobile specialist teams	3.2, 14.4, 14.6
	The role of AV is to provide pre-hospital clinical care	14.2, 14.3, 14.7
	The role of AV is to transport and distribute patients to appropriate medical care	14.5, 14.6
	AV has responsibility for co-ordination the areas of relief medical assistance and first aid	14.1, 15.2, 15.4
	AV is lead agency for the relief activity of co-ordinating pre hospital care	3.1, 14.2
DHHS	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
	Direct the strategic health response during an emergency with major health consequences	3.1
	DHHS is state lead agency for the recovery activity of maintaining community access to primary and acute health services through DHHS funded health care services and other primary and acute health services	13.1, 13.3, 14.6
ESTA	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

15. Relief Assistance core capability

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.

Table 31: Agency roles mapped to the VPF, by critical tasks within the Relief Assistance core capability

Critical Task 15.1: Establish temporary shelter options for displaced persons.

Agency	Activity	Additional alignment to critical tasks
AV	AV is lead agency for the relief activity of establishing field primary care clinics or other health relief assistance measures as directed by the State Health Commander	3.1, 14.3, 14.4, 15.2
BRV	Arrange temporary accommodation for people displaced by the Bushfires	20.2
DHHS	DHHS is responsible for the relief co-ordination of emergency shelter, emergency financial assistance and psychosocial support	15.3, 15.4
	DHHS is state lead agency for the relief activity of arranging emergency shelter and accommodation for displaced households when requested by municipal councils	
LSV	Provision of emergency evacuation/relief centres at the lifesaving clubs	3.3
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for establishing and managing emergency relief centres to shelter members of the community displaced by an emergency	
	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for arranging emergency shelter and accommodation for displaced households	
	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for establishing and managing recovery centres to provide recovery information to the emergency impacted community	4.5
NBN Co	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, 19.7
Salvation Army	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, 15.2, 15.3, 20.2, 20.7

Critical Task 15.2: Co-ordinate and manage services to meet the physical needs of affected populations.

Agency	Activity	Additional alignment to critical tasks
AV	AV has responsibility for co-ordination the areas of relief medical assistance and first aid	14.1, 14.8, 15.4
	AV is lead agency for the relief activity of establishing field primary care clinics or other health relief assistance measures as directed by the State Health Commander	3.1, 14.3, 14.4, 15.1
ADF	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

Agency	Activity	Additional alignment to critical tasks
ARC	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	15.3
	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	
	ARC supports DHHS in its role to provide personal support (psychological first aid) in relief and recovery centres and through community outreach	3.2, 15.3
CityLink	CityLink's role in recovery is to facilitate steps to ensure the physical and mental wellbeing of all customers and company personnel involved in the emergency	15.3, 20.1
DET	DET is lead agency for the recovery activity of 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	3.1, 15.3, 20.1
	Providing advice and support to early childhood services and non-government schools when required	3.2, 4.5
DELWP	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	
	Oversee recovery for the restoration of water and wastewater services in reticulated areas	
	DELWP is lead agency for the recovery activity of recovering and rehabilitating reticulated water services. Water corporations will lead recovery to restore services and DELWP will oversee activities undertaken by water corporations	19.4, 19.7
	DELWP is lead agency for the recovery activity of 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	19.4, 19.7
DJPR	DJPR is responsible for the relief co-ordination of food and grocery supply logistics continuity and animal welfare	10.2, 15.7
DJCS	Provide resources to support relief centres, where possible	3.2, 10.1
	Provide advice, information and assistance to individuals, communities and funded agencies and councils about relevant DJCS services	11.1
EastLink	Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in the emergency	15.3, 20.1
Foodbank Victoria	Foodbank Victoria is the co-lead agency with the Salvation Army to provide essential material aid (non-food items) to emergency affected persons specifically key personal care items including toilet paper, soap, sanitary supplies	10.2, 20.5
	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
	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, 15.5, 20.4
	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
Lendlease (Peninsula Link)	Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in the emergency	15.3, 20.1
Municipal Councils	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	

Agency	Activity	Additional alignment to critical tasks
Salvation Army	Assist in the provision of catering to emergency management personnel and affected persons	10.1, 10.2
	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, 15.3, 20.2, 20.7
	Primary support agency at state level for provision of material needs (including bedding and clothing) to affected persons	10.2
	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	
	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	
St John Ambulance	Provide first aid and medical services support to community within the scope of SHERP	14.2
	Provision of community transport services	14.5
Water corporations	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
WorkSafe Victoria	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	

Critical Task 15.3: Co-ordinate and manage services to meet the psychosocial needs of affected populations.

Agency	Activity	Additional alignment to critical tasks
ARC	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
	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
BRV	Co-ordinate the delivery of case support services, as required for people affected by the Bushfires	20.1
CityLink	CityLink's role in recovery is to facilitate steps to ensure the physical and mental wellbeing of all customers and company personnel involved in the emergency	15.2, 20.1
DET	DET is lead agency for the recovery activity of 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	3.1, 15.2, 20.1
DHHS	DHHS is responsible for the relief co-ordination of emergency shelter, emergency financial assistance and psychosocial support	15.1, 15.4
	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	
	DHHS is state lead agency for the relief activity of 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	
DJCS	Co-ordinates outreach justice services, such as births, deaths and marriages and community work group resources as required for recovery.	
EastLink	Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in the emergency	15.2, 20.1

Agency	Activity	Additional alignment to critical tasks
Lendlease (Peninsula Link)	Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in the emergency	15.2, 20.1
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for providing personal support and counselling referral	
Salvation Army	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, 20.2, 20.7
VCC EM	Provide psychosocial support including emotional spiritual care under the SHERP	
	VCC EM supports DHHS to deliver the relief and recovery activity of 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	3.2, 20.1, 20.6
Water corporations	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

Critical Task 15.4: Assess and provide financial hardship assistance payments.

Agency	Activity	Additional alignment to critical tasks
AV	AV has responsibility for co-ordination the areas of relief medical assistance and first aid	14.1, 14.8, 15.2
Australian Government Department of Home Affairs	Through various funding programs, the Commonwealth provides financial assistance to state and territory governments, individuals and organisations in preparing for, and recovering from, bushfires	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	20.3
	EMA also administers the Australian Government's disaster recovery payments, including the Australian Government Disaster Recovery Payment and the Disaster Recovery Allowance	20.3
BRV	Co-ordinate state and regional recovery, including State and Commonwealth funding for Bushfire recovery	20.3
	Administer recovery grants in co-ordination with Commonwealth, state and local government department and agencies	20.3
DHHS	DHHS is responsible for the relief co-ordination of emergency shelter, emergency financial assistance and psychosocial support	15.1, 15.3
	DHHS is state lead agency for the relief activity of administering emergency financial assistance in the form of relief payments through the DHHS Personal Hardship Assistance Program, to help individuals meet their basic needs	
DJPR	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	3.2
DPC	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	

Agency	Activity	Additional alignment to critical tasks
	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	
EMV	EMV is lead agency for the recovery activity of administering the Victorian Natural Disaster Financial Assistance scheme, in accordance with the Commonwealth DRFA	3.1
	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	17.2
	EMV is lead agency for the recovery activity of providing financial assistance to relevant government agencies and to municipal councils where eligible for disaster expenditure including counter disaster operations and the restoration of essential municipal assets	3.1, 19.7
RAC	The RAC supports EMV in its responsibility of implementing available financial assistance under the DRFA to assist disaster affected farmers, small business owners and non-profit organisations	17.1, 20.3
Services Australia	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	20.3
	The agency's priority in a disaster event is provision of information and advice about Australian Government emergency payments and services for affected Australians	20.3, 20.5
	Services Australia may also provide the service of 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	4.5
	Services Australia may also provide the service of 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	3.2, 6.1, 14.4, 15.5, 20.6
Telstra	Where appropriate, Telstra can provide relief packages for Telstra customers	17.5

Critical Task 15.5: Monitor emerging needs and adapt services to minimise the long term consequences on health and wellbeing.

Agency	Activity	Additional alignment to critical tasks
AV	The role of AV under the SHERP is to 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	3.2, 14.4
BRV	Co-ordinate state and regional recovery, including lead in Bushfire planning, program management, engagements and operations to ensure wraparound services systems are easily available for affected people	1.3
CityLink	Through the Customer assistance program, assess community needs and enact plans and adapt services, such as waiver fees, to assist the community	
Foodbank Victoria	Development of data systems to track and analyse emerging food insecurity trends	4.3, 4.4
	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, 20.4
Services Australia	Services Australia may also provide the service of 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	3.2, 6.1, 14.4, 15.4, 20.6

Agency	Activity	Additional alignment to critical tasks
VCC EM	VCC EM supports DHHS to deliver the relief and recovery activity of 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	3.2

Critical Task 15.6: Facilitate the reunification of family and friends separated during an emergency.

Agency	Activity	Additional alignment to critical tasks
ARC	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
VicPol	VicPol is responsible for registration of evacuees – in conjunction with ARC	3.1, 3.2, 4.5
VIFM	VIFM can support the recovery activity of reconnection of family and friends	3.2

Critical Task 15.7: Co-ordinate and manage services to meet the immediate needs of affected livestock.

Agency	Activity	Additional alignment to critical tasks
DJPR	DJPR is responsible for the relief co-ordination of food and grocery supply logistics continuity and animal welfare	10.2, 15.2
	DJPR is responsible for the recovery functional area co-ordination of local economies, businesses, agriculture and public telecommunications	17.1, 17.2
	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; management of displaced animals (including relocated animals); animal welfare assessment, veterinary treatment, humane destruction, salvage slaughter and disposal; and provision of emergency pet food, livestock fodder and water	4.5, 10.2, 11.1, 12.2, 13.2
	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)	3.1, 16.1, 16.2
	DJPR is lead agency for the relief activity of animal 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	
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for co-ordinating clean-up activities, including disposal of deceased animals (domestic, native and feral)	

16. Environmental Response core capability

To assess and manage the consequences to the community, environmental values, domestic animals and livestock of a hazardous materials release, naturally occurring pests or biological hazard.

Table 32: Agency roles mapped to the VPF, by critical tasks within the Environmental Response core capability

Critical Task 16.1: Conduct risk / epidemiological assessments and identify consequence management strategies.

Agency	Activity	Additional alignment to critical tasks
Airservices	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 initial hazardous materials response on or in the vicinity of designated airports	3.2, 16.7
DELWP	DELWP is lead agency for the recovery activity of 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	4.3, 4.4, 4.5, 4.6, 16.2
	DELWP is lead agency for the recovery activity of co-ordinating waste pollution management strategies	
DJPR	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)	3.1, 15.7, 16.2
Melbourne Water	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
VFA	Supporting DHHS in sampling of shellfish for marine biotoxin contamination	3.2, 16.2
	VFA is a key support agency for 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	3.2, 11.1, 11.3, 16.2, 16.3
	VFA is a key support agency for responding to Blue-green algae blooms where these impact on fisheries and fishing	3.2, 16.2
	VFA is a key support agency for responding to marine pest incursions	

Critical Task 16.2: Conduct monitoring and surveillance activities.

Agency	Activity	Additional alignment to critical tasks
DELWP	DELWP is lead agency for the recovery activity of 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	4.3, 4.4, 4.5, 4.6, 16.1
DJPR	DJPR promotes resilience through monitoring and surveillance programs for agricultural pests and diseases	4.3
	DJPR promotes resilience through monitoring and compliance programs under relevant legislation	4.3
	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)	3.1, 15.7, 16.1

Agency	Activity	Additional alignment to critical tasks
EPA	EPA provides a technical support agency role by responding to and assessing reports of pollution from the community, industry, government agencies and emergency services	3.2, 4.4
	EPA provides a technical support agency role by providing and co-ordinating with other support agencies for environmental monitoring to inform the provision of advice	
LSV	Provision of air and sea marine animal detection services in support of the VFA	3.2
NOPSEMA	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
PV	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 implementing dam safety monitoring procedures for PV dams, developing emergency management plans for large dams, and undertake periodic training and exercising to ensure the emergency management plan and associated business continuity plan is tested and can be implemented effectively	1.1, 1.5, 1.6
VFA	Supporting DHHS in sampling of shellfish for marine biotoxin contamination	3.2, 16.1
	VFA is a key support agency for 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	3.2, 11.1, 11.3, 16.1, 16.3
	VFA is a key support agency for responding to Blue-green algae blooms where these impact on fisheries and fishing	3.2, 16.1
	VFA is a key support agency for DHHS responding to food contamination involving fish in Victorian waters	3.2, 16.3
VPC(M)	Monitor the movement of dangerous goods through the Port	

Critical Task 16.3: Co-ordinate the delivery of diagnostic services.

Agency	Activity	Additional alignment to critical tasks
PV	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
VFA	VFA is a key support agency for 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	3.2, 11.1, 11.3, 16.1, 16.2
	VFA is a key support agency for DHHS responding to food contamination involving fish in Victorian waters	3.2, 16.2

Critical Task 16.4: Restrict the movement of spread vectors or hosts using legislative instruments (includes 'standstill').

Agency	Activity	Additional alignment to critical tasks
VFA	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, 16.5

Critical Task 16.5: Restrict the movement of hazardous materials or organisms using physical containment methods.

Agency	Activity	Additional alignment to critical tasks
AMSA	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
PV	Provision of trained staff 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	3.2
VFA	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

Critical Task 16.6: Destroy the organism and/or susceptible hosts.

Agency	Activity	Additional alignment to critical tasks
	Activities not identified	

Critical Task 16.7: Render (disperse / dilute / neutralise) the hazardous material safe.

Agency	Activity	Additional alignment to critical tasks
Airservices	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 initial hazardous materials response on or in the vicinity of designated airports	3.2, 16.1
PV	Provision of trained staff and equipment to 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	3.2
	PV is lead agency for the recovery activity of restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs (co-lead with DELWP/PV and CMAs) including: 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); clean-up following oil or chemical pollution incidents on parks, reserves, rivers, waterways and local ports managed by PV (in	16.8, 18.1, 18.4, 18.5

Agency	Activity	Additional alignment to critical tasks
	liaison with DELWP, or their agents, and the EPA); clean-up of fish death incidents (in collaboration with EPA and DELWP) and PV can also assist with the recovery and rehabilitation of other public land affected by an emergency	
DJPR	DJPR is a key support agency for wildlife affected by marine pollution	3.2

Critical Task 16.8: Dispose of contaminated waste.

Agency	Activity	Additional alignment to critical tasks
EPA	In applying and enforcing the *Environment Protection Act* the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by managing systems for the transport of priority waste from generation to disposal	10.4
PV	PV is lead agency for the recovery activity of restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs (co-lead with DELWP/PV and CMAs) including: 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); 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); clean-up of fish death incidents (in collaboration with EPA and DELWP) and PV can also assist with the recovery and rehabilitation of other public land affected by an emergency	16.7, 18.1, 18.4, 18.5

Critical Task 16.9: Decontaminate affected people, places and equipment.

Agency	Activity	Additional alignment to critical tasks
AV	The role of AV is to provide health support to patients undergoing decontamination	14.1, 14.2, 14.4, 14.7

17. Economic Recovery core capability

Return economic and business activities (including food and agriculture) to a healthy state and develop new business and employment opportunities that result in a sustainable and economically viable community.

Table 33: Agency roles mapped to the VPF, by critical tasks within the Economic Recovery core capability

Critical Task 17.1: Assess and identify business and economic needs.

Agency	Activity	Additional alignment to critical tasks
EastLink	Provision of information concerning the commercial issues	4.5, 4.6, 11.2, 17.2
DJPR	DJPR is responsible for the recovery functional area co-ordination of local economies, businesses, agriculture and public telecommunications	15.7, 17.2
	DJPR is lead agency for the recovery activity of 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	17.4, 17.5
	DJPR is lead agency for the recovery activity of 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	4.5, 17.2, 17.5
	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
Lendlease (Peninsula Link)	Provision of information concerning the commercial issues	4.5, 4.6, 11.2, 17.2
RAC	The RAC supports EMV in its responsibility of implementing available financial assistance under the DRFA to assist disaster affected farmers, small business owners and non-profit organisations	15.4, 20.3
VMIA	Provides insurance and insurance market insights advice during an emergency	11.3

Critical Task 17.2: Assist impacted businesses to access information and advice.

Agency	Activity	Additional alignment to critical tasks
EastLink	Provision of information concerning the commercial issues	4.5, 4.6, 11.2, 17.1
EMV	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
	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	20.3

Agency	Activity	Additional alignment to critical tasks
	EMV supports 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	3.2, 17.4, 17.5
DJPR	DJPR is responsible for the recovery functional area co-ordination of local economies, businesses, agriculture and public telecommunications	15.7, 17.1
	DJPR is lead agency for the recovery activity of 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	
	DJPR is lead agency for the recovery activity of 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	4.5, 17.1, 17.5
	DJPR is lead agency for the recovery activity of 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	
	DJPR is lead agency for the recovery activity of providing information and advice to small businesses to support decision making and, where appropriate, encourage a return to business	17.4
	DJPR is lead agency for the recovery activity of working to develop and implement appropriate approved actions to assist business recovery. Initiatives will be tailored to address the specific consequences of an emergency	17.4
	DJPR is lead agency for the recovery activity of 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	4.5, 17.4, 17.5
	DJPR is lead agency for the recovery activity of 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	17.4, 17.5
Lendlease (Peninsula Link)	Provision of information concerning the commercial issues	4.5, 4.6, 11.2, 17.1
VMIA	Provides 24/7 emergency claims advice and the engagement with a third party to provide assistance during an emergency	4.5, 17.3
	Provides claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.1, 11.2, 11.3, 17.3

Critical Task 17.3: Co-ordinate insurance industry information and advice.

Agency	Activity	Additional alignment to critical tasks
DTF	DTF is lead agency for the recovery activity of co-ordinating insurance advice and information to government through liaison with the ICA	3.1
ICA	ICA provides support to Local and State Government in its role in briefing governments on insurance coverage, claims lodgement and estimated economic impact of disaster events	4.5, 4.6
VMIA	VMIA also provides services to the Victorian government on risk and insurance issues and trends	2.1, 4.5
	Provides 24/7 emergency claims advice and the engagement with a third party to provide assistance during an emergency	4.5, 17.2
	Provides claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.1, 11.2, 11.3, 17.2
	Provides insurance for the Emergency Resource Providers Support Scheme for response preparedness to enable use of private resources for emergency response	3.2
	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	
	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 DET and DHHS to the extent any state schools or state health services are impacted	3.2, 4.5
	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 DoT in its role of restoring major arterial roads, bridges and tunnels, tram, bus and rail services	3.2, 4.5
	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 DELWP/PV in its role of restoring, clearing and rehabilitation of public land and assets managed directly by DELWP, PV or CMAs	3.2, 4.5

Critical Task 17.4: Provide technical advice on re-establishment or alternative strategies.

Agency	Activity	Additional alignment to critical tasks
DJPR	DJPR is lead agency for the recovery activity of 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	6.2, 17.5
	DJPR is lead agency for the recovery activity of 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	17.1, 17.5
	DJPR is lead agency for the recovery activity of providing information and advice to small businesses to support decision making and, where appropriate, encourage a return to business	17.2
	DJPR is lead agency for the recovery activity of working to develop and implement appropriate approved actions to assist business recovery. Initiatives will be tailored to address the specific consequences of an emergency	17.2

Agency	Activity	Additional alignment to critical tasks
	DJPR is lead agency for the recovery activity of 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	4.5, 17.2, 17.5
	DJPR is lead agency for the recovery activity of 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	17.2, 17.5
EMV	EMV supports 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	3.2, 17.2, 17.5
Melbourne Water	Melbourne Water leads delivery of the relief and recovery activity of supporting the recovery and rehabilitation of areas directly impacted by the failure of Melbourne Water's assets or systems	18.4

Critical Task 17.5: Deliver targeted intervention strategies if required.

Agency	Activity	Additional alignment to critical tasks
DJPR	DJPR is lead agency for the recovery activity of 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	
	DJPR is lead agency for the recovery activity of 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	6.2, 17.4
	DJPR is lead agency for the recovery activity of 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	17.1, 17.4
	DJPR is lead agency for the recovery activity of 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	4.5, 17.1, 17.2
	DJPR is lead agency for the recovery activity of 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	
	DJPR is lead agency for the recovery activity of 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	4.5, 17.2, 17.4
	DJPR is lead agency for the recovery activity of 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	17.2, 17.4

Agency	Activity	Additional alignment to critical tasks
	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
EMV	EMV supports 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	3.2, 17.2, 17.4
Telstra	Where appropriate, Telstra can provide relief packages for Telstra customers	15.4
	Telstra can remotely program payphones to free service in disaster impacted areas as deemed necessary	3.5
	Telstra can un-meter customer access to key websites such as state fire authorities, emergency services, BoM, etc.	3.5

18. Natural and Cultural Heritage Rehabilitation core capability

Protect natural and cultural heritage resources through appropriate planning, mitigation, response, and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post-disaster community priorities and best practices in compliance with applicable environmental and heritage preservation laws.

Table 34: Agency roles mapped to the VPF, by critical tasks within the Natural and Cultural Heritage Rehabilitation core capability

Critical Task 18.1: Identify cultural and natural heritage values at risk in affected areas.

Agency	Activity	Additional alignment to critical tasks
CMAs	Assess all river waterway damage that poses a threat to the stability of river systems	11.1, 18.2
DELWP	DELWP is responsible for relief co-ordination of surveying and protecting threatened ecosystems, native plants and animal	11.2, 18.2, 18.6
	Surveying and protecting threatened ecosystems, native plants and animals – Identification of key ecosystems, biodiversity values and species that may require intervention when affected by an emergency	1.1, 1.2, 11.2
	Surveying and protecting threatened ecosystems, native plants and animals – Provision of scientific and technical advice to Lead Response agencies to minimise impact of the emergency event on high value ecosystems or species	4.3, 4.4, 18.2
	DELWP is lead agency for the recovery activity of investigating and carrying out erosion control on public land, as co-lead with PV and DoT	3.1, 18.3, 18.4
PV	PV is lead agency for the recovery activity of restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs (co-lead with DELWP/PV and CMAs) including: 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); 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); clean-up of fish death incidents (in collaboration with EPA and DELWP) and PV can also assist with the recovery and rehabilitation of other public land affected by an emergency	16.7, 16.8, 18.4, 18.5

Critical Task 18.2: Undertake assessment of risk posed to natural and cultural heritage values.

Agency	Activity	Additional alignment to critical tasks
CMAs	Assess all river waterway damage that poses a threat to the stability of river systems	11.1, 18.1
	CMAs are a lead agency responsible for the recovery activity of developing and prioritising flood recovery programs for CMA assets/waterways	
DELWP	DELWP is responsible for relief co-ordination of surveying and protecting threatened ecosystems, native plants and animal	11.2, 18.1, 18.6
	Surveying and protecting threatened ecosystems, native plants and animals – Development of response options for key ecosystems and species	1.1, 1.3, 4.4
	Surveying and protecting threatened ecosystems, native plants and animals – Provision of scientific and technical advice to Lead Response agencies to minimise impact of the emergency event on high value ecosystems or species	4.3, 4.4, 18.1
	Surveying and protecting threatened ecosystems, native plants and animals – Undertake targeted interventions to maintain ecosystems and threatened species	18.4, 18.5, 18.6

Agency	Activity	Additional alignment to critical tasks
PV	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
	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)	18.3

Critical Task 18.3: Co-ordinate and undertake stabilisation works on private and public land to remediate response actions.

Agency	Activity	Additional alignment to critical tasks
CMAs	CMAs support DELWP to deliver on its recovery activity of 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	18.5, 19.3
	CMAs support DELWP to deliver on its recovery activity of restoring impacts of river erosion where there is an immediate danger of the formation of river breakaways and/or immediate danger to CMA assets	
CFA	CFA supports DELWP to deliver the recovery activity of ensuring essential water taken from private landholders during bushfire firefighting operation activities is replaced	18.4
DELWP	Surveying and protecting threatened ecosystems, native plants and animals – Develop and implement response activities to support ecosystem recovery and regeneration	
	DELWP is lead agency for the recovery activity of investigating and carrying out erosion control on public land, as co-lead with PV and DoT	3.1, 18.1, 18.4
DoT	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	18.4
Melbourne Water	Provide emergency works to alleviate flooding and clearance of waterways and drainage assets after flooding has occurred	
PV	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)	18.2

Critical Task 18.4: Co-ordinate and undertake natural values rehabilitation works.

Agency	Activity	Additional alignment to critical tasks
CMAs	Implement flood damage restoration programs for flood affected waterways	
	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
	CMAs support DELWP to deliver on its recovery activity of implementing balanced flood recovery programs consistent with funding allocated	19.5
CFA	CFA supports DELWP to deliver the recovery activity of ensuring essential water taken from private landholders during bushfire firefighting operation activities is replaced	18.3
DELWP	DELWP is responsible for recovery functional area co-ordination of reticulated water and wastewater services and natural environment, public land and waterways	18.6, 18.7

Agency	Activity	Additional alignment to critical tasks
	Wildlife welfare arising from emergency events – rehabilitation of wildlife following veterinary assessment and working in conjunction with rehabilitators	
	Wildlife welfare arising from emergency events – provision of advice on the appropriate management and release of wildlife from rehabilitation	4.5, 4.6
	Surveying and protecting threatened ecosystems, native plants and animals – Undertake targeted interventions to maintain ecosystems and threatened species	18.2, 18.5, 18.6
	Wildlife affected by marine and freshwater pollution – rehabilitation of wildlife following veterinary assessment and working in conjunction with rehabilitators	
	Wildlife affected by marine and freshwater pollution – provision of advice on the appropriate management and release of wildlife from rehabilitation	4.5, 4.6
	DELWP is lead agency for the relief activity of wildlife welfare arising from an emergency event	
	DELWP is lead agency for the recovery activity of investigating and carrying out erosion control on public land, as co-lead with PV and DoT	3.1, 18.1, 18.3
	DELWP is lead agency for the recovery activity of restoring, clearing and rehabilitating public land and assets managed directly by DELWP, PV and CMAs	19.3
DJCS	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	18.5, 19.4
DPC	Support the protection and management of Aboriginal cultural heritage on public land, through Aboriginal Victoria	18.5
	Support the protection and rehabilitation of Aboriginal cultural heritage on public land affected by emergencies and associated activities, through Aboriginal Victoria	18.5
DoT	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	18.3
Melbourne Water	Melbourne Water leads delivery of the relief and recovery activity of supporting the recovery and rehabilitation of areas directly impacted by the failure of Melbourne Water's assets or systems	17.4
	Melbourne Water leads delivery of the relief and recovery activity of 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)	18.6
PV	PV is lead agency for the recovery activity of restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs (co-lead with DELWP/PV and CMAs) including: 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); 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); clean-up of fish death incidents (in collaboration with EPA and DELWP) and PV can also assist with the recovery and rehabilitation of other public land affected by an emergency	16.7, 16.8, 18.1, 18.5

Critical Task 18.5: Co-ordinate and undertake cultural heritage values rehabilitation works, in consultation with affected communities.

Agency	Activity	Additional alignment to critical tasks
CMAs	CMAs support DELWP to deliver on its recovery activity of 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	18.3, 19.3
DELWP	Surveying and protecting threatened ecosystems, native plants and animals – Undertake targeted interventions to maintain ecosystems and threatened species	18.2, 18.4, 18.6
DJCS	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, 19.4
DPC	Support the protection and management of Aboriginal cultural heritage on public land, through Aboriginal Victoria	18.4
	Support the protection and rehabilitation of Aboriginal cultural heritage on public land affected by emergencies and associated activities, through Aboriginal Victoria	18.4
PV	PV is lead agency for the recovery activity of restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs (co-lead with DELWP/PV and CMAs) including: 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); 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); clean-up of fish death incidents (in collaboration with EPA and DELWP) and PV can also assist with the recovery and rehabilitation of other public land affected by an emergency	16.7, 16.8, 18.1, 18.4

Critical Task 18.6: Establish recovery monitoring of natural and cultural values.

Agency	Activity	Additional alignment to critical tasks
DELWP	DELWP is responsible for relief co-ordination of surveying and protecting threatened ecosystems, native plants and animal	11.2, 18.1, 18.2
	DELWP is responsible for recovery functional area co-ordination of reticulated water and wastewater services and natural environment, public land and waterways	18.4, 18.7
	Surveying and protecting threatened ecosystems, native plants and animals – Undertake targeted interventions to maintain ecosystems and threatened species	18.2, 18.4, 18.5
Melbourne Water	Melbourne Water leads delivery of the relief and recovery activity of 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)	18.4

Critical Task 18.7: Transition recovery services and programs to previous management arrangements.

Agency	Activity	Additional alignment to critical tasks
DELWP	DELWP is responsible for recovery functional area co-ordination of reticulated water and wastewater services and natural environment, public land and waterways	18.4, 18.6
VFA	Liaise with DJPR or other control agencies for relief or recovery activities affecting the fishing or aquaculture industries	3.2

19. Built Recovery core capability

To restore critical and community infrastructure and establish safe areas during and following an emergency, ensuring the provision of facilities and services to support and benefit communities.

Table 35: Agency roles mapped to the VPF, by critical tasks within the Built Recovery core capability

Critical Task 19.1: Undertake technical assessments for critical infrastructure.

Agency	Activity	Additional alignment to critical tasks
AEMO	AEMO works with DELWP (as lead Government liaison) to deliver the recovery activity of 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	19.4, 19.7
	AEMO works with DELWP (as lead Government liaison) 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	19.4, 19.7
CityLink	Through the asset strategy and planning framework, ensure long term operability of infrastructure, including assessments and restoration when required	1.3, 19.2, 19.5
DELWP	Energy – Co-ordinate intelligence to inform strategies and decision making for the safe and timely restoration of energy supplies to the community	19.4, 19.8
	DELWP is lead agency for the recovery activity of 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	19.7
DJPR	DJPR is a key support agency for critical infrastructure damage or disruption for the communications sector	
DoT	Providing and facilitating professional and skilled engineering and technical emergency teams/experts, equipment and material to other emergencies from either the department, public transport operators or contractors as appropriate	3.2
	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	9.5, 9.6, 9.7, 19.3, 19.7
ESV	Gas – Contributing expertise and technical specialists to support or lead the investigation of gas related incidents	8.5, 11.1
	Gas – 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)	19.7, 19.8
	Electricity – Contributing expertise and technical specialists to support or lead the investigation of electricity related incidents	8.5, 11.1
	Electricity – 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)	19.7, 19.8
	Pipelines – Contributing expertise and technical specialists to support and/or conduct investigation of pipeline related incidents	11.1
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for overseeing and inspecting rebuilding/redevelopment	19.2
Telstra	Telstra can identify its sites that may be at risk and potential consequences of loss of asset	1.3, 1.5

Agency	Activity	Additional alignment to critical tasks
VicPol	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	3.1, 19.2, 19.4, 19.7
VBA	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, 19.2
	Undertake inspections, investigations and audits to ensure compliance with relevant legislation during response/recovery and input to any proposed process facilitation	11.1, 19.2, 21.1

Critical Task 19.2: Undertake technical assessments for community infrastructure.

Agency	Activity	Additional alignment to critical tasks
BRV	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
CityLink	Through the asset strategy and planning framework, ensure long term operability of infrastructure, including assessments and restoration when required	1.3, 19.1, 19.5
CFA	CFA supports DELWP to deliver the following recovery activity of assisting farmers to repair and restore fences damaged by bushfire or suppression activities	19.4, 19.7
	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	19.3, 19.4, 19.7
DET	DET is lead agency for the recovery activity of 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	3.1, 19.3, 19.7
DHHS	DHHS is state lead agency for the recovery activity of 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	19.3, 19.4
DJPR	DJPR is lead agency for the recovery activity of 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	19.3, 19.4
DJCS	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	19.4, 19.7
FRV	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	19.3, 19.4, 19.7
Melbourne Water	Melbourne Water leads delivery of the relief and recovery activity of restoration, clearing and rehabilitation of public buildings and assets managed within Melbourne Water's portfolio	19.7
	Melbourne Water leads delivery of the following relief and recovery activity of 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	19.3, 19.7
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for overseeing and inspecting rebuilding/redevelopment	19.1

Agency	Activity	Additional alignment to critical tasks
	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for 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	19.3, 19.4
PV	PV is lead agency for undertaking 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	19.3, 19.4, 19.7
VicPol	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	3.1, 19.1, 19.4, 19.7
VICSES	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	19.3, 19.4, 19.7
VBA	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
	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, 21.1

Critical Task 19.3: Undertake stabilisation and remediation works.

Agency	Activity	Additional alignment to critical tasks
AV	AV is lead agency for the relief activity of restoration, clearing and rehabilitation of public buildings and assets managed within AV's portfolio	3.1, 19.7
CMAs	CMAs support DELWP to deliver on its recovery activity of 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	18.3, 18.5
CityLink	CityLink's role in recovery is assessment, restoration and/or reconstruction of CityLink to return to full operations, on the provision that resourcing and safety have been verified	19.4, 19.7
CFA	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, 19.4, 19.7
DET	DET is lead agency for the recovery activity of 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	3.1, 19.2, 19.7
DELWP	DELWP is lead agency for the recovery activity of restoring, clearing and rehabilitating public land and assets managed directly by DELWP, PV and CMAs	18.4
DHHS	DHHS is state lead agency for the recovery activity of 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	19.2, 19.4
DJPR	DJPR is lead agency for the recovery activity of 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	19.2, 19.4
DoT	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	9.5, 9.6, 9.7, 19.1, 19.7

Agency	Activity	Additional alignment to critical tasks
	Assisting with logistics interdependencies, contingencies and reconstruction by providing clearing, restoration and rehabilitation works on arterial roads and bridges	9.5, 9.7, 19.6, 19.7
EastLink	Restoration and/or reconstruction of EastLink	19.4, 19.7
FRV	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	19.2, 19.4, 19.7)
Lendlease (Peninsula Link)	Restoration and/or reconstruction of Peninsula Link	19.4, 19.7
Melbourne Water	Melbourne Water leads delivery of the following relief and recovery activity of 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	19.2, 19.7
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for 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	19.2, 19.4
PV	PV is lead agency for undertaking 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	19.2, 19.4, 19.7
VICSES	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, 19.4, 19.7
Water corporations	Water corporations lead the delivery of the recovery activity of restoring, clearing and rehabilitation of public buildings and assets managed within water corporations' portfolio	19.7

Critical Task 19.4: Assess and prioritise restoration needs of the affected community.

Agency	Activity	Additional alignment to critical tasks
AEMO	AEMO works with DELWP (as lead Government liaison) to deliver the recovery activity of 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	19.1, 19.7
	AEMO works with DELWP (as lead Government liaison) 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	19.1, 19.7
CityLink	CityLink's role in recovery is assessment, restoration and/or reconstruction of CityLink to return to full operations, on the provision that resourcing and safety have been verified	19.3, 19.7
CFA	CFA supports DELWP to deliver the following recovery activity of assisting farmers to repair and restore fences damaged by bushfire or suppression activities	19.2, 19.7
	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, 19.7

Agency	Activity	Additional alignment to critical tasks
DELWP	Energy – DELWP responsibilities under Part 7A of the *EM Act 2013* 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	1.1, 1.2, 1.3, 1.6, 19.5, 21.1, 21.3
	Energy – 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	10.1, 10.2, 11.1, 11.2, 19.7
	Energy – Co-ordinate intelligence to inform strategies and decision making for the safe and timely restoration of energy supplies to the community	19.1, 19.8
	DELWP is lead agency for the recovery activity of working with CFA to assist farmers repair and restore fences damaged by bushfire or suppression activities	
	DELWP are lead agency for the recovery activity of ensuring essential stock and domestic water taken from private landholders during firefighting operations is replaced as co-lead with CFA	
	DELWP is lead agency for the recovery activity of recovering and rehabilitating reticulated water services. Water corporations will lead recovery to restore services and DELWP will oversee activities undertaken by water corporations	15.2, 19.7
	DELWP is lead agency for the recovery activity of 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	15.2, 19.7
DHHS	DHHS is state lead agency for the recovery activity of 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	19.2, 19.3
DJPR	DJPR is lead agency for the recovery activity of 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	19.2, 19.3
DJCS	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
	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, 19.7
EastLink	Restoration and/or reconstruction of EastLink	19.3, 19.7
FRV	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	19.2, 19.3, 19.7
Lendlease (Peninsula Link)	Restoration and/or reconstruction of Peninsula Link	19.3, 19.7
Melbourne Water	Melbourne Water leads delivery of the relief and recovery activity of 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)	3.2, 19.7
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for 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	19.2, 19.3
PV	PV is lead agency for undertaking 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	19.2, 19.3, 19.7

Agency	Activity	Additional alignment to critical tasks
VicPol	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	3.1, 19.1, 19.2, 19.7
VICSES	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, 19.7

Critical Task 19.5: Restore community infrastructure to be sustainable and more resilient to future events.

Agency	Activity	Additional alignment to critical tasks
BRV	Manage the clean-up of properties destroyed or damaged by the Bushfires	
CMAs	CMAs support DELWP to deliver on its recovery activity of implementing balanced flood recovery programs consistent with funding allocated	18.4
CityLink	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
DELWP	Energy – DELWP responsibilities under Part 7A of the *EM Act 2013* 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	1.1, 1.2, 1.3, 1.6, 19.4, 21.1, 21.3
VMIA	In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs to act as insurer for, or provide insurance services, and ultimately resilience, to departments and participating bodies	4.6

Critical Task 19.6: Ensure continuity of critical infrastructure during restoration works.

Agency	Activity	Additional alignment to critical tasks
CityLink	Assistance with the on-going management of traffic on the arterial network if CityLink is not available for use	9.3
DELWP	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	1.5, 3.2, 10.1
	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	1.5, 3.2, 10.1
	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	1.5, 3.2, 10.1
DoT	Assisting with logistics interdependencies, contingencies and reconstruction by providing clearing, restoration and rehabilitation works on arterial roads and bridges	9.5, 9.7, 19.3, 19.7
EastLink	Assistance with the on-going management of traffic on the arterial network if the Link is not available for use	9.3, 9.7, 19.7

Agency	Activity	Additional alignment to critical tasks
Lendlease (Peninsula Link)	Assistance with the on-going management of traffic on the arterial network if the Link is not available for use	9.3, 9.7, 19.7
Melbourne Water	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
VicTrack	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	19.7

Critical Task 19.7: Undertake and facilitate the restoration of critical infrastructure.

Agency	Activity	Additional alignment to critical tasks
AV	AV is lead agency for the relief activity of restoration, clearing and rehabilitation of public buildings and assets managed within AV's portfolio	3.1, 19.3
AEMO	AEMO works with DELWP (as lead Government liaison) to deliver the recovery activity of 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	19.1, 19.4
	AEMO works with DELWP (as lead Government liaison) 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	19.1, 19.4
CityLink	CityLink's role in recovery is assessment, restoration and/or reconstruction of CityLink to return to full operations, on the provision that resourcing and safety have been verified	19.3, 19.4
CFA	CFA supports DELWP to deliver the following recovery activity of assisting farmers to repair and restore fences damaged by bushfire or suppression activities	19.2, 19.4
	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
DET	DET is lead agency for the recovery activity of 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	3.1, 19.2, 19.3
DELWP	Energy – 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	10.1, 10.2, 11.1, 11.2, 19.4
	DELWP is lead agency for the recovery activity of recovering and rehabilitating reticulated water services. Water corporations will lead recovery to restore services and DELWP will oversee activities undertaken by water corporations	15.2, 19.4
	DELWP is lead agency for the recovery activity of 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	15.2, 19.4
	DELWP is lead agency for the recovery activity of 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	19.1

Agency	Activity	Additional alignment to critical tasks
DJPR	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	3.2
DJCS	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
DoT	DoT provide relief and recovery activities by restoring, rebuilding, upgrading or relocating infrastructure associated with major arterial roads, bridges and tunnels	9.6, 9.7
	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	9.5, 9.6, 9.7, 19.1, 19.3
	Assisting with logistics interdependencies, contingencies and reconstruction by providing clearing, restoration and rehabilitation works on arterial roads and bridges	9.5, 9.7, 19.3, 19.6
EastLink	Restoration and/or reconstruction of EastLink	19.3, 19.4
	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
EMV	EMV is lead agency for the recovery activity of providing financial assistance to relevant government agencies and to municipal councils where eligible for disaster expenditure including counter disaster operations and the restoration of essential municipal assets	3.1, 15.4
ESV	Gas – 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)	19.1, 19.8
	Electricity – 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)	19.1, 19.8
FRV	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	19.2, 19.3, 19.4
Lendlease (Peninsula Link)	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
	Restoration and/or reconstruction of Peninsula Link	19.3, 19.4
Melbourne Water	Melbourne Water leads delivery of the relief and recovery activity of restoration, clearing and rehabilitation of public buildings and assets managed within Melbourne Water's portfolio	19.2
	Melbourne Water leads delivery of the relief and recovery activity of 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)	
	Melbourne Water leads delivery of the relief and recovery activity of 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)	3.2, 19.4
	Melbourne Water leads delivery of the following relief and recovery activity of 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	19.2, 19.3
Municipal Councils	When safe to do so, provide support to the ICCs and/or RCCs, through clearance of blocked drains and local roads	
NBN Co	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

Agency	Activity	Additional alignment to critical tasks
PV	PV is lead agency for undertaking 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	19.2, 19.3, 19.4
Telstra	Telstra can provide priority fault restoration of Telstra services for response agencies	
VicPol	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	3.1, 19.1, 19.2, 19.4
VICSES	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
VBA	Participate in recovery building and plumbing activities with other responsible agencies, such as EMV and BRV	19.8
VicTrack	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
	VicTrack supports DoT in its role restoring tram, bus, rail services	3.2
	VicTrack supports DJPR in its role assisting with telecommunications asset reinstatement	3.2
Water corporations	Water corporations lead the delivery of the recovery activity of restoring, clearing and rehabilitation of public buildings and assets managed within water corporations' portfolio	19.3
	Water corporations lead the delivery of the recovery activity of recovery and rehabilitation of essential reticulated water supply for domestic use (co-lead with DELWP)	
	Water corporations lead the delivery of the recovery activity of restoring of essential reticulated sewerage, sanitation systems and wastewater management systems for domestic use (co-lead with DELWP)	
WICEN	WICEN works with DJPR (as lead Government liaison) to provide alternate, limited capability communications networks where required	3.2, 3.5, 19.8

Critical Task 19.8: Work with communities to transition recovery services and programs to mainstream community delivery / services.

Agency	Activity	Additional alignment to critical tasks
CityLink	CityLink's role in recovery is to participate on a Community Recovery Committee, if required	
DELWP	Energy – Co-ordinate intelligence to inform strategies and decision making for the safe and timely restoration of energy supplies to the community	19.1, 19.4
	Energy – 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	6.3, 6.4, 6.6
EastLink	To participate on a Community Recovery Committee, if required	20.6

Agency	Activity	Additional alignment to critical tasks
ESV	Gas – 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)	19.1, 19.7
	Electricity – 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)	19.1, 19.7
Lendlease (Peninsula Link)	To participate on a Community Recovery Committee, if required	
VBA	Participate in recovery building and plumbing activities with other responsible agencies, such as EMV and BRV	19.7
	Support planning and related approvals for temporary accommodation and rebuilding as required	
WICEN	WICEN works with DJPR (as lead Government liaison) to provide alternate, limited capability communications networks where required	3.2, 3.5, 19.7

20. Social Recovery core capability

The longer term provision of assistance and access to services that allows individuals, families and communities to achieve an effective level of functioning after an emergency event. This includes safety, security, shelter, health and psychosocial wellbeing and re-establishment of those elements of society necessary for well-being.

Table 36: Agency roles mapped to the VPF, by critical tasks within the Social Recovery core capability

Critical Task 20.1: Assess and provide for medium to long term psychosocial needs.

Agency	Activity	Additional alignment to critical tasks
ARC	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	20.4
BRV	Co-ordinate the delivery of case support services, as required for people affected by the Bushfires	15.3
CityLink	CityLink's role in recovery is to facilitate steps to ensure the physical and mental wellbeing of all customers and company personnel involved in the emergency	15.2, 15.3
DET	DET is lead agency for the recovery activity of 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	3.1, 15.2, 15.3
DHHS	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	20.2, 20.3, 20.4
	DHHS is state lead agency for the recovery activity of 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	
	DHHS is state lead agency for the recovery activity of co-ordinating the provision of counselling and targeted psychosocial support	
EastLink	Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in the emergency	15.2, 15.3
Lendlease (Peninsula Link)	Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in the emergency	15.2, 15.3
VCC EM	VCC EM supports DHHS to deliver the relief and recovery activity of providing DHHS and activating agency a regular report on community wellbeing, needs and issues	20.5
	VCC EM supports DHHS to deliver the relief and recovery activity of 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	3.2, 15.3, 20.6

Critical Task 20.2: Provide housing / accommodation options.

Agency	Activity	Additional alignment to critical tasks
BRV	Arrange temporary accommodation for people displaced by the Bushfires	15.1
DHHS	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, 20.3, 20.4
	DHHS is state lead agency for the recovery activity of supporting securing interim accommodation, when requested by councils and other referring agencies, for individuals, families and households whose primary residence is destroyed or damaged	
	DHHS is state lead agency for the recovery activity of advising on accommodation standards for interim accommodation of displaced people, when requested by councils	
Municipal Councils	Municipal councils co-ordinate the housing of displaced and lost/stray companion animals, with support from VFF, Australian Veterinary Association and RSPCA	
Salvation Army	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, 20.7

Critical Task 20.3: Assess and provide financial re-establishment assistance.

Agency	Activity	Additional alignment to critical tasks
ARC	ARC supports DPC in its role to organise public appeals when requested, through collecting monetary donations for state-wide public appeals	3.2
Australian Government Department of Home Affairs	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
	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
	EMA also administers the Australian Government's disaster recovery payments, including the Australian Government Disaster Recovery Payment and the Disaster Recovery Allowance	15.4
BRV	Co-ordinate state and regional recovery, including State and Commonwealth funding for Bushfire recovery	15.4
	Administer recovery grants in co-ordination with Commonwealth, State and local government department and agencies	15.4
DHHS	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, 20.4
	DHHS is state lead agency for the recovery activity of administering income-tested re-establishment payments through the Personal Hardship Assistance Program, to help eligible households re-establish as quickly as possible	
EMV	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	17.2
	EMV supports 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	3.2

Agency	Activity	Additional alignment to critical tasks
RAC	The RAC supports EMV in its responsibility of implementing available financial assistance under the DRFA to assist disaster affected farmers, small business owners and non-profit organisations	15.4, 17.1
Services Australia	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
	The agency's priority in a disaster event is continuity of Australian Government payments and services for existing customers	
	The agency's priority in a disaster event is provision of information and advice about Australian Government emergency payments and services for affected Australians	15.4, 20.5

Critical Task 20.4: Co-ordinate and adapt health programs to ensure continuity and availability of advice / activities.

Agency	Activity	Additional alignment to critical tasks
ARC	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
DHHS	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
	DHHS is state lead agency for the recovery activity of advising on wellbeing in recovery through 'whole-of-health' advice, information and assistance to community	
Foodbank Victoria	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

Critical Task 20.5: Assess community service needs, including socio-economic disadvantage.

Agency	Activity	Additional alignment to critical tasks
ARC	ARC supports municipal councils through advice, guidance and connections to individuals and organisations that can provide additional support to affected persons	3.2
BRV	Co-ordinate state and regional recovery, including 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	3.2, 20.6
DHHS	DHHS is state lead agency for the recovery activity of 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	
Foodbank Victoria	Foodbank Victoria is the co-lead agency with the Salvation Army to provide essential material aid (non-food items) to emergency affected persons specifically key personal care items including toilet paper, soap, sanitary supplies	10.2, 15.2
Municipal Councils	Municipal councils are responsible for the co-ordination of local level relief and recovery activities, and are lead agency for providing and managing community development services and activities (not all councils will undertake this activity)	

Agency	Activity	Additional alignment to critical tasks
Services Australia	The agency's priority in a disaster event is provision of information and advice about Australian Government emergency payments and services for affected Australians	15.4, 20.3
VCC EM	VCC EM supports DHHS to deliver the relief and recovery activity of providing DHHS and activating agency a regular report on community wellbeing, needs and issues	20.1

Critical Task 20.6: Work with communities to transition recovery services and programs to mainstream community delivery / services.

Agency	Activity	Additional alignment to critical tasks
BRV	Co-ordinate state and regional recovery, including 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	3.2, 20.5
	Establish and operate community recovery hubs, linking locals to practical recovery supports	3.3
CFA	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)	
DHHS	DHHS is state lead agency for the recovery activity of co-ordinating plans when requested, to assist households to prepare for the transition to permanent housing	
DJPR	DJPR supports local community events by providing seed funding for events that aid recovery through restoring social networks and functioning	
EastLink	To participate on a Community Recovery Committee, if required	19.8
FRV	FRV support the controller by providing post incident assistance and advice to persons impacted by fire and other emergencies	4.5
Salvation Army	Provide support to community safety activities	3.2
Services Australia	Services Australia may also provide the service of 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	3.2, 6.1, 14.4, 15.4, 15.5
VICSES	VICSES supports the Controller by providing assistance and advice to individuals, families and communities who have been affected by flood, storm, tsunami, earthquake of landslide	
VCC EM	VCC EM supports DHHS to deliver the relief and recovery activity of 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	3.2, 15.3, 20.1

Critical Task 20.7: Provide bereavement support for communities.

Agency	Activity	Additional alignment to critical tasks
DHHS	DHHS supports the Coroners Court of Victoria to facilitate support and counselling for bereaved families through its relationships with grief and bereavement support agencies	
Salvation Army	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

21. Assurance and Learning core capability

Support continuous improvement to improve emergency management practice and community safety by extracting understanding from experience and research, reviewing community consequences, investigating causes and outcomes, providing assurance and translating lessons into behaviour change.

Table 37: Agency roles mapped to the VPF, by critical tasks within the Assurance and Learning core capability

Critical Task 21.1: Undertake assurance activities before, during and after major emergency events.

Agency	Activity	Additional alignment to critical tasks
AEMO	Prepare gas emergency procedures, in consultation with government, ESV and industry	1.2, 1.6, 21.3
	Co-ordinate Victorian Electricity Emergency Committee and Gas Emergency Management Consultative Forum emergency exercises	1.6, 21.3
ATSB	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, 21.2
	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, 21.2
	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, 21.2, 21.4, 21.5
	The ATSB issues public reports on investigations, safety issues and reports on remedial safety actions	2.1, 4.5, 4.6, 6.5, 21.3, 21.5
CityLink	CityLink's role in recovery is to participate in a post incident review/debrief	
DELWP	Wildlife welfare arising from emergency events – development of policy, programs and training for responding to wildlife welfare during emergencies	1.1
	Energy – DELWP responsibilities under Part 7A of the *EM Act 2013* 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	1.1, 1.2, 1.3, 1.6, 19.4, 19.5, 21.3
DoT	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	1.6, 21.2, 21.3
Emergency Broadcasters	Participation in emergency debrief forums, particularly regarding public information and media issues	2.4
ESTA	Provide information or insight based on ESTA's Emergency communications information assets for post-incident review	
EPA	In applying and enforcing the *Environment Protection Act* 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 *Environment Protection Act*	

Agency	Activity	Additional alignment to critical tasks
Foodbank Victoria	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
	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, 21.2
NOPSEMA	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
TSV	Conduct safety audits of transport operators and determine compliance with safety requirements	4.4
	Collect, analyse and report on safety data and performance	4.4, 21.2
	Investigate incidents and accidents for compliance with transport safety legislation and take enforcement action as appropriate	4.4, 21.2, 21.3
VBA	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
	Capture insights from activities to inform future response and review regulatory improvement opportunities to mitigate similar future emergency events	21.3

Critical Task 21.2: Analyse insights and identify lessons from assurance activities.

Agency	Activity	Additional alignment to critical tasks
AV	Undertakes post incident debrief of the pre-hospital response and identifies areas for improvement	
ATSB	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
	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
	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, 21.4, 21.5
DoT	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	1.6, 21.1, 21.3
ESV	Gas – 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	1.1, 1.2, 1.3, 5.4

Agency	Activity	Additional alignment to critical tasks
	Electricity – 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	1.1, 1.2, 1.3, 5.4
Foodbank Victoria	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
TSV	Collect, analyse and report on safety data and performance	4.4, 21.1
	Investigate incidents and accidents for compliance with transport safety legislation and take enforcement action as appropriate	4.4, 21.1, 21.3

Critical Task 21.3: Assess identified lessons for change / improvement activities.

Agency	Activity	Additional alignment to critical tasks
AEMO	Prepare gas emergency procedures, in consultation with government, ESV and industry	1.2, 1.6, 21.1
	Co-ordinate Victorian Electricity Emergency Committee and Gas Emergency Management Consultative Forum emergency exercises	1.6, 21.1
ATSB	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, 21.5
CityLink	Update the Emergency Risk Management Plan with findings and recommendations from any major event including annual exercises	1.3, 21.5
DELWP	Energy – DELWP responsibilities under Part 7A of the *EM Act 2013* 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	1.1, 1.2, 1.3, 1.6, 19.4, 19.5, 21.1
DoT	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	1.6, 21.1, 21.2
TSV	Investigate incidents and accidents for compliance with transport safety legislation and take enforcement action as appropriate	4.4, 21.1, 21.2
VBA	Capture insights from activities to inform future response and review regulatory improvement opportunities to mitigate similar future emergency events	21.1

Critical Task 21.4: Monitor and measure improvement activities and outcomes.

Agency	Activity	Additional alignment to critical tasks
ATSB	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, 21.5
BRV	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

Agency	Activity	Additional alignment to critical tasks
CMAs	Monitor and report on performance of regional floodplain management strategies	

Critical Task 21.5: Provide opportunities for all personnel to access and utilise identified lessons.

Agency	Activity	Additional alignment to critical tasks
ATSB	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
	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
CityLink	Update the Emergency Risk Management Plan with findings and recommendations from any major event including annual exercises	1.3, 21.3
Coroners Court of Victoria	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

Acronyms

Acronym	Explanation
ADF	Australian Defence Force
AEMO	Australian Energy Market Operator
AFP	Australian Federal Police
AMSA	Australian Maritime Safety Authority
AQUAPLAN	Australian National Strategic Plan for Aquatic Animal Health
ARC	Australian Red Cross
ARFFS	Aviation Rescue Fire Fighting Services
ATSB	Australian Transport Safety Bureau
AUSASSISTPLAN	Australian Government Overseas Assistance Plan
AUSVETPLAN	Australian Veterinary Emergency Plan
AV	Ambulance Victoria
BoM	Bureau of Meteorology
BRV	Bushfire Recovery Victoria
CA	Control agency
CFA	Country Fire Authority
CMA	Catchment Management Authority
COAG	Council of Australian Governments
COMDISPLAN	Australian Government Disaster Response Plan
CPR	Cardiopulmonary Resuscitation
CSIRO	Commonwealth Scientific and Industrial Research Organisation
DACC	Defence Aid to the Civil Community
DELWP	Department of Environment, Land, Water and Planning
DET	Department of Education and Training
DFAT	Department of Foreign Affairs and Trade
DHHS	Department of Health and Human Services
DJCS	Department of Justice and Community Safety
DJPR	Department of Jobs, Precincts and Regions
DoT	Department of Transport (including Head, Transport for Victoria)
DPC	Department of Premier and Cabinet
DRFA	Disaster Recovery Funding Arrangements
DTF	Department of Treasury and Finance
EM	Emergency Management

Acronym	Explanation
EMA	Emergency Management Australia
EMC	Emergency Management Commissioner
EMLO	Emergency Management Liaison Officer
EMR	Emergency Medical Response
EMV	Emergency Management Victoria
EPA	Environment Protection Authority
ESTA	Emergency Services Telecommunications Authority
ESV	Energy Safe Victoria
FFMVic	Forest Fire Management Victoria
FRV	Fire Rescue Victoria
ICA	Insurance Council of Australia Ltd
ICC	Incident Control Centre
JOSS	Joint Operations Support Staff
LSV	Life Saving Victoria
MEMPC	Municipal Emergency Management Planning Committee
NBN Co	National Broadband Network Company
Non SAR	Non Search and Rescue
NOPSEMA	National Offshore Petroleum Safety and Environmental Management Authority
OIE	World Organisation for Animal Health
PLANTPLAN	Australian Emergency Plant Pest Response Plan
PV	Parks Victoria
RAC	Rural Assistance Commissioner
RCC	Regional Control Centre
RecCA	Recovery Co-ordinating Agency
RecLA	Recovery Lead Agency
RecSA	Recovery Support Agencies
RelCA	Relief Co-ordinating Agency
RelLA	Relief Lead Agency
RelSA	Relief Support Agency
RSA	Response Support Agency
RSPCA	Royal Society for the Prevention of Cruelty to Animals
Salvation Army	Salvation Army – Victorian Emergency Services
SCC	State Control Centre
SCM	State Consequence Manager
SCRC	State Crisis and Resilience Council

Acronym	Explanation
SEMP	State Emergency Management Plan
SERC	State Emergency Relief Co-ordinator
SHERP	State Health Emergency Response Plan
SRC	State Response Controller
SReC	State Recovery Co-ordinator
Telstra	Telstra Corporation Limited
TfV	Transport for Victoria
TSV	Transport Safety Victoria
USAR	Urban Search and Rescue
VBA	Victorian Building Authority
VCC EM	Victorian Council of Churches Emergencies Ministry
VFA	Victorian Fisheries Authority
VFF	Victorian Farmers Federation
VicPol	Victoria Police
VICSES	Victoria State Emergency Service
VIFM	Victorian Institute of Forensic Medicine
VMIA	Victorian Managed Insurance Authority
VPC(M)	Victorian Ports Corporation (Melbourne)
VPF	Victorian Preparedness Framework
VRCA	Victorian Regional Channels Authority
WICEN	Wireless Institute Civil Emergency Network

Role statements

- Airservices
- Ambulance Victoria
- Australian Defence Force: Victoria
- Australian Energy Market Operator
- Australian Government Department of Home Affairs
- Australian Maritime Safety Authority
- Australian Red Cross
- Australian Transport Safety Bureau
- Bureau of Meteorology
- Bushfire Recovery Victoria
- Catchment Management Authorities
- CityLink
- Coroners Court of Victoria
- Country Fire Authority
- Department of Education and Training
- Department of Environment, Land, Water and Planning
- Department of Health & Human Services
- Department of Jobs, Precincts and Regions
- Department of Justice and Community Safety
- Department of Premier and Cabinet
- Department of Transport (including Head, Transport for Victoria)
- Department of Treasury and Finance
- Eastlink
- Emergency Broadcasters
- Emergency Management Commissioner
- Emergency Management Victoria
- Emergency Services Telecommunications Authority
- Energy Safe Victoria
- Environment Protection Authority
- Fire Rescue Victoria
- Foodbank Victoria
- Insurance Council of Australia Ltd
- Lend Lease (Peninsula Link)
- Life Saving Victoria
- Melbourne Water
- Municipal Councils
- National Offshore Petroleum Safety and Environmental Management Authority
- NBN Co
- Parks Victoria
- Rural Assistance Commissioner
- Salvation Army - Victorian Emergency Services
- Services Australia
- St John Ambulance Australia (Vic.)
- Telstra Corporation Limited
- Transport Safety Victoria
- Victoria Police
- Victoria State Emergency Service

- Victorian Building Authority
- Victorian Council of Churches – Emergencies Ministry
- Victorian Fisheries Authority
- Victorian Institute of Forensic Medicine
- Victorian Managed Insurance Authority
- Victorian Ports Corporation (Melbourne)
- Victorian Regional Channels Authority
- VicTrack
- Volunteer Search & Rescue Organisations (Inc Land & Marine Operations)
- Water Corporations
- Wireless Institute Civil Emergency Network
- WorkSafe Victoria (Victorian WorkCover Authority)

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
Mitigation	
For mitigation activities, refer directly to the agency for further information.	
Response (including Relief)	
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: • Fire and rescue response role to aircraft fires, accidents and incidents on or in the vicinity of the airport, • Structural firefighting on or in the vicinity of the airport and • Wildfire suppression on or in the vicinity of the airport	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: • firefighting services to assist in controlling a fire that is not near a designated airport • provision of first aid services on or in the vicinity of designated airports • response to vehicle accidents on or in the vicinity of designated airports • 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 • initial hazardous materials response on or in the vicinity of designated airports	3.2, 7.2 3.2, 14.2 3.2 4.5, 4.6 3.2, 16.1, 16.7
Through Air Navigation Services: • undertake actions in accordance with the Airport Emergency Plan at Melbourne, Essendon, Moorabbin and Avalon airports – in addition to the	4.6, 9.4

Activity	Critical task alignment / activity source
normal control of aircraft and the aircraft movement areas (at various times) at those airports	3.2, 3.3, 3.5
• assistance to aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.)	3.2
• assistance to the Joint Rescue Co-ordination Centre operated by AMSA in the reporting and location of Emergency Locator Transmitters	
• designation of, and assistance with the management of, temporary aviation Restricted Areas in the vicinity of an emergency operation	9.3
• provision on of an Alerting Post service for aircraft in emergency situations, and notification of appropriate agencies and organisations	3.4, 3.5
• provision of an In-Flight Emergency Response service to aircraft in flight, that need assistance, and that are in communication with air traffic control	3.4, 3.5
• 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	3.1
Recovery	
Airservices works with DoT (as lead Government liaison) to deliver the recovery activities of: • restoring airports to normal activity • assisting logistics interdependencies, contingencies and reconstruction	3.1, 3.2
Assurance and Learning	
For assurance and learning activities, refer directly to the agency for further information.	

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
Mitigation	
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
Response (including Relief)	
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:	
• provide health support to other agencies, where appropriate	3.2
• provide health support to patients undergoing decontamination	14.1, 14.2, 14.4, 14.7, 16.9
• provide pre-hospital clinical care	14.2, 14.3, 14.7, 14.8
• respond to requests for pre-hospital emergency care	14.1, 14.2, 14.4
• transport and distribute patients to appropriate medical care	14.5, 14.6, 14.8
• triage patients and determine treatment priority	14.2, 14.3, 14.7
The role of AV under the SHERP is to:	
• activate other key SHERP position holders or mobile specialist teams	3.2, 14.4, 14.6, 14.8
• assemble and lead the Health Incident Management Team	
• deploy a Health Commander to direct the operational health response	3.1, 14.5, 14.6, 14.8
• initially notify receiving hospitals of patients	3.1, 3.2, 14.4, 14.5, 14.6, 14.8
• 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	3.4, 14.5, 14.6
• represent Health as a member of the Emergency Management Team, and report on patient numbers and health impacts	3.2, 14.4, 15.5
• support the Evacuation Manager in evacuating vulnerable people	3.2, 11.1
	3.2, 5.2, 14.5, 14.6
AV supports the controller as requested to deliver relief and recovery activities	3.2
AV is the lead Response Support Agency (RSA) for the functional areas of ambulance services/first aid and heath command, as shown in the Response Support table (Table 10)	Response Support table

Activity	Critical task alignment / activity source
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:	
• co-ordinating pre hospital care	3.1, 14.2, 14.8
• establishing field primary care clinics or other health relief assistance measures as directed by the State Health Commander	3.1, 14.3, 14.4, 15.1, 15.2
• restoration, clearing and rehabilitation of public buildings and assets managed within AV's portfolio	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
Recovery	
For recovery activities, refer directly to the agency for further information.	
Assurance and Learning	
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
Mitigation	
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
Response (including Relief)	
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 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	3.2, 4.5, 4.6, 10.1

Activity	Critical task alignment / activity source
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
Mitigation	
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: • Legislative framework, e.g. Electricity Industry Act, Electricity Safety Act, national electricity laws and rules • System modelling • Market mechanisms • Load management strategies including segmented customers to minimise community impacts • Public communication and engagement	Mitigation table
AEMO is a participating agency, as shown in the Mitigation table (Table 8), for the following gas supply disruption mitigation activities: • 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 • AEMO maintenance co-ordination and direction powers, including 24x7 control room and gas duty system • Annual Victorian Gas Planning Report	Mitigation table
Response (including Relief)	
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
Recovery	
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	

Assurance and Learning

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

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
Mitigation	
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
Response (including Relief)	
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 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	3.2, 3.3, 4.5, 4.6
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	3.2

Activity	Critical task alignment / activity source
also works in close partnership with Australia's science agencies, the BoM, Geoscience Australia and the CSIRO	
Recovery	
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
Assurance and Learning	
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
Mitigation	
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: • Condition surveys for vessel class, commercial charter, and insurance requirements • International Maritime Organisation licensing requirements and audits for vessel crews • Implementation of International Safety Management code requirements (e.g. safety management system) • State and national audits and inspection of commercial vessels, port infrastructure, offshore facilities (note vessel condition monitoring done by Commonwealth) • 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.	Mitigation table
Response (including Relief)	
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
Mitigation	
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
Response (including Relief)	
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
Recovery	
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
ARC supports the co-ordination of spontaneous volunteers, as shown in the Social Environment table (Table 12)	Social Environment table
Assurance and Learning	

Activity	Critical task alignment / activity source
For assurance and learning activities, refer directly to the agency for further information.	

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
Mitigation	
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
Response (Including Relief)	
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 *Transport Safety Investigation Act*. 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
Recovery	
For recovery activities, refer directly to the agency for further information.	
Assurance and Learning	
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, tsunami 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
Mitigation	
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: • Weather forecasting • Heat Health Alert System to alert subscribers of forecast extreme heat	Mitigation table
BoM is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities: • BoM weather and warning network and systems	Mitigation table
Response (Including Relief)	
Issue warnings on gales, storms, tsunami, 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
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.	

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
Mitigation	
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 developed through participation with community and agency stakeholders	1.1, 1.2
• incorporate initiatives that build community resilience where-ever this is possible	1.1, 6.6
Co-ordinate state and regional recovery, including:	
• develop and implement overarching Bushfire recovery framework, including recovery plans	1.1
• lead in Bushfire planning, program management, engagements and operations to ensure wraparound services systems are easily available for affected people	1.3, 15.5
Response (including Relief)	
For response activities, refer directly to the agency for further information.	
Recovery	
Co-ordinate state and regional recovery, including:	
• lead intergovernmental co-ordination	3.1
• 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	3.2, 20.5, 20.6
• State and Commonwealth funding for Bushfire recovery	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
Assurance and Learning	
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
Mitigation	
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: • vegetation/waterway management	Mitigation table
Response (including Relief)	
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
Recovery	
CMAs are a lead agency responsible for the recovery activity of:	11.3

Activity	Critical task alignment / activity source
• providing advice and information services to municipal councils and delegated public land managers and community groups (with DELWP and EPA) • developing and prioritising flood recovery programs for CMA assets/waterways	18.2
CMAs support DELWP to deliver on its recovery activity of: • restoring impacts of river erosion where there is an immediate danger of the formation of river breakaways and/or immediate danger to CMA assets	18.3
• implementing balanced flood recovery programs consistent with funding allocated	18.4, 19.5
• 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	18.3, 18.5, 19.3
Implement flood damage restoration programs for flood affected waterways	18.4
Assurance and Learning	
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
Mitigation	
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
Response (including Relief)	
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:	
• assist the control and support agencies as required and within its capabilities	3.2
• provide an EMLO	3.2
• provide an Incident Management facility to assist in the co-ordination of the emergency	3.3
• if first responders at a scene, initiate incident management procedures (such as traffic management and access) until control agency on site	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
Recovery	
CityLink's role in recovery is:	
• provision of information concerning the non-sensitive commercial issues	4.5, 4.6
• assessment, restoration and/or reconstruction of CityLink to return to full operations, on the provision that resourcing and safety have been verified	
• Assistance with the on-going management of traffic on the arterial network if CityLink is not available for use	
	19.3, 19.4, 19.7

Activity	Critical task alignment / activity source
• to facilitate steps to ensure the physical and mental wellbeing of all customers and company personnel involved in the emergency • to participate in a post incident review/debrief • to participate on a Community Recovery Committee, if required • to work collaboratively with state authorities and local government regarding CityLink operations	9.3, 19.6 15.2, 15.3, 20.1 21.1 19.8 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
Assurance and Learning	
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
Mitigation	
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
Response (including Relief)	
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
Recovery	
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
Assurance and Learning	
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
Mitigation	
Reduce the number of fires and hazardous incidents through:	
• developing/enforcing of relevant legislation and regulations	1.1
• applying risk management strategies to identified community risk	1.5
• increasing the understanding of the use of fire protection and detection systems	1.2, 1.4
• changing community behaviour through public education and legislation • increasing community involvement and awareness in hazard prevention	1.1, 2.1
• broadening community awareness and preparedness to minimise the impact of an emergency on the community	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: • land use planning • landscape fuel management including legislative requirements • fire ignition controls including total fire ban days, arson programs • community education, awareness and engagement to prevent and respond to bushfire • seasonal arrangements to ensure capability	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: • 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) • pre-transport consequence modelling and readiness – plume modelling, etc.	Mitigation table
CFA is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities: • legislation/regulation and enforcement of *Mineral Resources Sustainable Development Act 1990* and regulations (licensing and approvals process for operators of declared mines), *Occupational Health & 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*	Mitigation table
Response (including Relief)	
Control Agency for: • fire on private land within Country Area Victoria • accidents involving gas leakage • hazardous materials • lifts, or scaffolding and amusement structures (including rescue) and building collapse • fire and explosion incidents involving aircraft and boilers and pressure vessels	3.1, 7.2, 12.3

Activity	Critical task alignment / activity source
• rescue incidents involving rail, aircraft and industrial, road, and building structures	
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:	
• providing advice to threatened and affected communities on actions that they should take during an emergency event	2.1, 2.3, 3.5
• controlling accidents involving boilers/pressure vessels; dangerous goods/hazardous materials; lifts; building collapse and explosions (e.g. gas) • suppression of uncontrolled fires	3.1
• 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)	7.1, 7.2 12.3
Provide key support for:	
• investigation into the causes of fire	4.4, 4.6
• Mines Rescue capability across Victoria in accordance with state arrangements	3.2, 12.3
• tunnel and trench rescue incidents	3.2, 12.3
• USAR capability across Victoria in accordance with state arrangements • EMR from designated stations to relevant events to support AV	3.2, 12.3 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
Recovery	
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:	
• assisting farmers to repair and restore fences damaged by bushfire or suppression activities	19.2, 19.4, 19.7
• ensuring essential water taken from private landholders during bushfire firefighting operation activities is replaced	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
Assurance and Learning	
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
Mitigation	
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
Response (including Relief)	
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
Recovery	
DET is lead agency for the recovery activity of: • 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	3.1, 15.2, 15.3, 20.1
• 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	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.	

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
Mitigation	
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: • Land use planning • Landscape fuel management including legislative requirements • Fire ignition controls including total fire ban days, arson programs • Community education, awareness and engagement to prevent and respond to bushfire • Seasonal arrangements to ensure capability • Restricted access to public land	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following earthquake mitigation activities: • Critical infrastructure (engineering) vulnerability assessments and maintenance regimes (essential services, dams/levees, buildings, roads, bridges, tunnels) • Land use planning • List of vulnerable (e.g. pre- 1989) buildings in CBD to inform response planning	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following electricity supply disruption mitigation activities: • legislative framework, e.g. *Electricity Industry Act*, *Electricity Safety Act*, national electricity laws and rules • urban development and planning • public awareness • load management strategies including segmented customers to minimise community impacts • public communication and engagement • industry forums, including regular emergency exercises	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following emergency animal disease mitigation activities: • regulated control of native wildlife rehabilitation and licensing	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following flood mitigation activities: • legislative policy framework including floodplain management strategy, reform (lessons learnt) • land use planning (Strategic and statutory) • flood emergency planning including readiness • flood data/intelligence and mapping • total Flood Warning System	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
• 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* • public awareness • industry forums, including regular emergency exercises	
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: • land use planning and regulation, and process facility/residential/commercial development designs	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following heatwave mitigation activities: • planning (state, local and agency preparedness) • urban planning (water fountains, cool places – parks, air-conditioned facilities)	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following liquid fuel disruption mitigation activities: • legislative and regulatory framework, including *Fuel Emergency Act 1977*, critical infrastructure resilience requirements under the *EM Act 2013* • public awareness • industry forums, including regular emergency exercises	Mitigation table
DELWP is a participating agency, as shown in the Mitigation table (Table 8), for the following water supply disruption mitigation activities: • system resilience e.g. desal plant and grid connectivity • critical infrastructure resilience • legislative framework and regulations including Water Act 1989, Water Industry Act 1994 and Safe Drinking Water Act 2003 (risk management plans and audits)	Mitigation table
Blue-Green Algae bloom:	
• developing policy for blue-green algae management in Victoria	1.3
• collection of data on blue-green algal blooms	4.4
Cetacean (whale and dolphin) stranding, entanglement or vessel strike:	
• formulation of policy, regulation, plans and training	1.1
• engagement with stakeholders to reduce the incidence of cetacean stranding, entanglement and vessel strike	1.3, 2.1
Dam safety:	
• formulation of policy and regulation for dam safety	1.1
• administration of dam safety provision in the *Water Act 1989* and water corporation obligations in the Statement of Obligations	1.1, 1.3
Energy:	
• DELWP responsibilities under Part 7A of the *EM Act 2013* 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	1.1, 1.2, 1.3, 1.6, 19.4, 19.5, 21.1, 21.3
Fire:	
• formulation of policy and regulation for bushfire management in state forest, national parks and protected public lands	1.1
• formulation of policy and regulation in the land use planning and building systems for bushfire in the built and natural environment	1.1

Activity	Critical task alignment / activity source
• planning and delivery of programs to reduce the risk of bushfire in state forest, national parks and protected public lands	1.3, 7.1
Floodplain management/flood:	
• formulation of policy and regulation for floodplain management	1.1
• formulation of policy and regulation in the land use planning and building systems for flood in the built and natural environment	1.1
• planning and delivery of floodplain management programs to reduce the risk of major flood	1.3
Non-hazardous pollution of inland waters:	
• formulation of policy and regulation for non-hazardous pollution of inland waters	1.1
Reticulated water and wastewater (sewerage) services:	
• 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	1.1, 1.6
Surveying and protecting threatened ecosystems, native plants and animals:	
• identification of key ecosystems, biodiversity values and species that may require intervention when affected by an emergency	1.1, 1.2, 11.2, 18.1
• development of response options for key ecosystems and species	1.1, 1.3, 4.4, 18.2
Wildlife affected by marine and freshwater pollution:	
• development of policy, programs and training for responding to incidents of wildlife affected by marine pollution	1.1
• development of partnerships and agreements with key organisations that will support DELWP in responding to wildlife affected by marine pollution	1.2, 3.2
Wildlife welfare arising from emergency events:	
• development of policy, programs and training for responding to wildlife welfare during emergencies	1.1, 21.1
• development of partnerships and agreements with key organisations that will support DELWP in responding to emergency events on wildlife welfare	1.1
• engagement with DJPR on the delivery of the Victorian Emergency Animal Welfare Plan	1.2
Response (including Relief)	
DELWP is the control agency for: • blue-green algae • cetacean (whale and dolphin) stranding, entanglement and vessel strike • dam safety • energy (electricity, gas and liquid fuels network supply disruptions) • fire in state forest, national park and protected public land • non-hazardous pollution of inland waters • reticulated water and wastewater (sewerage) service • wildlife affected by marine and fresh water pollution • wildlife welfare arising from an emergency event	3.1
DELWP is a support agency for: • fire on private land • drinking water contamination • flood plain management/flood • extreme heat and marine pollution (shoreline response)	3.2
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	Response Support table

Activity	Critical task alignment / activity source
functional area of responder agencies, as shown in the Response Support table (Table 10)	
Lead the co-ordination of public information on:	
• electricity outages and potential or actual load shedding after consultation with AEMO, ESV, industry and government	2.1, 2.2, 2.3, 2.5
• gas usage and potential or actual gas curtailment in consultation with AEMO, ESV, industry and government	2.1, 2.2, 2.3, 2.5
Provision of emergency advice to reduce gas consumption on a voluntary basis	2.3
Provide access to, and analysis of, real time information and intelligence on supply disruptions and energy flows through Victoria	4.4, 4.5
Blue-Green Algae bloom:	
• control agency for providing a co-ordinated response for blue-green algae incidents	3.1
• co-ordination of state-wide blue-green algae management activities	3.2, 4.6
• provision of advice to government and emergency management agencies regarding the impacts of algal blooms on drinking water supplies and/or recreational water bodies	4.6
Cetacean (whale and dolphin) stranding, entanglement or vessel strike:	
• control agency for response to cetaceans impacted by vessel strike under the Victorian Cetacean Emergency Plan	3.1
• control agency for providing a co-ordinated response to cetacean entanglements or strandings under the Victorian Cetacean Emergency Plan	3.1
Dam safety:	
• manage escalated response activities in order to minimise the impact on the community and the environment from dam safety	3.1, 11.2, 11.3
Energy:	
• control agency for energy supply disruptions, in accordance with plans and procedures and within the powers available to resolve the situation	1.5, 3.1
• 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	3.2
• 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	1.5, 3.2, 10.1, 19.6
• 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 *Gas Industry Act 2001*, the *Electricity Industry Act 2000*, the *Fuel Emergency Act 1977* and national arrangements	4.4, 4.5, 4.6, 11.2
• provide analysis and advice to government regarding impacts on energy supply	
• 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	4.1, 4.4, 4.6
• co-ordinate intelligence to inform strategies and decision making for the safe and timely restoration of energy supplies to the community	10.1, 10.2, 11.1, 11.2, 19.4, 19.7
• 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	19.1, 19.4, 19.8

Activity	Critical task alignment / activity source
	6.3, 6.4, 6.6, 19.8
Fire: • control agency for bushfires in state forest, national parks, and protected public lands in accordance with the State Bushfire Sub-Plan and SEMP • support agency for other fires on private land	3.1, 7.2
	3.2
Floodplain management/flood: • provide a co-ordinated response to manage any residual water after a major flood event	3.2
• provide flood mapping information and flood advice	4.4, 4.5, 4.6
• provide real time access to stream flow data collection for flood warning purposes	4.4, 4.5, 4.6
Mapping and information services: • support to emergency response agencies through provision of digital and spatial information and services, and topographical mapping, both hardcopy and electronic	3.2, 4.6
Non-hazardous pollution of inland waters: • manage escalated response activities in order to minimise the impact on the community and the environment from non-hazardous pollution of inland waters	3.1
Reticulated water and wastewater (sewerage) services: • manage escalated response activities in order to minimise the impact on the community from reticulated water supply and wastewater (sewerage) service disruptions	3.1
• administration of provisions in the *Water Act 1989* and water corporation obligations in the Statement of Obligations	4.6
• Oversee recovery for the restoration of water and wastewater services in reticulated areas	15.2
Surveying and protecting threatened ecosystems, native plants and animals: • provision of scientific and technical advice to Lead Response agencies to minimise impact of the emergency event on high value ecosystems or species	4.3, 4.4, 18.1, 18.2
• DELWP is responsible for relief co-ordination of surveying and protecting threatened ecosystems, native plants and animal	11.2, 18.1, 18.2, 18.6
Wildlife affected by marine and freshwater pollution: • control agency for responding to wildlife impacted by marine pollution, including oil or chemical spills, under the Wildlife Response Plan for Marine Pollution Emergencies	3.1, 3.2
Wildlife welfare arising from emergency events: • lead control agency for providing a co-ordinated response to wildlife welfare arising from emergencies	3.1
• ensuring the veterinary assessment and treatment of wildlife taken into care	3.1
• provision of advice to government and emergency agencies regarding impacts of animal welfare for wildlife	3.1, 3.2, 4.5, 11.1
• DELWP is lead agency for the relief activity of wildlife welfare arising from an emergency event	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

Activity	Critical task alignment / activity source
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
Recovery DELWP are lead agency for the recovery activities: • 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 • providing strategic and expert advice on wildlife welfare • 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 • co-ordinating waste pollution management strategies • investigating and carrying out erosion control on public land, as co-lead with PV and DoT • restoring, clearing and rehabilitating public land and assets managed directly by DELWP, PV and CMAs • recovering and rehabilitating reticulated water services. Water corporations will lead recovery to restore services and DELWP will oversee activities undertaken by water corporations • 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 • working with CFA to assist farmers repair and restore fences damaged by bushfire or suppression activities • ensuring essential stock and domestic water taken from private landholders during firefighting operations is replaced as co-lead with CFA • 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	4.5 4.6 4.3, 4.4, 4.5, 4.6, 16.1, 16.2 16.1 3.1, 18.1, 18.3, 18.4 18.4, 19.3 15.2, 19.4, 19.7 15.2, 19.4, 19.7 19.4 19.4 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
Energy: • 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 • 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	1.5, 3.2, 10.1, 19.6 1.5, 3.2, 10.1, 19.6
	Built Environment table

Activity	Critical task alignment / activity source
• 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)	
Reticulated water and wastewater (sewerage) services:	
• DELWP is responsible for recovery functional area co-ordination of reticulated water and wastewater services and natural environment, public land and waterways	18.4, 18.6, 18.7
Surveying and protecting threatened ecosystems, native plants and animals:	
• provide scientific and technical advice on interventions and response plans to maintain species diversity and persistence within an ecosystem	4.4, 4.5
• develop and implement response activities to support ecosystem recovery and regeneration	18.3
• undertake targeted interventions to maintain ecosystems and threatened species	18.2, 18.4, 18.5, 18.6
Wildlife affected by marine and freshwater pollution:	
• rehabilitation of wildlife following veterinary assessment and working in conjunction with rehabilitators	18.4
• provision of advice on the appropriate management and release of wildlife from rehabilitation	4.5, 4.6, 18.4
Wildlife welfare arising from emergency events:	
• provision of advice on the appropriate management and release of wildlife from rehabilitation	4.5, 4.6, 18.4
• rehabilitation of wildlife following veterinary assessment and working in conjunction with rehabilitators	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
Mitigation	
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: • communicable and non-communicable diseases • contaminated retail food • food contaminated with the potential to cause harm to human health • contaminated drinking water supplies • radiation	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: • education and community resilience – Survive the Heat campaign • planning (state, local and agency preparedness) • Heat Health Alert System to alert subscribers of forecast extreme heat	Mitigation table
DHHS is a participating agency, as shown in the Mitigation table (Table 8), for the following pandemic influenza mitigation activities: • influenza vaccination • health guidelines and relevant standards and codes • community education • health sector pandemic planning, surge capacity planning and exercises • surveillance and modelling data from outbreaks, research of historic events	Mitigation table
DHHS is a participating agency, as shown in the Mitigation table (Table 8), for the following water supply disruption mitigation activities: • legislative framework and regulations including Water Act 1989, Water Industry Act 1994 and Safe Drinking Water Act 2003 (risk management plans and audits)	Mitigation table
Response (including Relief)	
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
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

Activity	Critical task alignment / activity source
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: • administering emergency financial assistance in the form of relief payments through the DHHS Personal Hardship Assistance Program, to help individuals meet their basic needs • arranging emergency shelter and accommodation for displaced households when requested by municipal councils	15.4
• 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	15.1 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
Recovery	
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: • advising on accommodation standards for interim accommodation of displaced people, when requested by councils	20.2
• administering income-tested re-establishment payments through the Personal Hardship Assistance Program, to help eligible households re-establish as quickly as possible	20.3
• advising on wellbeing in recovery through 'whole-of-health' advice, information and assistance to community	20.4
• 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	20.1
• co-ordinating the provision of counselling and targeted psychosocial support	20.1
• 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	20.5
• co-ordinating plans when requested, to assist households to prepare for the transition to permanent housing	20.6

Activity	Critical task alignment / activity source
• supporting securing interim accommodation, when requested by councils and other referring agencies, for individuals, families and households whose primary residence is destroyed or damaged	20.2
• maintaining community access to primary and acute health services through DHHS funded health care services and other primary and acute health services	13.1, 13.3, 14.6, 14.8
• 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	4.5, 13.3, 13.4, 13.5
• 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	19.2, 19.3, 19.4
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)	Social Environment table
DHHS supports the Coroners Court of Victoria to facilitate support and counselling for bereaved families through its relationships with grief and bereavement support agencies	20.7
DHHS supports municipal councils in their respective role to deliver the relief and recovery activities of: • forming, leading and supporting Municipal /Community Recovery Committees • providing and staffing of recovery/information centres • advising on, providing and managing community development services • providing tailored information services to affected communities • using e.g. information lines, newsletters, community meetings and websites	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
Mitigation	
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:	
• membership of emergency management bodies and teams including the Victorian Emergency Animal Welfare Committee, State and Regional Emergency Management Teams and Committees	1.2
• 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	1.2
• emergency planning and preparedness, including the State Biosecurity Sub-Plan, Victorian Emergency Animal Welfare Plan, and national arrangements captured in AUSVETPLAN, PLANTPLAN and AQUAPLAN	1.1, 1.3
• 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	1.2, 1.3, 3.2
• working with the Communications sector on mobile blackspots and telecommunications resilience programs	1.2, 3.2, 3.5
• monitoring and compliance programs under relevant legislation	4.3, 16.2
• monitoring and surveillance programs for agricultural pests and diseases	4.3, 16.2
• implementation of, and compliance with traceability systems for livestock and agricultural produce	4.3
• food and grocery supply logistics prioritisation in an emergency	10.2, 10.3
• providing a liaison and other operational personnel to the SCC during a major emergency to providing specialist advice and supporting the state as required	3.2
DJPR is a participating agency, as shown in the Mitigation table (Table 8), for the following emergency animal disease mitigation activities: • regulated control of risk activities associated with animal feeding, vaccinations and therapeutics and farm biosecurity practices • disease surveillance activities - epidemiological information (data and analysis) • international surveillance/intelligence • farming industry supply chain best practice and accreditation • specialist training of staff and industry	Mitigation table

Activity	Critical task alignment / activity source
• awareness raising, education, information dissemination	
DJPR is a participating agency, as shown in the Mitigation table (Table 8), for the following emergency plant pest mitigation activities: • preparedness and contingency plans • surveillance programs • diagnostic testing state border control • education and stakeholder engagement • conditions on movement (e.g. insecticide requirements for red imported fire ant host materials) • pest and disease alerts • farm biosecurity/awareness • public awareness campaigns • plant health certification and auditing • chemical control	Mitigation table
DJPR is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities: • legislation/regulation and enforcement of *Mineral Resources Sustainable Development Act 1990* and regulations (licensing and approvals process for operators of declared mines), *Occupational Health & 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* • 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 • audits and inspection • planning consent and work plan approvals (initial and on-going) • implementing licensee and work plan conditions for mine operators to manage identified risks • technical review board (provides independent advice to DJPR and the Minister on mine stability)	Mitigation table
Response (including Relief)	
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)	3.1, 15.7, 16.1, 16.2
DJPR is a key support agency for:	
• explosion	3.2
• foodborne illness	3.2, 14.1
• mining and petroleum emergencies by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal wells	3.2, 4.5, 4.6
• critical infrastructure damage or disruption for the communications sector	
• rescue: mine/quarry and lift, crane, scaffolding or amusement structure	19.1
• service disruption to public telecommunications	
• wildlife affected by marine pollution	3.2, 12.3
• the (vast) majority of resources for response to a disruption to essential services are within relevant industry sectors	3.5
	3.2, 16.7
	3.2, 10.1

Activity	Critical task alignment / activity source
DJPR is the lead Response Support Agency (RSA) for the functional areas, as shown in the Response Support table (Table 10): • agriculture • animal welfare (livestock and companion animals) • business and industry • earth resources (mines) • local government • public telecommunications • tourism	Response Support table
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	3.2, 19.7
DJPR is responsible for the relief co-ordination of food and grocery supply logistics continuity and animal welfare	10.2, 15.2, 15.7
DJPR is lead agency for the relief activities: • 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	4.5, 4.6, 10.2
• 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	15.7
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: • management of displaced animals (including relocated animals) • animal welfare assessment, veterinary treatment, humane destruction, salvage slaughter and disposal • provision of emergency pet food, livestock fodder and water	4.5, 10.2, 11.1, 12.2, 13.2, 15.7
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	3.2, 15.4
Recovery	
DJPR is lead agency for the recovery activities: • 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	17.2
• 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 • 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	17.5
• 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	17.2
	17.5

Activity	Critical task alignment / activity source
• providing information and advice to small businesses to support decision making and, where appropriate, encourage a return to business	
• working to develop and implement appropriate approved actions to assist business recovery. Initiatives will be tailored to address the specific consequences of an emergency	17.2, 17.4
• 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	17.2, 17.4
• 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	17.2, 17.4, 17.5
• 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	17.1, 17.4, 17.5
• 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	6.2, 17.4, 17.5
• 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	19.2, 19.3, 19.4
• 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	4.5, 11.1, 11.2
• 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	4.5, 17.1, 17.2, 17.5
	4.5, 17.2, 17.5, 17.4
DJPR is responsible for the recovery functional area co-ordination of local economies, businesses, agriculture and public telecommunications	15.7, 17.1, 17.2
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

Activity	Critical task alignment / activity source
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
Community Correctional Services
Consumer Affairs
Crime Prevention
Dispute Resolution
Fines and Enforcement Services
Prison management
Registry of Births, Deaths and Marriages
Sheriff's Operations
Victims Services, Support and Reform
Youth Justice

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

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

Activity	Critical task alignment / activity source
Mitigation	
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
Response (including Relief)	
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
Mitigation	
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
Response (including Relief)	
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: • security and emergency management issues • response activities for emergencies	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	
Activate and manage the State Crisis Protocol to support government during recovery from an extreme emergency	3.1, 3.2

Activity	Critical task alignment / activity source
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
Mitigation	
DoT works with the transport sectors to enhance critical infrastructure resilience, through:	
• designating vital critical infrastructure where appropriate	1.1
• emergency risk management planning by vital critical infrastructure owners and operators	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: • critical infrastructure (engineering) vulnerability assessments and maintenance regimes (essential services, dams/levees, buildings, roads, bridges, tunnels)	Mitigation table
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:	Mitigation table

Activity	Critical task alignment / activity source
• 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) • pre-transport consequence modelling and readiness - plume modelling, etc. (oil spills only)	
DoT is a participating agency, as shown in the Mitigation table (Table 8), for the following heatwave mitigation activities: • Planning (state, local and agency preparedness)	Mitigation table
DoT is a participating agency, as shown in the Mitigation table (Table 8), for the following maritime emergency (non SAR) mitigation activities: • 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.) • State and national audits and inspection of commercial vessels, port infrastructure, offshore facilities (note vessel condition monitoring done by Commonwealth)	Mitigation table
Response (including Relief) DoT is the control agency for: • 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	3.1
• essential service disruption to public transport, major arterial roads, bridges and tunnels	3.1
DoT is the lead Response Support Agency (RSA) for the functional areas, as shown in the Response Support table (Table 10): • public transport • roads • transport (including airports and ports)	Response Support table
DoT's responsibilities include supporting relevant Ministers, and overseeing responsible entities, nominated under Part 7A of the *EM Act 2013* with respect to the transport system	3.1, 3.2
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	3.2
DoT will respond by: • 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	3.2
• providing and facilitating professional and skilled engineering and technical emergency teams/experts, equipment and material to other emergencies from either the department, public transport operators or contractors as appropriate	3.2, 19.1
• providing transport closure and condition information to the media and public	2.3, 4.5, 9.4
• addressing safety of staff, passengers and the impacted community	5.4
	2.3, 4.4, 9.6

Activity	Critical task alignment / activity source
• maintaining community safety and confidence through provision of warnings, facilitating network repairs and maintenance and identifying and mitigating transport related risks	9.2, 9.3, 9.4, 9.5
• assisting with the management of road links during emergencies, which includes route selection, emergency traffic management, escorting, route conditions advice and control	3.2, 4.5, 10.1
• 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	
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: • the Melbourne Metropolitan Rail Network (maintained and operated by Metro Trains Melbourne) • the Melbourne Tram Network (maintained and operated by KDR Victoria Pty Ltd – trading as Yarra Trams) • the Melbourne Metropolitan, Regional and DET School bus Networks • the Intrastate Rail Network (maintained and operated by V/Line) • the Interstate Rail Lines (maintained and operated by the Australian Rail Track Corporation)	3.1, 3.2, 3.3, 3.5
Recovery	
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:	
• restoring, rebuilding, upgrading or relocating infrastructure associated with major arterial roads, bridges and tunnels	9.6, 9.7, 19.7
• assisting with logistics interdependencies, contingencies and reconstruction by providing clearing, restoration and rehabilitation works on arterial roads and bridges	9.5, 9.7, 19.3, 19.6, 19.7
• 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	18.3, 18.4
• 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	9.5, 9.6, 9.7, 19.1, 19.3, 19.7
• 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	3.2, 4.4, 4.5
• leading liaison between port managers and the Victorian Government. DoT will work with port owners and operators and other agencies and businesses as required	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	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
Mitigation	
For mitigation activities, refer directly to the agency for further information.	
Response (including Relief)	
For response activities, refer directly to the agency for further information.	
Recovery	
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
Assurance and Learning	
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 is operation.

Activity	Critical task alignment / activity source
Mitigation	
For mitigation activities, refer directly to the agency for further information.	
Response (including Relief)	
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
Recovery	
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
Assurance and Learning	
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
Mitigation	
For mitigation activities, refer directly to the agency for further information.	
Response (including Relief)	
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
Recovery	
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
Assurance and Learning	
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
Mitigation	
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
Response (including Relief)	
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
Recovery	
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.	

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
Mitigation	
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: • seasonal arrangements to ensure capability	Mitigation table
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following electricity supply disruption mitigation activities: • System redundancy (N-1) • Public communication and engagement	Mitigation table
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following flood mitigation activities: • Flood emergency planning including readiness	Mitigation table
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following gas supply disruption mitigation activities: • Public awareness	Mitigation table
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following heatwave mitigation activities: • Planning (state, local and agency preparedness)	Mitigation table
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities: • Legislation/regulation and enforcement of *Mineral Resources Sustainable Development Act 1990* and regulations (licensing and approvals process for operators of declared mines), *Occupational Health & 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*	Mitigation table

Activity	Critical task alignment / activity source
EMV is a participating agency, as shown in the Mitigation table (Table 8), for the following water supply disruption mitigation activities: • Critical infrastructure resilience	Mitigation table
Response (including Relief)	
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
Recovery	
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:	
• administering the Victorian Natural Disaster Financial Assistance scheme, in accordance with the Commonwealth DRFA	3.1, 15.4
• providing financial assistance to relevant government agencies and to municipal councils where eligible for disaster expenditure including counter disaster operations and the restoration of essential municipal assets	3.1, 15.4, 19.7
• 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	17.2, 20.3

Activity	Critical task alignment / activity source
primary producers; and recovery grants for primary producers, subject to approval by the Australian Government	
EMV supports:	
• 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	3.2, 20.3
• Municipal councils to deliver their respective relief and recovery activity of co-ordinating of clean-up activities where state assistance is required	3.2
• 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	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
Mitigation	
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
Response (including Relief)	
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
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

Activity	Critical task alignment / activity source
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
Recovery	
Recovery of State Emergency Communications Centres, systems, equipment and emergency communication networks managed by ESTA	3.4
Assurance and Learning	
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
Mitigation	
Gas:	
• 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	1.1, 1.2, 1.3, 5.4, 21.2
• 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)	1.4, 1.5, 1.6
• Conduct community engagement and gas safety awareness campaigns and programs	2.1, 2.2
Electricity:	
• 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	1.1, 1.2, 1.3, 5.4, 21.2
• 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)	1.4, 1.5, 1.6
• 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	1.1, 7.1
• Conduct community engagement and electricity safety awareness campaigns and programs	2.1, 2.2
Pipelines:	
• 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	1.1. 1.3, 5.4

Activity	Critical task alignment / activity source
and accepted construction and operational safety management plans; and enforce compliance where regulated entities place communities at risk	
ESV is a participating agency, as shown in the Mitigation table (Table 8), for the following electricity supply disruption mitigation activities: • Legislative framework, e.g. Electricity Industry Act, Electricity Safety Act, national electricity laws and rules • Public awareness • Maintenance inspections	Mitigation table
ESV is a participating agency, as shown in the Mitigation table (Table 8), for the following gas supply disruption mitigation activities: • 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* • Public awareness	Mitigation table
ESV is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities: • Legislation/regulation and enforcement of *Mineral Resources Sustainable Development Act 1990* and regulations (licensing and approvals process for operators of declared mines), *Occupational Health & 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*	Mitigation table
Response (including Relief)	
Gas:	
• 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	3.1, 3.2, 3.5, 5.4, 11.1, 11.3
• Contributing expertise and technical specialists to support or lead the investigation of gas related incidents	8.5, 11.1, 19.1
• Providing safety and technical advice to support overall strategies and decision making for responding to gas emergency events	4.5, 4.6
Electricity:	
• Exercising powers conferred to ESV to issue directions to make safe of an electricity situation	3.1, 3.2, 3.5, 5.4, 11.1, 11.3
• Providing safety and technical advice to support overall strategies and decision making for responding to electricity emergency events	4.5, 4.6
• Contributing expertise and technical specialists to support or lead the investigation of electricity related incidents	8.5, 11.1, 19.1
• Providing information and guidance to local communities to expedite the safe restoration of supply to properties affected by bushfire	2.1, 2.5
Pipelines:	
• Contributing expertise and technical specialists to support and/or conduct investigation of pipeline related incidents	11.1, 19.1
• 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	5.4, 11.3
Recovery	
Gas:	19.1, 19.7, 19.8

Activity	Critical task alignment / activity source
• 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)	
Electricity: • 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)	19.1, 19.7, 19.8
Pipelines: • 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	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
Assurance and Learning 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
Mitigation	
In applying and enforcing the *Environment Protection Act* the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by:	
• working with government, industry and community to help identify and manage significant waste and pollution risks	1.2, 1.4
• supporting regional and state emergency management planning.	1.2
• managing systems for the transport of priority waste from generation to disposal	10.4, 16.8
• equipping government, industry and community with best practice guidance and practical tools to prevent pollution and manage waste	4.5, 4.6
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: • reduction/substitution of HAZMAT use (including inventory minimisation) • HAZMAT storage design and maintenance (including transport design) • 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) • pre-transport consequence modelling and readiness - plume modelling, etc. • Dangerous Goods transporter maintenance, training, licensing, inspection etc. (road/rail/marine, pipeline) - licence for transport of hazardous waste • legislation/regulation and enforcement (e.g. Major Hazard Facilities, Dangerous Goods Code preventative requirements), supported by audits and inspection	Mitigation table
Response (including Relief)	
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)	Response Support table
EPA provides a technical support agency role by: • responding to and assessing reports of pollution from the community, industry, government agencies and emergency services	3.2, 4.4, 16.2
	4.5, 4.6

Activity	Critical task alignment / activity source
• providing expert advice to the Chief Health Officer on the risks of pollution and waste on public health, as required	3.2
• supporting the control and other support agencies with powers under the *Environment Protection Act* where required	2.1, 2.3
• 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	4.5, 4.6, 13.2, 13.4
• 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	
• providing and co-ordinating with other support agencies for environmental monitoring to inform the provision of advice	16.2
Recovery	
EPA provides a technical support agency role by providing:	
• emergency approvals, such as Section 30A approvals under the *Environment Protection Act*	4.6, 13.2, 13.3
• 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	4.5, 4.6
Assurance and Learning	
In applying and enforcing the *Environment Protection Act* 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 *Environment Protection Act*	21.1

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
Mitigation	
Reduce the number of fires and hazardous incidents through:	
• developing/enforcing of relevant legislation and regulations	1.1
• changing community behaviour through public education and legislation	1.1, 2.1
• increasing the understanding of the use of fire protection and detection systems	1.2, 1.4
• increasing community involvement and awareness in hazard prevention	
• applying risk management strategies to identified community risk	1.4, 2.1
• broadening community awareness and preparedness to minimise the impact of an emergency on the community	1.5
	2.1, 6.3
FRV is a participating agency, as shown in the Mitigation table (Table 8), for the following bushfire mitigation activities: • land use planning • landscape fuel management including legislative requirements • fire ignition controls including total fire ban days, arson programs • community education, awareness and engagement to prevent and respond to bushfire • seasonal arrangements to ensure capability	Mitigation table
FRV is a participating agency, as shown in the Mitigation table (Table 8), for the following earthquake mitigation activities: • building standards/regulations and enforcement (post 1989, 1993, 2007 standards) • land use planning	Mitigation table
FRV is a participating agency, as shown in the Mitigation table (Table 8), for the following electricity supply disruption mitigation activities: • public communication and engagement	Mitigation table
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: • reduction/substitution of HAZMAT use (including inventory minimisation) • land use planning and regulation, and process facility/residential/ commercial development designs • HAZMAT storage design and maintenance (including transport design) • 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) • pre-transport consequence modelling and readiness - plume modelling, etc. • Dangerous Goods transporter maintenance, training, licensing, inspection etc. (road/rail/marine, pipeline)	Mitigation table
FRV is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities:	Mitigation table

Activity	Critical task alignment / activity source
• legislation/regulation and enforcement of Mineral Resources Sustainable Development Act 1990 and regulations (licensing and approvals process for operators of declared mines), Occupational Health & 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	
Response (including Relief)	
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 *Port Management Act 1995*) including: • accidents involving gas leakage, hazardous materials, lifts, cranes or scaffolding and amusement structures, and building collapse • fire and explosion incidents involving aircraft and boilers and pressure vessels • rescue incidents involving rail, aircraft and industrial, road, USAR, confined space, trench, low-high angle and tunnel, and building structures	3.1, 7.2, 12.3
Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through:	
• controlling accidents involving boilers/pressure vessels, dangerous goods/hazardous materials, lifts and cranes, tunnelling/trenches, building collapse and explosions (e.g. gas)	3.1
• the suppression of uncontrolled fires	3.1, 7.1, 7.2
• rescue of persons from fire, road, rail and aircraft accidents, industrial accidents and other emergencies	3.1, 12.3
• Incident response involving explosive devices, natural events (flood, storm and tsunami) and maritime casualty involving commercial ships in Port of Melbourne waters (non SAR)	3.2
• swift water rescue and maritime incidents across the state	3.2, 12.3
• EMR to relevant, as defined, events to support AV within the FRV Fire District	3.2, 14.2, 14.4
• USAR capability across Victoria in accordance with state arrangements	3.2, 12.4
• investigation into the causes of fire	
• initial impact assessment at the request and in support of, the state requirements	4.4, 4.6, 7.1 11.1
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)	Response Support table
Recovery	
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	19.2, 19.3, 19.4, 19.7
FRV support the controller by providing post incident assistance and advice to persons impacted by fire and other emergencies	4.5, 20.6
Provide support to other agencies, where appropriate, for recovery activities involving personnel or the environment	3.2
Assurance and Learning	
For assurance and learning activities, refer directly to the agency for further information.	

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
Mitigation	
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
Response (including Relief)	
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 specifically key personal care items including toilet paper, soap, sanitary supplies	10.2, 15.2, 20.5
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

Activity	Critical task alignment / activity source
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
Mitigation	
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
Response (including Relief)	
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
Recovery	
ICA provides support to Local and State Government in its role in:	
• briefing governments on insurance coverage, claims lodgement and estimated economic impact of disaster events	4.5, 4.6, 17.3
• co-ordinating insurance damage assessments and expediting claims processing in order for insured residents and businesses to access financial and accommodation benefits	11.2, 11.3
• participating in State, Regional and Local Recovery committees to advise on insurance issues and to expedite community recovery	3.2, 4.5
• providing governments and elected members a rapid issues escalation process	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
Assurance and Learning	
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
Mitigation	
For mitigation activities, refer directly to the agency for further information.	
Response (including Relief)	
Lendlease supports emergency response activities by:	
• assist other agencies with traffic management, as required (excluding maintenance of supply lines)	3.2, 5.3
• providing a forward EMLO	3.1, 3.2
• providing an incident management facility to assist in the co-ordination of the emergency	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
Recovery	
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
Assurance and Learning	
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
Mitigation	
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
Response (including Relief)	
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
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

Activity	Critical task alignment / activity source
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
Mitigation	
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: • legislative policy framework including floodplain management strategy, reform (lessons learnt) • flood mitigation infrastructure e.g. levees, retarding basins • vegetation/waterway management • flood emergency planning including readiness	Mitigation table
Melbourne Water is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities: • drainage systems (drainage standards and strategy)	Mitigation table
Response (including Relief)	
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
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

Activity	Critical task alignment / activity source
Recovery	
Melbourne Water leads delivery of the recovery activity of:	
• 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)	3.2, 19.4, 19.7
• 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)	19.7
• supporting the recovery and rehabilitation of areas directly impacted by the failure of Melbourne Water's assets or systems	17.4, 18.4
• 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)	18.4, 18.6
• restoration, clearing and rehabilitation of public buildings and assets managed within Melbourne Water's portfolio	19.2, 19.7
• 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	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
Mitigation	
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: • provision of community awareness, information and warning system(s) • identification and assessment of hazards/risks	1.2, 2.1
• implementation/co-ordination of specific risk treatments for identified risks	1.2, 1.3
	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: • land use planning • building regulations, standards and codes • landscape fuel management including legislative requirements	Mitigation table
Municipal councils is a participating agency, as shown in the Mitigation table (Table 8), for the following earthquake mitigation activities: • building standards/regulations and enforcement (post 1989, 1993, 2007 standards) • critical infrastructure (engineering) vulnerability assessments and maintenance regimes (essential services, dams/levees, buildings, roads, bridges, tunnels) • land use planning	Mitigation table
Municipal councils is a participating agency, as shown in the Mitigation table (Table 8), for the following flood mitigation activities: • land use planning (Strategic and statutory) • flood mitigation infrastructure e.g. levees, retarding basins • community engagement, education and awareness	Mitigation table
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: • land use planning and regulation, and process facility/residential/commercial development designs	Mitigation table
Municipal councils is a participating agency, as shown in the Mitigation table (Table 8), for the following heatwave mitigation activities: • urban planning (water fountains, cool places – parks, air-conditioned facilities)	Mitigation table
Municipal councils is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities: • drainage systems (drainage standards and strategy) • buildings compliant to engineering standards (planning and building standards/regulations)	Mitigation table

Response (including Relief)

Activity	Critical task alignment / activity source
When safe to do so, provide support to the ICCs and/or RCCs, through:	
• facilitation of the delivery of official agency warnings to the community through local channels (not all councils will undertake this activity)	2.4
• provision of available municipal resources to response agencies	
• provision of available facilities for emergency services' staging areas	3.2
• partial/full closure of areas to exclude the public from dangerous areas	3.3
• partial/full local road closures and determination of alternative routes	5.1
	5.3, 9.3
Municipal councils are responsible for the co-ordination of local level relief activities, and are lead agency for:	
• provision of local relief information to public and media	2.3
• establishing and managing emergency relief centres to shelter members of the community displaced by an emergency	15.1
• arranging emergency shelter and accommodation for displaced households	15.1
• providing personal support and counselling referral	
• co-ordination of secondary impact assessment	15.3
• co-ordinating clean-up activities, including disposal of deceased animals	11.1, 11.3
(domestic, native and feral)	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
Recovery	
Municipal councils are responsible for the co-ordination of local level recovery activities, and are lead agency for:	
• forming, leadership and supporting Municipal/Community Recovery Committees	3.2
• establishing and managing recovery centres to provide recovery information to the emergency impacted community	4.5, 15.1
• co-ordination of post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment)	11.2, 11.3, 11.1
• surveying and making a determination regarding occupancy of damaged buildings	11.1, 11.2
• overseeing and inspecting rebuilding/redevelopment	19.1, 19.2
• 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	19.2, 19.3, 19.4
• providing and managing community development services and activities (not all councils will undertake this activity)	20.5
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: • support for secure interim accommodation • public health advice	Social Environment table

Activity	Critical task alignment / activity source
• advice on wellbeing in recovery	
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: • implement approved actions and projects to assist economic recovery • encourage and bring forward the resumption of local trade and economic activity • monitor broad economic impacts and consequences • assist businesses to access available information and advice following an emergency • provide opportunities for the enhancement of knowledge and skills within small businesses	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
Mitigation	
Provide advice regarding emergency communications infrastructure	4.5, 4.6
Response (including Relief)	
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
Recovery	
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
Assurance and Learning	
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.

Activity	Critical task alignment / activity source
Mitigation	
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
Response (including Relief)	
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
Recovery	
For recovery activities, refer directly to the agency for further information.	

Activity	Critical task alignment / activity source
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

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
Mitigation	
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: • implementing dam safety monitoring procedures for PV dams • developing emergency management plans for large dams • undertaking periodic training and exercising to ensure the emergency management plan and associated business continuity plan is tested and can be implemented effectively	1.1, 1.5, 1.6, 16.2
PV is responsible for: • preparing and maintaining emergency response plans for parks, reserves, rivers and waterways managed by PV	1.1, 1.3
• preparation and implementation of Safety and Environment Management Plans for the local ports of Port Phillip and Western Port	1.1, 1.3
• 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	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: • landscape fuel management including legislative requirements • restricted access to public land	Mitigation table
Response (including Relief)	
Fire suppression:	3.2, 7.1, 7.2

Activity	Critical task alignment / activity source
• activities in parks and reserves managed by PV in the FRV Fire District	
• activities in parks and reserves managed by PV in the Country Area of Victoria under the direction of CFA	3.2, 7.1, 7.2
• on public land in Victoria (Fire Protected Area): provide staff and equipment to support DELWP	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:	
• to assist with cetacean strandings and entanglements under the direction of DELWP in accordance with the Victorian Cetacean Contingency Plan (DELWP)	3.2
• assist with wildlife incidents on public land under the direction of DELWP	3.2
• 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	3.2
• 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	3.2, 16.5
Provision of trained staff and equipment to:	
• assist with the clean-up of fish deaths, under the direction of EPA in accordance with the Fish Death Response Procedure	3.2, 10.1
• 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	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	
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:	16.7, 16.8, 18.1, 18.4, 18.5
• 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)	
• 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)	

Activity	Critical task alignment / activity source
• clean-up of fish death incidents (in collaboration with EPA and DELWP) • PV can also assist with the recovery and rehabilitation of other public land affected by an emergency	
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)	18.2, 18.3
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	19.2, 19.3, 19.4, 19.7
PV supports DELWP as the lead for the following activities, as shown in the Natural Environment table (Table 15): • surveying and protecting threatened bird, marsupial, aquatic and plant species • develop and implement protection activities to support ecosystem recovery and regeneration • monitoring the rehabilitation of injured wildlife	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
Mitigation For mitigation activities, refer directly to the agency for further information.	
Response (including Relief) For response activities, refer directly to the agency for further information.	
Recovery The RAC supports EMV in its responsibility of implementing available financial assistance under the DRFA to assist: • disaster affected farmers • small business owners • non-profit organisations	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: • voluntary non-profit groups, communities and economies • primary producers' recovery	Economic Environment table
Assurance and Learning 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
Mitigation	
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
Response (including Relief)	
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
Recovery	
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
Assurance and Learning	
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
Mitigation	
Development and implementation of the following plans to assist stakeholders in major emergency mitigation activities including: • 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 • 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 • 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	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: • agency Emergency Management Co-ordinators, Emergency Reservists, Smart Centre and Service Zone staff deployed to emergencies/disasters	1.2, 1.4, 1.6
• agency staff taking calls or processing claims received relating to an emergency/disaster event	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
Response (including Relief)	
Co-ordination of the agency's response to emergencies through: • activation of the National Security Hotline	2.3, 3.5
• activation and secretariat for the Emergency Response and Recovery Committee	3.2
• activation of National Emergency Call Centre Surge Capability	3.2
• activation of state/territory requests for surge assistance	3.2
• responding to media requests during an activation (jointly and in consultation with the Media Team)	2.1, 2.3 , 3.2

Activity	Critical task alignment / activity source
• supporting Service Zones through participation in Zone Emergency Response and Recovery Committee	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: • 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	3.2, 6.1, 14.4, 15.4, 15.5, 20.6
• 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	4.5, 15.4
Recovery	
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: • continuity of Australian Government payments and services for existing customers	20.3
• provision of information and advice about Australian Government emergency payments and services for affected Australians	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
Assurance and Learning	
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
Mitigation	
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
Response (including Relief)	
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
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.	

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
Mitigation	
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
Response (including Relief)	
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
Recovery	
Telstra can provide priority fault restoration of Telstra services for response agencies	19.7
Assurance and Learning	
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
Mitigation	
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: • 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.) • licensed, current and competent pilots	Mitigation table
Response (including Relief)	
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
Recovery	
For recovery activities, refer directly to the agency for further information.	
Assurance and Learning	
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
Mitigation	
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: • fire ignition controls including total fire ban days, arson programs	Mitigation table
Response (including Relief)	
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:	
• evacuation – in consultation with the control agency and other expert advice	3.2, 5.2
• provision of media co-ordination (where no other facility exists)	2.1, 2.3, 3.1, 3.5
• traffic management – in consultation with the control agency and other expert advice	3.1, 3.2, 5.3, 9.3
• registration of evacuees – in conjunction with ARC	3.1, 3.2, 4.5, 15.6
VicPol is the control agency for:	
• Class 3 emergencies (as defined in the SEMP)	3.1, 3.4, 5.4
• rescue in mines and caves	3.1, 12.3
• road, rail, tram, aircraft and marine (not pollution, cetaceans or wildlife) accidents/incidents, explosive devices, threats to life and property (unless otherwise designated)	3.1
• search and rescue on land and Victorian waters, other than for ADF ships and planes	3.1, 12.1, 12.3
• food supply and critical infrastructure damage or disruption	Response table
VicPol supports to other agencies in:	
• access to communications	3.2, 3.4, 3.5, 5.1
• coronial investigations	3.2, 8.1, 8.5
• dissemination of public information	2.1, 2.3, 3.1
• provision of land, air and water transport	3.2, 9.2
• provision of personnel	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
Recovery	
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	3.1, 19.1, 19.2, 19.4, 19.7

Activity	Critical task alignment / activity source
and/or rehabilitation as a result of an emergency, VicPol is the lead agency for the recovery activities associated with this	
Assurance and Learning For assurance and learning activities, refer directly to the agency for further information.	

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
Mitigation	
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: • community engagement, education and awareness	Mitigation table
VICSES is a participating agency, as shown in the Mitigation table (Table 8), for the following flood mitigation activities: • community engagement, education and awareness • flood emergency planning including readiness	Mitigation table
VICSES is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities: • community engagement, education and awareness	Mitigation table
Response (including Relief)	
VICSES is the control agency for: • storm, flood, landslide, tsunami and earthquake • accidents involving building collapse • rescue incidents involving rail, aircraft and industrial, road, and building structures	3.1, 12.3
VICSES provides continuous protection of life, property and the environment: • 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	3.1, 12.3
• from the effects of fire, accidents and other hazards through USAR capability across Victoria in accordance with state arrangements	3.2, 12.4
• 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	11.1
Provide key support for:	3.2, 12.1, 12.3

Activity	Critical task alignment / activity source
• USAR capability across Victoria in accordance with state arrangements • search and rescue on land and water evacuations and incidents involving mass casualties	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
Recovery	
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 of landslide	20.6
Assurance and Learning	
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
Mitigation	
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: • building regulations, standards and codes	Mitigation table
VBA is a participating agency, as shown in the Mitigation table (Table 8), for the following earthquake mitigation activities: • building standards/regulations and enforcement (post 1989, 1993, 2007 standards)	Mitigation table
VBA is a participating agency, as shown in the Mitigation table (Table 8), for the following storm mitigation activities: • buildings compliant to engineering standards (planning and building standards/regulations)	Mitigation table
Response (including Relief)	
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
Recovery	
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
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
Assurance and Learning	

Activity	Critical task alignment / activity source
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
Mitigation	
Provide information, education and training to cultural and faith communities, municipal council emergency management staff and other agencies	1.2, 1.6
Response (including Relief)	
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
Recovery	
VCC EM supports DHHS to deliver the relief and recovery activity of:	
• 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	3.2, 15.3, 20.1, 20.6
• 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	3.2, 15.5
• providing DHHS and activating agency a regular report on community wellbeing, needs and issues	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
Assurance and Learning	
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
Mitigation	
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
Response (including Relief)	
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:	
• the relevant control agency responding to pollution of waterways	3.1
• 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	3.1, 3.2
• responding to cetacean entanglements or impacts under the Victorian Cetacean Emergency Plan, including providing vessels and crew	3.2
• providing boats and operators to assist in emergency response and logistics	
• responding to Blue-green algae blooms where these impact on fisheries and fishing	3.2, 9.2, 10.1
• 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	3.2, 16.1, 16.2
• responding to marine pest incursions	3.2, 11.1, 11.3, 16.1, 16.2, 16.3
	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
• responding to food contamination involving fish in Victorian waters	3.2, 16.1, 16.2
• sampling of shellfish for marine biotoxin contamination	
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
Recovery	
Liaise with DJPR or other control agencies for relief or recovery activities affecting the fishing or aquaculture industries	3.2, 18.7

Activity	Critical task alignment / activity source
Assurance and Learning 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
Mitigation	
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:	
• reducing the number of preventable deaths and promote public health and safety and the administration of justice S.64(2) (ha)	1.3, 2.1
• promoting and assisting in the performance by the Coroners Court of Victoria of its functions S.64(2)(j)	3.2
• facilities and staff required to undertake medical death investigations including autopsies S.66(1)(a)(d)	8.5
• documenting and recording the findings and results of investigations S.66(1)(e)	3.2, 4.1, 4.4, 4.5
• providing reports to Coroners about causes of death and the results of investigations S.66(1)(f)	3.2, 4.1, 4.4, 4.5
Response (including Relief)	
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
Recovery	
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:	
• Disaster Victim Identification	3.2, 8.3
	3.2

Activity	Critical task alignment / activity source
• forensic scientific analysis • reconnection of family and friends	3.2, 15.6
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	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
Mitigation	
In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs:	
• for the identification, quantification and management of risks	1.2, 1.4
• to monitor risk management by departments and participating bodies	1.5, 1.6
• to provide risk management advice and training to departments and participating bodies	1.6, 4.5
• to provide risk management advice to the state	4.5
• to act as insurer for, or provide insurance services, and ultimately resilience, to departments and participating bodies	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
Response (including Relief)	
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
Recovery	
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:	
• DoT in its role of restoring major arterial roads, bridges and tunnels, tram, bus and rail services	3.2, 4.5, 17.3
• DELWP/PV in its role of restoring, clearing and rehabilitation of public land and assets managed directly by DELWP, PV or CMAs	
• DTF in its role of advising the state through the relevant Minister on insurance implications for emergencies	3.2, 4.5, 17.3
	3.2, 4.4, 11.2, 11.3

Activity	Critical task alignment / activity source
• advising the state through the relevant Minister on insurance implications for emergencies	4.5, 4.6, 11.3
• DET and DHHS to the extent any state schools or state health services are impacted	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
Mitigation	
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
Response (including Relief)	
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
Recovery	
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
Assurance and Learning	
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
Mitigation	
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: • 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.)	Mitigation table
Response (including Relief)	
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
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.	

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
Mitigation	
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
Response (including Relief)	
Provide professional engineering and technical advice to control agencies (public transport telecommunications, communications, level crossings and infrastructure)	3.2, 9.6
Recovery	
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
Assurance and Learning	
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
Mitigation	
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
Response (including Relief)	
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
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.	

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
Mitigation	
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: • equipped, trained and prepared essential services including power, water, gas and transport	Mitigation table
Water corporations is a participating agency, as shown in the Mitigation table (Table 8), for the following water supply disruption mitigation activities: • system resilience e.g. desal plant and grid connectivity	Mitigation table
Response (including Relief)	
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
Recovery	
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: • restoring, clearing and rehabilitation of public buildings and assets managed within water corporations' portfolio	19.3, 19.7
• recovery and rehabilitation of essential reticulated water supply for domestic use (co-lead with DELWP)	19.7
	19.7

Activity	Critical task alignment / activity source
• restoring of essential reticulated sewerage, sanitation systems and wastewater management systems for domestic use (co-lead with DELWP)	

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
Mitigation	
Participate and support local government in organising and conducting exercises identifying different communication strategies	1.2, 1.6
Response (including Relief)	
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
Recovery	
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
Assurance and Learning	
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
Mitigation	
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: • workplace fatalities and life threatening or serious injury • transport of dangerous goods and chemicals and high consequence dangerous goods and explosives • use, storage and handling of dangerous goods and chemicals and high consequence dangerous goods	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: • 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	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: • reduction/substitution of HAZMAT use (including inventory minimisation) • HAZMAT storage design and maintenance (including transport design) • 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) • Dangerous Goods transporter maintenance, training, licensing, inspection etc. (road/rail/marine, pipeline) - management of dangerous goods in transport, storage and handling • legislation/regulation and enforcement (e.g. Major Hazard Facilities, Dangerous Goods Code preventative requirements), supported by audits and inspection	Mitigation table
WorkSafe Victoria is a participating agency, as shown in the Mitigation table (Table 8), for the following maritime emergency (non SAR) mitigation activities: • legislation and enforcement (e.g. compulsory marine pilotage/exempt masters, Harbour master directions, safety duty (So Far As Is Reasonably	Mitigation table

Activity	Critical task alignment / activity source
Practicable) obligations of port manager, port operator, vessel operators, offshore facility operators etc.)	
WorkSafe Victoria is a participating agency, as shown in the Mitigation table (Table 8), for the following mine emergency mitigation activities: • legislation/regulation and enforcement of Mineral Resources Sustainable Development Act 1990 and regulations (licensing and approvals process for operators of declared mines), Occupational Health & 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	Mitigation table
Response (including Relief)	
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	3.2, 11.1
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	4.4, 11.1, 11.3
Engage with the lead co-ordinating agency to provide Workcover insurance advice, information and communication	3.2, 4.5
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)	Response Support table
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	4.5, 4.6
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	4.5
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	15.2
Recovery	
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
Assurance and Learning	
For assurance and learning activities, refer directly to the agency for further information.	