

State Emergency Management Plan Roles and Responsibilities

October 2021

Welcome to the web-based section of the State Emergency Management Plan (SEMP). The SEMP is a hybrid document consisting of the following:

- an interactive and functional PDF (optimised for Adobe Acrobat Reader)
- a detailed Roles and Responsibilities section
- SEMP Sub-Plans

Combined, these provide details of arrangements for an integrated, coordinated and comprehensive approach to emergency management (EM) at a state level. The SEMP is authorised through the *Emergency Management Act 2013* (EM Act 2013) which contains provisions providing for the mitigation of, response to and recovery from emergencies, and specifies the roles and responsibilities of agencies in relation to EM.

It is important to note 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.

Guide to using the SEMP Roles and Responsibilities

This Roles and Responsibilities section can be leveraged to understand the roles and responsibilities of agencies in relation to EM. A high-level overview of arrangements undertaken in EM are outlined in the interactive and functional PDF (including tables 1–7), with specific details of agency roles and responsibilities outlined in this section (including tables 8–20). The relationship between the interactive and functional PDF and the Roles and Responsibilities (web-based) is described in Figure 3.

Figure 3: Interrelationship of interactive and functional PDF and Roles and Responsibilities (web-based)

State Emergency Management Plan	
Interactive and functional PDF	SEMP Roles and Responsibilities (web-based)
Emergency Management Arrangements The EM Arrangements section outlines the structural arrangements between agencies for mitigation, planning, preparedness, response (including relief) and recovery activities at a state, regional and municipal level.	Agency Role Statements The Agency Role Statements document the roles and responsibilities each agency undertakes during mitigation, response (including relief) and recovery phases of emergency management.
Emergency Management Phase – Mitigation The EM phase for mitigation, as described in this section, encompasses activities that eliminate or reduce incidents or the severity of incidents to minimise their effect. Mitigation activities are primarily included in Business-as-Usual processes of agencies working in the sector.	Participating Agencies for Mitigation Activities Based on the Emergency Risks in Victoria report, Table 8 outlines participating agencies for mitigation activities against each of the 15 emergency risks

Emergency Management Phase – Planning

The EM phase for planning as described in this section, includes the requirement to prepare state, regional and municipal EM plans to provide for an integrated, coordinated and comprehensive approach to EM.

Emergency Management Phase – Preparedness

The EM phase for preparedness, as described in this section, includes the activities of EM sector agencies to prepare for and reduce the effects of emergencies by having plans, capability and capacity for response and recovery.

Emergency Management Phase – Response for Class 1, 2 & 3 emergencies

The EM phase for response, as described in this section, constitutes actions which are taken immediately before, during and in the first period after an emergency. This phase includes command, control, and coordination arrangements for Class 1, 2 and 3 emergencies. Table 4, provides high level information on response control, coordination, and consequence management responsibilities for each class of emergency.

Emergency Management Arrangements - Response

The EM arrangements for response, as described in this section, illustrates command, control and coordination arrangements for Class 1, 2 and 3 emergencies. This section highlights general arrangements around roles, governance and relationships for control and coordination during the response phase.

Emergency Management Phases – Response - Relief

The EM phase for relief, as described in this section, describes relief as the provisioning of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency. This section further outlines relief activation responsibilities and principles for coordination and delivery of relief which need to be incorporated into planning, decision-making and delivery of services by emergency management agencies.

Control and Support Agencies for Response

Table 9 names the control agencies that lead response activities against a specific form of emergency. Control agencies are responsible for coordinating actions against a specific emergency and establishing management arrangements for an integrated response to the emergency.

Table 10 names the agencies that participate in a supporting role in response activities. Support agencies for response are the leads in a dedicated functional area. When a specific emergency falls in their functional area, they provide services, personnel, and materials to assist with control activities.

Relief Coordination Arrangements

Tables 11 and 12 provides a guide for agencies involved in relief efforts that details responsibilities for relief services and coordinating agencies, relief lead agencies and relief support agencies.

State Emergency Management Plan

Interactive and functional PDF

Emergency Management Phases - Recovery

The EM phase for recovery, as described in this section, follows the National Principles or Disaster Recovery.

Table 7 shows the four environments into which recovery assistance is arranged. These consist of social, economic, built, and natural environments.

Emergency Management Arrangements - Recovery

The EM arrangements for recovery, as described in this section, details roles, governance and relationships for assistance and coordination during Class 1, 2 and 3 emergencies.

SEMP Roles and Responsibilities (web-based)

Recovery Coordination Arrangements

Tables 13–18 each provide a guide for agencies involved in recovery efforts detailing agency recovery coordination responsibilities for social, economic, built, and natural environment.

Victorian Preparedness Framework

The Victorian Preparedness Framework (VPF) identifies 21 core capabilities, and subsequent critical tasks that set the foundation for how Victoria effectively prepares for, responds to and recovers from major emergencies. These core capabilities are interdependent, coordinated and overlap across the different phases of emergency management.

Within the interactive and functional PDF the VPF is described as the sector's planning tool to prepare for emergencies. The Roles and Responsibilities section provides a comprehensive overview detailing agency roles and responsibilities, whilst demonstrating their alignment with the VPF core capabilities and critical tasks (Table 20 and critical task tables).

Relief

This Relief section (tables 11–12) serves as 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. Other government organisations, such as community service organisations, may support and deliver relief services in addition to or alongside the relief services outlined (refer to REMP and MEMPs for regional and local relief arrangements as they may differ from those listed in table 12: Relief coordination). However, the provision of all relief services must be managed under the established coordination arrangements.

Relief tier coordination responsibilities are:

- for state relief coordination: Emergency Management Victoria (EMV)
- for regional relief coordination: Department of Families, Fairness and Housing (DFFH)
- for municipal relief coordination: Municipal councils

Relief coordination operates at both tier level and activity level, and brings together agencies and resources to ensure effective relief activities overseeing the delivery of relief services by Relief Lead Agencies (RelLAs) and Relief Support Agencies (RelSAs), through:

- Tier level coordination
- Activity level coordination (led by Relief Coordinating Agency (RelCA))

Each relief activity describes a community need – programs, services and products – that assist in community relief. Every relief service has a RelLA, often with several other agencies (RelSAs) supporting them (table 12: Relief coordination). The impacts of the emergency and community needs will determine if the relief service is required. In some cases, the RelLA reflects existing legislative responsibilities or arrangements in practice/on the ground, and if at any time the service extends beyond the RelLA capability or capacity to deliver, it is escalated to the RelCA (table 11).

Table 1: Specified relief activities and relief coordinating agency (RelCA)

Relief Activities	Relief coordinating agency
Animal Welfare	DJPR, DELWP
Community information	Control Agency, Tier coordinator
Disbursement of material aid (non-food items)	Salvation Army
Drinking water for households in non-reticulated areas	DELWP
Emergency financial assistance	DFFH
Emergency shelter	DFFH
Food and grocery supply continuity	DJPR
Food and water	ARC
Health and Medical assistance and first aid	AV
Psychosocial support	DFFH
Reconnecting family and friends	ARC, VicPol

Table 2: Relief coordination

Lead and support agencies for relief services, within relief activities.

Animal Welfare (DJPR, DELWP)

Companion animals and livestock impacted by emergencies could need access to adequate feed and water, provision of shelter, housing and adequate space, freedom from pain, injury, disease and obvious discomfort, and freedom from unnecessary fear and distress.

Wildlife may be displaced or injured by emergencies and may require relocation, veterinary assessment and rehabilitation or euthanasia.

The Victorian Emergency Animal Welfare Plan defines animal welfare support services in relief.

Service	Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)
Animal welfare (other than wildlife) support services	DJPR	Municipal councils RSPCA VFF
Respond to wildlife welfare	DELWP	RSPCA Zoos Victoria
Housing of displaced and lost/stray companion animals	Municipal councils	AVA RSPCA
Coordinate clean-up activities, including disposal of deceased animals (domestic, native and feral)	Municipal councils	RSPCA VFF

Community relief information (Control agency/Tier coordinator)

Information is essential to assist communities to make informed decisions about their safety. This can be via the Victorian Public Warning System, public meetings, newsletters, advertising and media releases. Announcements must be consistent and must consider the information needs of community sectors with additional needs.

Service	Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)
Provide relief information to assist communities to make informed decisions about their safety	Control agency	Tier coordinator
Provide relief services and support information to communities	Tier coordinator	Municipal councils
Public health advice	DH	Municipal councils

Disbursement of material aid (non-food items) (Salvation Army)

Individuals, families and communities affected by emergencies could require essential material aid (non-food items) such as clothing, bedding materials and personal necessities, to help ensure their personal comfort, dignity, health and wellbeing.

Service	Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)
Provide essential material aid (non-food items) to emergency affected persons including clothing, bedding and other personal requisites.	Salvation Army	

Drinking water for households in non-reticulated areas (DELWP)

Emergency drinking water supplies for affected areas may be coordinated, following public health advice from the relevant department or agency.

Service	Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)
Provide relief drinking water to eligible households	DELWP	DH (advice) Local resources ¹ Water corporations

Emergency financial assistance (DFFH)

Emergency financial assistance for eligible affected persons experiencing (or likely to experience) financial hardship to meet their basic needs in a dignified manner.

Service	Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)
Administer relief payments through the DFFH Personal Hardship Assistance Program, to help individuals meet their basic needs	DFFH	

Emergency shelter (DFFH)

Individuals are encouraged to make their own accommodation arrangements, however friends, family, community, business, or government could provide emergency shelter if needed.

Service	Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)
Arrange emergency shelter and accommodation for displaced households	DFFH	Municipal councils

¹ Where local resources are unable to meet the demand, DELWP will coordinate 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.

Food and grocery supply continuity (DJPR)

Food and grocery supply, continuity planning and operations support may be undertaken with the major food distribution operators.

Service	Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)
Support food and grocery supply continuity planning operations with the major food distribution operators	DJPR	ARC DoT

Food and water (ARC)

People and communities must have access to food and water to support their immediate and basic needs. Food and water can be provided in a variety of settings including relief centres or via the distribution of relief packs to communities who are isolated or sheltering in place.

Service	Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)
Coordinate food and water	ARC	DJPR Foodbank Victoria Salvation Army

Health and Medical assistance and first aid (AV)

The State Health Emergency Response Plan describes the command, control and coordination arrangements, roles and responsibilities for an integrated health emergency response.

Service	Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)
Provide pre hospital care to people affected by emergencies	AV	DH LSV St John Ambulance
Establish field primary care clinics	AV	DH LSV St John Ambulance
Provide other health and medical relief assistance measures	AV	DH LSV St John Ambulance

Psychosocial support (DFFH)

Psychosocial support, including psychological First Aid and emotional and spiritual care, is delivered through relief centres and through community outreach programs.

Service	Relief lead agencies (RelLAs)	Relief support agencies (RelSAs)
Personal support (psychological first aid and emotional and spiritual care)	ARC VCC EM	Salvation Army

Reconnect family and friends (ARC, VicPol)

The reconnection of families and friends and their communities is facilitated through the Register.Find.Reunite service. Voluntary registration could be done in a relief centre, by phone at an inquiry centre, or online. Control agencies are responsible for encouraging people to register with Register.Find.Reunite and should also remind people to use their existing communication networks to connect with their family and friends, to provide assurance about their safety and wellbeing.

Service	Relief lead agencies (ReLAs)	Relief support agencies (ReSAs)
Operate Register.Find.Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities	ARC VicPol	ARC

Acronyms

Acronym	Explanation
ABCB	Australian Building Code Board
ABCC	Australian Building and Construction Commission
ADF	Australian Defence Force
AEMO	Australian Energy Market Operator
AFP	Australian Federal Police
AMSA	Australian Maritime Safety Authority
ANS	Air Navigation Services
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
CES	Chief Environmental Scientist
CFA	Country Fire Authority
CHO	Chief Health Officer
CMA	Catchment Management Authority
COAG	Council of Australian Governments
COMDISPLAN	Australian Government Disaster Response Plan
Coroners Court	Coroners Court of Victoria
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
DFACA	Defence Aid to the Civil Authority
DFAT	Department of Foreign Affairs and Trade
DFFH	Department of Families, Fairness and Housing
DJCS	Department of Justice and Community Safety
DJPR	Department of Jobs, Precincts and Regions
DH	Department of Health

Acronym	Explanation
DoD	Department of Defence
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
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
HIA	Housing Industry Association
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
MOU	Memorandum of Understanding
NBN Co	National Broadband Network Company
NHVR	National Heavy Vehicle Regulator
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 Coordinating Agency
RecLA	Recovery Lead Agency
RecSA	Recovery Support Agencies
RelCA	Relief Coordinating Agency

Acronym	Explanation
ReILA	Relief Lead Agency
ReISA	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
SEMP	State Emergency Management Plan
SERC	State Emergency Relief Coordinator
SHERP	State Health Emergency Response Plan
SRC	State Response Controller
SReC	State Recovery Coordinator
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