

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.

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 councils¹
- 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.

¹ 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 1: 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	<ul style="list-style-type: none"> Operational Management Relief Assistance Social Recovery
Advice to councils on interim accommodation standards for displaced people	DHHS		<ul style="list-style-type: none"> Operational Management Social Recovery
Survey and make a determination regarding occupancy of damaged buildings	Municipal councils		<ul style="list-style-type: none"> Impact Assessment
Building advice and information to residents	VBA	Municipal councils	<ul style="list-style-type: none"> Operational Management Built Recovery Social Recovery
Transition to permanent housing	DHHS	Community housing agencies	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Operational Management Social Recovery
Australian Government Disaster Recovery Financial Assistance	EMV as lead gov't liaison	Services Australia	<ul style="list-style-type: none"> Operational Management Relief Assistance Social Recovery
Insurance advice and information to customers	DTF as lead gov't liaison	ICA Victoria Legal Aid VMIA	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Operational Management Relief Assistance Social Recovery
Family violence services and information	DHHS (Family Safety Victoria)	Mental health services Private providers Specialist family violence services	<ul style="list-style-type: none"> Relief Assistance Social Recovery
Counselling	DHHS	Mental health services Private providers	<ul style="list-style-type: none"> Relief Assistance Social Recovery
Support in emergencies caused by criminal acts	Victim Support Agency	VCC EM	<ul style="list-style-type: none"> Social Recovery
Support and advice to aid schools and early childhood services	DET		<ul style="list-style-type: none"> Intelligence & Information Sharing Building Community Resilience Relief Assistance
Referrals to psychosocial support services for primary producers and animal owners		DHHS DJPR	<ul style="list-style-type: none"> Operational Management Impact Assessment Relief Assistance Social Recovery
Support for the bereaved	VIFM	Coroners Court of Victoria DHHS VCC EM	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Operational Management Intelligence & Information Sharing Health Protection

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Advice on wellbeing in recovery	DHHS	ARC Municipal councils VCC EM	<ul style="list-style-type: none"> Operational Management Intelligence & Information Sharing Social Recovery
Primary and acute health services	DHHS	DHHS-funded health care services Other primary & acute health services & agencies	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Community Information & Warnings Operational Management Intelligence & Information Sharing Social Recovery
Formation, leadership and support of municipal/community recovery committees	Municipal councils	DHHS	<ul style="list-style-type: none"> Operational Management
Provision and staffing for recovery/information centres	Municipal councils	ARC DHHS	<ul style="list-style-type: none"> Operational Management Relief Assistance Social Recovery
Provision and management of community development services	Municipal councils	DHHS	<ul style="list-style-type: none"> Operational Management Building Community Resilience
Organisation of state-wide public appeals	DPC	ARC	<ul style="list-style-type: none"> Community Information & Warnings Operational Management Relief Assistance Social Recovery
Co-ordination of spontaneous volunteers		ARC Volunteering Victoria	<ul style="list-style-type: none"> Operational Management Search & Rescue Social Recovery

Table 2: 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	<ul style="list-style-type: none"> Operational Management Intelligence & Information Sharing Relief Assistance Economic Recovery Social Recovery
Implement approved actions and projects to assist economic recovery	DJPR	Municipal councils	<ul style="list-style-type: none"> Operational Management Economic Recovery
Encourage and bring forward the resumption of local trade and economic activity	DJPR	Municipal councils	<ul style="list-style-type: none"> Operational Management Economic Recovery
Monitor broad economic impacts and consequences	DJPR	Municipal councils	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Operational Management Economic Recovery
Information and advice to small businesses to support decision making and encourage return to business	DJPR		<ul style="list-style-type: none"> 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 small businesses' recovery	EMV	DJPR DPC RAC	<ul style="list-style-type: none"> • Operational Management • Intelligence & Information Sharing • Relief Assistance • Economic Recovery • Social Recovery
Implement approved actions to assist business recovery	DJPR		<ul style="list-style-type: none"> • Operational Management • Economic Recovery
Provide opportunities for the enhancement of knowledge and skills within small businesses	DJPR	Municipal councils	<ul style="list-style-type: none"> • Operational Management • Economic Recovery
Co-ordinate the insurance industry response, information, advice and government liaison	DTF	ICA VMIA	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Operational Management • Economic Recovery
Implement available financial assistance under the DRFA to assist primary producers' recovery	EMV	DJPR DPC RAC	<ul style="list-style-type: none"> • 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		<ul style="list-style-type: none"> • Operational Management • Economic Recovery

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
Assist farmers repair and restore fences damaged by bushfire or suppression activities	DELWP CFA		<ul style="list-style-type: none"> • Operational Management • Impact Assessment • Relief Assistance • Economic Recovery • Built Recovery • Social Recovery

Table 3: 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	<ul style="list-style-type: none"> • Operational Management • Intelligence & Information Sharing
Gas services assets reinstatement and return to reliable supply	DELWP lead gov't liaison	AEMO ESV Gas companies and other pipeline companies	<ul style="list-style-type: none"> • Impact Assessment • Built Recovery • Building Community Resilience
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	<ul style="list-style-type: none"> • 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		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Operational Management Intelligence & Information Sharing
Restoration of port infrastructure	DoT lead gov't liaison	Port Managers Other agencies and businesses as required	<ul style="list-style-type: none"> Operational Management
Restoration of major arterial roads, bridges and tunnels	DoT	DJPR Infrastructure operators VMIA VicTrack	<ul style="list-style-type: none"> Operational Management Critical Transport Built Recovery
Restoration of tram, bus, rail services	DoT	DJPR VMIA	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Operational Management Critical Transport Built Recovery
Provision of financial assistance to municipal councils for the restoration of essential municipal assets	EMV		<ul style="list-style-type: none"> 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 buildings, schools, hospitals) where an agency is the owner or manager of that respective building or asset	Respective asset owner or managing agency		<ul style="list-style-type: none"> Critical Transport Built Recovery
Oversight and inspection of rebuilding/ redevelopment	Municipal councils		<ul style="list-style-type: none"> Built Recovery
Administration of insurance claims for state assets	VMIA		<ul style="list-style-type: none"> Economic Recovery

Table 4: 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		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Operational Management Intelligence & Information Sharing
Surveying and protecting threatened bird, marsupial, aquatic and plant species	DELWP	PV	<ul style="list-style-type: none"> Operational Management Intelligence & Information Sharing Environmental Response
Develop and implement protection activities to support ecosystem recovery and regeneration	DELWP	PV	<ul style="list-style-type: none"> Natural & Cultural Heritage Rehabilitation
Monitoring the rehabilitation of injured wildlife	DELWP	PV	<ul style="list-style-type: none"> Intelligence & Information Sharing
Waste pollution management strategies	DELWP	EPA	<ul style="list-style-type: none"> Intelligence & Information Sharing Environmental Response
Protection and rehabilitation of cultural and heritage sites	DELWP PV	DPC	<ul style="list-style-type: none"> Natural & Cultural Heritage Rehabilitation

Threatened ecosystems and species

Activity	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)	VPF core capability (major emergencies)
<p>Scientific and technical advice on interventions, response plans and targeted interventions to maintain species diversity and presence within an ecosystem</p>	<p>DELWP</p>		<ul style="list-style-type: none"> • Operational Management • Intelligence & Information Sharing • Environmental Response • Natural & Cultural Heritage Rehabilitation

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