

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.

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 councils¹, 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 1: 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Operational Management • Relief Assistance

¹Refer 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		<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 ² Water corporations	<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> Operational Management Intelligence & Information Sharing Logistics & Chain Management

² 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	<ul style="list-style-type: none"> Operational Management Health Emergency Response
	Establish field primary care clinics			<ul style="list-style-type: none"> Operational Management Health Protection Health Emergency Response
	Provide other health and medical relief assistance measures			<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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		<ul style="list-style-type: none"> Intelligence & Information Sharing Economic Recovery Impact Assessment

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