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 provide Air Traffic Control services at Melbourne, Avalon, Essendon and Moorabbin airports and ARFFS 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 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 operated by AMSA must be notified.
4. The ADF (Royal Australian Air Force) 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 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 Table 9: Control agencies for response
Provide 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 Table 9: Control agencies for response
Subject to its regulatory obligations, Airservices may provide assistance to state agencies in other emergencies that cause or threaten to cause death or injury to persons, damage to property, harm to the environment and disruption to essential services, including:	
• firefighting services to assist in controlling a fire that is not near a designated airport	3.2, 7.2
• first aid services on or in the vicinity of designated airports	3.2, 14.2
• response to vehicle accidents on or in the vicinity of designated airports	3.2
• 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, 4.6
• initial hazardous materials response on or in the vicinity of designated airports	3.2, 16.1, 16.7
Through ANS:	4.6, 9.4

Activity	Critical task alignment / activity source
• 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	3.2, 3.3, 3.5
• assist aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.)	3.2
• assist the Joint Rescue Coordination Centre operated by AMSA in the reporting and location of Emergency Locator Transmitters	9.3
• designate and assist with the management of temporary aviation Restricted Areas in the vicinity of an emergency operation	3.4, 3.5
• provide an Alerting Post service for aircraft in emergency situations, and notify appropriate agencies and organisations	3.4, 3.5
• provide an In-Flight Emergency Response service to aircraft in flight, that need assistance, and that are in communication with air traffic control	3.1
• when appropriate, the initiate the 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	

Recovery

Airservices works with DoT (as lead Government liaison) to deliver the recovery activities including: • restore airports to normal activity • assist 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 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, 1.5, 1.6, 3.3, 3.4, 3.5
Coordinate 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 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)	
Coordinate Public Access Defibrillation programs, and Community Emergency Response Teams	1.2, 3.3, 3.5, 14.8
Provide health support to other agencies, where appropriate	3.2, 14.1, 14.2, 14.7
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
Under the SHERP, AV will: • 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	3.1, 14.5, 14.6, 14.8
• deploy a Health Commander to direct the operational health response	3.1, 3.2, 14.4, 14.5, 14.6, 14.8
• initially notify receiving hospitals of patients	3.4, 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, including activation of personal support arrangements	3.2, 14.4, 15.5
• represent Health as a member of the Emergency Management Team, and report on patient numbers and health impacts	3.2, 11.1
• support the Evacuation Manager in evacuating vulnerable people	3.2, 5.2, 14.5, 14.6
Support the controller as requested to deliver relief and recovery activities	3.2

Activity	Critical task alignment / activity source
Lead Response Support Agency (RSA) for the functional areas of ambulance services/first aid/Pre-hospital care and heath command	Table 10: Support agencies for response
Relief coordinating agency (RelCA) for relief health and medical assistance and first aid	14.1, 14.8, 15.2, 15.4 Table 12: Relief coordination
Relief Lead Agency (RelLA) to: • Coordinate and provide pre-hospital care to people affected by emergencies	3.1, 14.2, 14.8, Table 12: Relief coordination
• establish 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 Table 12: Relief coordination
Lead Agency to restore, clear and rehabilitate public buildings and assets managed within AV's portfolio	3.1, 19.3, 19.7

Recovery

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

Assurance and Learning

Undertake post incident debrief of the pre-hospital response and identify 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 (DoD) and the Australian Defence Force (ADF) provide Response Options for Domestic Operations under two distinct frameworks. The Defence Aid to the Civil Community (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 (DFACA) Framework offers specific law enforcement and Domestic Security Options under separate Commonwealth legislation.

Activity	Critical task alignment / activity source
Mitigation	
Victoria's Joint Operations Support Staff (JOSS) team and other DoD 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)	
DoD act as a support agency to EMV (and other state agencies as needed) during a major emergency 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 Table 9: Control agencies for response
DoD support 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 Australian Government Disaster Response Plan (COMDISPLAN) arrangements	1.2, 3.2
The DoD provide the Victoria Joint Operations Support Staff (JOSS) team as the interface between ADF and civil agencies at the state level, and coordinate with EMV and VicPol from the SCC and State Police Operations Centre respectively	3.2
The Victoria Joint Operations Support Staff (JOSS) team is the primary point of contact for advice and facilitation on DoD support to emergency management tasks and should be consulted prior to any request	4.5, 4.6
DoD 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 coordinate and deliver small-scale, short duration assistance in a local emergency situation (DACC1 Support)	2.1, 2.3, 3.2, 4.5
DoD prepare contingency forces (known as an ADF Emergency Support Force) nationally during High Risk Weather Seasons. Within Victoria, scalable Emergency Support Forces are prepared within population centres where major DoD bases exist nearby (Melbourne, Albury-Wodonga, Sale and Seymour), to provide a rapid response to any local or state requests for assistance	3.2
ADF support relevant agencies when a request is made for DACC Non-Emergency Assistance, 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

Activity	Critical task alignment / activity source
Upon request, DoD will 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
The Commonwealth supplies DACC Emergency Assistance to Victoria for response (including relief) 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 Australian Government Disaster Response Plan (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 Australian Energy Market Operator (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, and 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 electricity load shedding priority tables after consultation with industry and government	1.5
Prepare gas curtailment tables in consultation with government	1.5
Coordinate 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
Participating agency 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 • System modelling • Market mechanisms • Load management strategies including segmented customers to minimise community impacts • Public communication and engagement • Industry forums, including regular emergency exercises	Table 8: Participating agencies for mitigation
Participating agency 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 • System Modelling • AEMO maintenance coordination and direction powers, including 24x7 control room and gas duty system • Industry forums, including regular emergency exercises • Annual Victorian Gas Planning Report	Table 8: Participating agencies for mitigation
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
Coordinate and direct the gas and electricity industry to respond to a system security emergency	11.1, 11.3

Activity	Critical task alignment / activity source
Recovery	
Recovery Support Agency (RecSA) to DELWP (as lead Government liaison) to deliver: • 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	19.1, 19.4, 19.7 Table 17: Recovery coordination: Built environment

Assurance and Learning

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

Australian Government Department of Home Affairs

The Australian Government Department of Home Affairs (the Department of Home Affairs) bring 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 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 contribute to the funding and/or support 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
Response (including Relief)	
The Counter Terrorism Centre is responsible for counter terrorism strategic policy, counter terrorism operational coordination and evaluation and counter terrorism capability	1.1, 3.2, 4.3
EMA coordinate the Australian Government response under the Australian Government Disaster Response Plan (COMDISPLAN) to emergencies in support of the states and territories	3.1, 3.2
EMA operate the Australian Government Crisis Coordination 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 coordination of physical assistance requested by a state under the Australian Government Disaster Response Plan (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 work in partnership with Commonwealth departments, state and territory governments, the private sector, civil society, academia, governments of other countries, and multilateral organisations to prepare for, respond to, and recover from natural disasters.	3.2

Activity	Critical task alignment / activity source
The Department of Home Affairs also works in close partnership with Australia's science agencies, the BoM, Geoscience Australia and the Commonwealth Scientific and Industrial Research Organisation (CSIRO)	

Recovery

Activity	Critical task alignment / activity source
The Commonwealth provide financial assistance to state and territory governments, individuals and organisations to prepare for, and recover from, bushfires	15.4, 20.3
EMA administer the DRFA on behalf of the Australian Government, which provides financial assistance to the state and territory governments to assist with the costs of certain disaster relief and recovery assistance measures	15.4, 20.3
EMA administer 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 (AMSA) is a Commonwealth Government statutory agency and an emergency first responder agency with a public safety focus.

The Commonwealth 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	
Develop and implement legislation to enhance safety of ships and crews, and maintain qualifications of crews	1.1
Prevent and mitigate pollution from ships	1.3
Build awareness of aviation and maritime safety by participating in seminars, aircraft, boat and 4WD shows, safety campaigns and journal articles	1.4
Promote and register distress beacons for safety in aviation, maritime and remote land activities including bush walking	1.4, 1.5
Participate in national emergency planning, preparedness and mitigation measures	1.6
Participate in relevant aviation, maritime, emergency management and critical infrastructure forums, exercises, and training	1.6
Participating agency for the following maritime emergency (non-search and rescue) 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.	Table 8: Participating agencies for mitigation
Response (including Relief)	
Control agency for aviation and maritime search and rescue, and distress beacon detection	3.1 Table 9: Control agencies for response
Control agency for marine pollution response 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
Develop and maintain maritime navigation safety	3.4
Promote aviation and maritime search and rescue and develop 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 (ARC) 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	
Provide advice on policy and practices that support preparedness and resilience in the community	1.2, 1.4
Build community resilience and social connectedness through engagement and emergency planning activities to empower communities to develop initiatives through local volunteer networks and connections	1.2, 6.2, 6.4
Response (including Relief)	
Coordinate and provide relief services to ensure communities are effectively supported	3.1
Relief Coordinating Agency (RelCA) and Relief Lead Agency (RelLA) to coordinate 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, regional and state level	15.2 Table: 12 Relief coordination
Relief Coordinating Agency (RelCA) and Relief Lead Agency (RelLA) for reconnecting family and friends, as well as Relief Support Agency (RelSA) to support VicPol 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 Table 12: Relief coordination
Relief Support Agency (RelSA) to support DJPR to ensure food and grocery supply continuity and planning operations with major food distribution operators.	Table 12: Relief coordination
Relief Lead Agency (RelLA) to provide psychosocial support in the form of personal support (psychological first aid and emotional and spiritual care) to communities via relief centres and through community outreach programs.	Table 12: Relief coordination
Provide well-coordinated, integrated and timely assistance to meet the immediate health, wellbeing and essential needs of affected communities, during and immediately after an emergency event, to support social cohesion and build resilience	15.2, 15.3
Recovery Support Agency (RecSA) to support DFFH to provide personal support (psychological first aid) in relief and recovery centres and through community outreach	3.2, 15.2, 15.3 Table 15: Recovery coordination: Social environment
Recovery	
Support municipal councils through advice, guidance and connections to individuals and organisations that can provide additional support to affected persons	3.2, 20.5
Equip community members with resources and link them to appropriate services to support long-term recovery and wellbeing. Advocate for community needs through the provision of recovery planning and policy advice	20.1, 20.4

Activity	Critical task alignment / activity source
Recovery Support Agency (RecSA) to support DPC to organise public appeals when requested, through collecting monetary donations for state-led public appeals	3.2, 20.3 Table 14: Recovery coordination: For services across all environments
Recovery Support Agency (RecSA) to support DH to provide advice on wellbeing in recovery	Table 15: Recovery coordination: Social environment
Recovery Support Agency (RecSA) to support municipal councils to provide and staff recovery/information centres	Table 14: Recovery coordination: For services across all environments
Recovery Support Agency (RecSA) for the coordination of spontaneous volunteers	Table 14: Recovery coordination: For services across all environments

Assurance and Learning

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

Australian Transport Safety Bureau

The Australian Transport Safety Bureau (ATSB) is an independent Commonwealth Government statutory agency and 'no blame' transport safety investigator. 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	
Assist where required with transport safety data recording, analysis and research, as well as foster safety awareness, knowledge and action	2.1, 4.4, 21.1, 21.2
Cooperate 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)	
Investigate accidents and other transport safety matters involving civil aviation, marine and rail operations in Australia within Commonwealth jurisdiction, and participate in overseas investigations involving Australian registered aircraft and ships.	3.1, 3.2, 21.1, 21.2
Cooperate with police and emergency services when exercising powers of investigation and work in parallel with other investigative bodies, noting the limitations on release of information/evidence gathered by the ATSB under the *Transport Safety Investigation Act*. ATSB reports are inadmissible in civil or criminal proceedings except in 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	
Issue 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
Liaise with agencies as required when carrying out safety investigations to determine contributing and other safety factors to identify and reduce safety-related risk and foster safety awareness, knowledge and action	2.1, 3.1, 3.2, 21.1, 21.2, 21.4, 21.5

Bureau of Meteorology

The Bureau of Meteorology (BoM) is Australia's national weather, climate and water agency operating under the authority of the *Meteorology Act 1955* and the *Water Act 2007*. BoM's expertise and services assist Australians in dealing with the harsh realities of the 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, BoM provide 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 leading analysis of relevant meteorological and hydrological information	1.4, 2.1, 4.4, 4.6
Participating agency for the flood mitigation activity: Flood emergency planning including readiness	Table 8: Participating agencies for mitigation
Participating agency for the following heatwave mitigation activities: - Weather forecasting - Heat Health Alert System to alert subscribers of forecast extreme heat	Table 8: Participating agencies for mitigation
Participating agency for the storm mitigation activity: BoM weather and warning network and systems	Table 8: Participating agencies for mitigation
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 coordination 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 influenced by meteorological and hydrological conditions	4.5, 4.6
Provide weather forecasts and meteorological and hydrological information	4.5, 4.6
Lead Response Support Agency (RSA) for the functional area of weather	Table 10: Support agencies for response
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.	

Catchment Management Authorities

Catchment Management Authorities (CMAs) are responsible for the integrated planning and coordination of land, water and biodiversity management in all catchment and land protection regions. CMAs have a key role to advise on flood mitigation, provide support to flood response, and lead 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
Participating agency for the flood mitigation activities: • Legislative policy framework including floodplain management strategy, reform (lessons learnt) • Land use planning (Strategic and statutory) • vegetation/waterway management • Flood emergency planning including readiness	Table 8: Participating agencies for mitigation
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

Activity	Critical task alignment / activity source
Assess all river waterway damage that poses a threat to the stability of river systems	11.1, 18.1, 18.2

Recovery

Recovery Lead Agency (RecLA) responsible to provide advice and information services to municipal councils and delegate public land managers and community groups (with DELWP and EPA)	11.3 Table 18: Recovery coordination: Natural environment
Lead agency responsible to develop and prioritise bushfire and flood recovery programs for CMA assets/waterways	18.2
Recovery Support Agency (RecSA) to restore, clear and rehabilitate waterways managed by CMAs, and support DELWP in its lead role of rehabilitating, restoring and reinstating public land and assets managed directly by DELWP, as well as public land and assets CMAs are responsible for.	18.3, 18.5, 19.3 Table 18: Recovery coordination: Natural environment
Recovery Support Agency (RecSA) to DELWP to in its role to: • survey and protect threatened bird, marsupial, aquatic and plant species • develop and implement protection activities to support ecosystem recovery and regeneration	Table 18: Recovery coordination: Natural environment
Support DELWP to deliver its recovery activities to: • restore 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
• implement balanced bushfire and flood recovery programs consistent with funding allocated	18.4, 19.5
Recovery Support Agency (RecSA) to support fish death clean-ups where the fish death event is due to natural causes, and where the CMA has the resources. The CMA will lead a local fish death clean-up and larger scale clean-ups depending on resource availability	18.4 Table 18: Recovery coordination: Natural Environment
Recovery Support Agency (RecSA) to relevant land managers to undertake erosion control on public land to help manage risk to public safety, natural and cultural assets and values, and infrastructure	Table 18: Recovery coordination: Natural environment
Implement bushfire and flood damage restoration programs for bushfire and 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 Department of Transport (DoT) within the IRS area.

Activity	Critical task alignment / activity source
Mitigation	
Complete annual review of traffic management plans for road closures and tunnel evacuation plans for motorists	1.3
Complete annual training exercise to test preparedness of the Emergency Risk Management Plan, Incident Management Team and Executive Management Team involving key stakeholders to identify Critical Infrastructure requirements	1.2, 1.3, 1.6, 4.1
Monitor and analyse the CityLink network, including all safety critical systems, CCTV and Automatic Incident Detection, and review procedures as required to ensure all intelligence requirements are met	4.3, 4.4, 4.7
Maintain and inspect CityLink assets and ensure all traffic control devices are available 24/7, which are utilised to assess an incident, or assist in establishing access for emergency services	9.2, 11.1
Response (including Relief)	
Utilise Variable Message Signs in conjunction with state partners during emergencies to display community messages on risks and emergencies	2.1, 2.3, 2.5, 4.3
Maintain dedicated 24/7 Traffic Control Room to monitor CityLink, with the ability to host an Incident Control Centre for external parties	3.1, 3.3
During an emergency CityLink will:	
• assist the control and support agencies within its capabilities as required	3.2
• provide an Emergency Management Liaison Officer (EMLO)	3.2
• provide an Incident Management facility to assist in the coordination 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
Provide On-road incident response as required 24/7 including traffic management capabilities to secure the road and establish alternative access as required (undertake interim works as required)	5.1, 5.3, 9.1, 9.3, 9.5, 9.7
Ensure tunnels have redundant fire detection and suppression systems	7.1, 7.2
Assess community needs through the Customer assistance program and enact plans and adapt services, such as waiver fees, to assist the community	15.5
Recovery	
Provide information concerning non-sensitive commercial issues	4.5, 4.6
Assess, restore and/or reconstruct CityLink to return to full operations, on the provision that resourcing and safety have been verified	19.3, 19.4, 19.7
Assist the on-going management of traffic on the arterial network if Link is not available for use	9.3, 9.7, 19.6, 19.7

Activity	Critical task alignment / activity source
Facilitate steps to ensure the physical and mental wellbeing of all customers and company personnel involved in the emergency	15.2, 15.3, 20.1
Participate in a post incident review/debrief	21.1
Participate on a Community Recovery Committee, if required	19.8
Work collaboratively with state authorities and local government regarding CityLink operations	3.2
Ensure long term operability of infrastructure, through the asset strategy and planning framework, 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 of Victoria (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. 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 Victorian Institute of Forensic Medicine (VIFM) and Victoria Police (VicPol) in times of emergency.

Activity	Critical task alignment / activity source
Mitigation	
Contribute to reducing preventable deaths and fires through the findings of coronial investigations of deaths and fires, and the make recommendations to promote public health and safety	1.4, 2.1, 21.5
Response (including Relief)	
Lead Response Support Agency (RSA) for the functional area of coronial services	Table 10: Support agencies for response
Exercise as necessary the coroner's statutory powers to the investigate the scene of a reportable death or fire	8.1, 8.3
Commence the coronial investigation process	3.1, 8.1
Facilitate the transportation of deceased persons to a coronial mortuary	8.4, 8.5, 14.5
Recovery	
Lead agency to identify deceased persons and determine the cause and circumstances of death	8.5
Recovery Support Agency (RecSA) to assist VIFM in supporting the bereaved	Table 15: Recovery coordination: Social environment
Assurance and Learning	
For assurance and learning activities, refer directly to the agency for further information.	

Country Fire Authority

Country Fire Authority (CFA) is 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	1.1, 2.1
• increasing community involvement and awareness in hazard prevention	1.4, 2.1
• broadening community awareness and preparedness to minimise the impact of an emergency on the community	2.1, 6.3
Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	6.4
Participating agency 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 and bushfire smoke • seasonal arrangements to ensure capability	Table 8: Participating agencies for mitigation
Participating agency for the following hazardous materials (including 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.	Table 8: Participating agencies for mitigation
Participating agency for the mine emergency mitigation activity: 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*	Table 8: Participating agencies for mitigation
Response (including Relief)	
Control agency for response: • fire on private land within Country Area Victoria	3.1, 7.2, 12.3 Table 9: Control agencies for response

Activity	Critical task alignment / activity source
• road or other accidents involving gas leakage, and hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills) • road or other accidents involving lifts, scaffolding and amusement structures (excluding cranes) and building collapse • fire and explosion incidents, including those involving aircraft, marine vessels (outside designated Port of Melbourne Waters), boilers and pressure vessels • rescue incidents involving lifts, scaffolding or amusement structures, and building structures	
Lead Response Support Agency (RSA) for the functional areas: • responder agencies • rescue (aircraft, rail, tram, industrial, road)	Table 10: Support agencies for response
Protect life, property and the environment from the effects of fire, accidents and other hazards through:	
• providing advice to threatened and affected communities on actions to 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)	3.1
• suppression of uncontrolled fires	7.1, 7.2
• 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)	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	3.2, 12.3
• EMR from designated stations to relevant events to support AV	3.2, 14.2, 14.4
Support the Controller by providing assistance, advice and information to other agencies responsible for, or involved in, recovery activities	3.2, 4.5
Recovery	
Assess, restore, clear and rehabilitate CFA managed public buildings and assets	19.2, 19.3, 19.4, 19.7
Recovery Lead Agency (RecLA) to:	
• assist farmers to repair and restore fences damaged by bushfire or suppression activities	19.2, 19.4, 19.7, Table 16: Recovery coordination: Economic environment
• replace essential stock and domestic water taken from private landholders during bushfire firefighting operation activities	18.3, 18.4, Table 17: Recovery coordination: Built environment
Support the Controller by providing assistance and advice to individuals, families and communities 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 (DET) 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	
Develop DET'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
Develop emergency management planning resources for all children's services, government and non-government schools including templates to assist identifying actions that support mitigation including resources and training	1.1, 1.2, 1.4
Response (including Relief)	
Coordinate emergency response for children's services, government and non-government schools	3.1
Provide a coordinated 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
Provide assistance and support to manage incidents involving parents, staff, students and media during emergencies	3.2
Provide 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
Provide advice and suggested resources to non-government schools	4.5, 6.1
Provide advice and support to early childhood services and non-government schools when required	3.2, 4.5, 15.2
Lead Response Support Agency (RSA) for the functional area of education	Table 10: Support agencies for response
Recovery	
Lead agency to: • help 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
• assess, restore, clear and rehabilitate DET-managed public buildings and assets (e.g. public amenities, schools)	3.1, 19.2, 19.3, 19.7
Recovery Lead Agency (RecLA) to provide support and advice to aid schools and early childhood services	Table 15: Recovery coordination: Social environment
Recovery Support Agency (RecSA) to asset owner/s or managing agency/s of schools to undertaking the assessment, restoration, clean-up and rehabilitation of public buildings and assets	Table 17: Recovery coordination: Built environment

Activity	Critical task alignment / activity source

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	
Participating agency for the following bushfire mitigation activities: • Building regulations, standards and codes • 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 and bushfire smoke • Seasonal arrangements to ensure capability • Restricted access to public land	Table 8: Participating agencies for mitigation
Participating agency 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) • List of vulnerable (e.g. pre- 1989) buildings in CBD to inform response planning	Table 8: Participating agencies for mitigation
Participating agency 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	Table 8: Participating agencies for mitigation
Participating agency for the emergency animal disease mitigation activity: regulated control of native wildlife rehabilitation and licensing	Table 8: Participating agencies for mitigation
Participating agency for the following flood mitigation activities: • legislative policy framework including floodplain management strategy, reform (lessons learnt) • land use planning (strategic and statutory) and building regulations • flood emergency planning including readiness • flood data/intelligence and mapping • Total Flood Warning System	Table 8: Participating agencies for mitigation
Participating agency for the following storm mitigation activities: • Buildings compliant to engineering standards (building standards and regulations)	Table 8: Participating agencies for mitigation
Participating agency for the following gas supply disruption mitigation activities:	Table 8: Participating agencies for mitigation

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	
Participating agency for the hazardous materials (including industrial waste) incident mitigation activity: land use planning and regulation, and process facility/residential/commercial development designs	Table 8: Participating agencies for mitigation
Participating agency for the following heatwave mitigation activities: • planning (state, local and agency preparedness) • urban planning (water fountains, cool places – parks, air-conditioned facilities)	Table 8: Participating agencies for mitigation
Participating agency 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	Table 8: Participating agencies for mitigation
Participating agency 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)	Table 8: Participating agencies for mitigation
Blue-Green Algae bloom: • develop policy for blue-green algae management in Victoria	1.3
• collect data on blue-green algal blooms	4.4
Cetacean (whale and dolphin) stranding, entanglement or vessel strike: • develop policy, programs and training for responding to cetacean entanglement, strandings and vessel strike	1.1
• engage with stakeholders to reduce the incidence of cetacean stranding, entanglement and vessel strike	1.3, 2.1
Dam safety: • formulate policy and regulation for dam safety	1.1
• administer dam safety provision in the *Water Act 1989* and water corporation obligations in the Statement of Obligations	1.1, 1.3
Energy: • responsibilities under Part 7A of the *EM Act 2013* involve working with the energy sector to enhance critical infrastructure resilience, through formulation of policy, emergency risk management planning by operators, observing exercises for 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: • formulate policy and regulation for bushfire management in state forest, national parks and protected public lands	1.1
• formulate policy and regulation in land use planning and building systems for bushfire in the built and natural environment	1.1
• plan and deliver programs to reduce the risk of bushfire in state forest, national parks and protected public lands	1.3, 7.1

Activity	Critical task alignment / activity source
Floodplain management/flood:	
• formulate policy and regulation for floodplain management	1.1
• formulate policy and regulation in the land use planning and building systems for flood in the built and natural environment	1.1
• plan and deliver floodplain management programs to reduce the risk of major flood	1.3
Non-hazardous pollution of inland waters:	
• formulate 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; and observe emergency management exercises in the sector	1.1, 1.6
Surveying and protecting threatened ecosystems, native plants and animals:	
• identify key ecosystems, biodiversity values and species that may require intervention when affected by an emergency	1.1, 1.2, 11.2, 18.1
• develop response options for key ecosystems and species	1.1, 1.3, 4.4, 18.2
Wildlife affected by marine and freshwater pollution:	
• develop policy, programs and training for responding to incidents of wildlife affected by marine pollution	1.1
• develop 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:	
• develop policy, programs and training for responding to wildlife welfare during emergencies	1.1, 21.1
• develop partnerships and agreements with key organisations to support DELWP in responding to emergency events on wildlife welfare	1.1
• engage with DJPR on the delivery of the Victorian Emergency Animal Welfare Plan	1.2

Response (including Relief)

Control agency for response:	3.1
• blue-green algae	Table 9: Control agencies for response
• cetacean (whale and dolphin) stranding, entanglement and vessel strike	
• dam safety	
• energy (electricity, natural gas and petroleum 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 freshwater pollution	
• wildlife welfare arising from an emergency event	
Support agency for:	3.2
• fire on private land	
• drinking water contamination	
• flood plain management/flood	
• extreme heat and marine pollution (shoreline response)	

Activity	Critical task alignment / activity source
Lead Response Support Agency (RSA) for the functional areas of public land, spatial data, threatened ecosystems and species, one of the lead RSAs for the functional area of responder agencies	Table 10: Support agencies for response
Lead the coordination of public information on: • electricity outages and potential or actual load shedding after consultation with AEMO, ESV, industry and government • gas usage and potential or actual gas curtailment in consultation with AEMO, ESV, industry and government	2.1, 2.2, 2.3, 2.5
Provide 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 to coordinate response for blue-green algae incidents	3.1
• coordinate state-wide blue-green algae management activities	3.2, 4.6
• provide 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 • control agency to coordinate response to cetacean entanglements, strandings or vessel strikes under the Victorian Cetacean Emergency Plan	3.1
Dam safety: • manage escalated response activities 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
• as lead Government liaison, works with AEMO which operates and is 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 relevant Minister about the 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	4.1, 4.4, 4.6
• 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, 19.7
• coordinate intelligence to inform strategies and decision making for the safe and timely restoration of energy supplies to the community	19.1, 19.4, 19.8

Activity	Critical task alignment / activity source
• 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, 19.8
Fire:	
• control agency for bushfires in state forest, national parks, and protected public lands in accordance with the SEMP Bushfire Sub-Plan and SEMP	3.1, 7.2
• support agency for other fires on private land	3.2
Floodplain management/flood:	
• provide a coordinated response to manage 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 by providing 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 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 to minimise the impact on the community from reticulated water supply and wastewater (sewerage) service disruptions	3.1
• administer 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:	
• provide 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
• relief coordination of surveying and protecting threatened ecosystems, native plants and animals	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:	3.1, 3.2, 18.4
• Relief Coordinating Agency (RelCA) for animal welfare, including Relief Lead Agency (RelLA) to coordinate response and respond to wildlife welfare arising from emergencies	Table 12: Relief coordination
• ensure the veterinary assessment and treatment of wildlife taken into care	3.1
• provide advice to government and emergency agencies regarding impacts of animal welfare for wildlife	3.1, 3.2, 4.5, 11.1
Relief Coordinating Agency (RelCA) and Relief Lead Agency (RelLA) to 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 coordinate	15.2 Table 12: Relief coordination

Activity	Critical task alignment / activity source
relief drinking water supplies to affected areas and may request support from water corporations	

Recovery

Lead agency responsible to:

Activity	Critical task alignment / activity source
• provide strategic and expert advice on wildlife welfare	4.6
• assess, restore, clear and rehabilitate DELWP managed public buildings and assets (e.g. roads, bridges, public amenities)	19.1, 19.7

Recovery Lead Agency (RecLA) to:

Activity	Critical task alignment / activity source
• assist farmers repair and restore fences damaged by bushfire or suppression activities, working with CFA	19.4, Table 16: Recover coordination: Economic environment
• recover and rehabilitate reticulated water services. Water corporations lead recovery to restore services and DELWP oversee activities undertaken by water corporations	15.2, 19.4, 19.7 Table 17: Recovery coordination: Built environment
• recover and rehabilitate reticulated sewerage, sanitation systems and wastewater management systems. Water corporations lead recovery to restore services and DELWP oversee activities undertaken by water corporations	15.2, 19.4, 19.7 Table 17: Recovery coordination: Built environment
• ensure replacement of essential stock and domestic water taken from private landholders during firefighting operations is replaced as co-lead with CFA	19.4, Table 17: Recovery coordination: Built environment
• rehabilitate, restore and reinstate public land and assets it is directly responsible for managing, and support PV and CMAs to deliver these responsibilities on public land and assets for which they are responsible	18.4, 19.3, Table 18: Recovery coordination: Natural environment
• support the resilience of public land assets managed directly by DELWP, PV and CMAs	18.4, 19.3, Table 18: Recovery coordination: Natural environment
• provide advice and information to municipal councils and delegated public land managers and community groups on reforestation of native forest (not plantations). Provide advice regarding native flora and fauna, including within aquatic and terrestrial environments	4.5, Table 18: Recovery coordination: Natural environment
• survey and mitigate risks to protect threatened bird, marsupial, aquatic and plant species affected by emergencies on land within its portfolio and provide advisory services to others	4.3, 4.4, 4.5, 4.6, 16.1, 16.2 Table 18: Recovery coordination: Natural environment
• coordinate waste pollution management strategies	16.1, Table 18: Recovery coordination: Natural environment
• lead the protection and rehabilitation of cultural and heritage sites, in co-lead with PV	Table 18: Recovery coordination: Natural environment
• undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels (for fire)	Table 17: Recovery coordination: Built environment
• provide policy and regulatory settings, issues resolution and support for land use planning, building and heritage to facilitate rebuilding for housing, local businesses, and public buildings and services	Table 17: Recovery coordination: Built environment
Recovery Lead Agency (RecLA) to lead fish death clean-ups in waterways on public land managed for non-commercial purposes by DELWP, where the fish	18.4,

Activity	Critical task alignment / activity source
death event is due to natural causes. Support agencies (CMAs, Melbourne Water, VFA – refer to Table 15: Natural Environment) may lead fish death clean-ups where they have the resource capacity.	Table 18: Recovery coordination: Natural environment
Energy: Recovery Coordinating Agency (RecCA) for energy services, including Recovery Lead Agency (RecLA) and Government liaison to: • work with AEMO to deliver 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 • work with AEMO and electricity generation companies to deliver 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 Table 17: Recovery coordination: Built environment
• work with fuel and pipeline companies to restore liquid fuel supply	Table 17: Recovery coordination: Built environment
Reticulated water and wastewater (sewerage) services: • Recovery Coordinating Agency (RecCA) responsible for recovery functional area coordination of reticulated water and wastewater services and natural environment, public land and waterways	18.4, 18.6, 18.7 Table 17: Recovery coordination: Built environment and Table 18: Recovery coordination: Natural environment
Surveying and protecting threatened ecosystems, native plants and animals: Recovery Coordinating Agency (RecCA) for threatened ecosystems and species, and Recovery Lead Agency (RecLA) to: • provide scientific and technical advice on interventions and response plans to maintain species diversity and persistence within an ecosystem	4.4, 4.5, Table 18: Recovery coordination: Natural environment
• develop and implement response activities to support ecosystem recovery and regeneration	18.3, Table 18: Recovery coordination: Natural environment
• undertake targeted interventions to maintain ecosystems and threatened species	18.2, 18.4, 18.5, 18.6, Table 18: Recovery coordination: Natural environment
Wildlife affected by marine and freshwater pollution: • rehabilitate wildlife following veterinary assessment and working in conjunction with rehabilitators	18.4
• provide advice on appropriate management and release of wildlife from rehabilitation	4.5, 4.6, 18.4
• Recovery Lead Agency (RecLA) for monitoring the rehabilitation of injured wildlife	Table 18: Recovery coordination: Natural environment
Wildlife welfare arising from emergency events: • provide advice on appropriate management and release of wildlife from rehabilitation	4.5, 4.6, 18.4
• rehabilitate wildlife following veterinary assessment and work in conjunction with rehabilitators	18.4
• Recovery Lead Agency (RecLA) for monitoring the rehabilitation of injured wildlife	Table 18: Recovery coordination: Natural environment

Activity	Critical task alignment / activity source

Assurance and Learning

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

Department of Families, Fairness and Housing

The Department of Families, Fairness and Housing (DFFH) works to mitigate the impact of emergencies on the health and wellbeing of communities and individuals, especially of Victorians who face greater risk in emergencies.

Activity	Critical task alignment / activity source
Mitigation	
Promote awareness of safe practices and emergency procedures and implement safety and warning systems for clients and funded services of DFFH	2.1
Response (including Relief)	
Lead Response Support Agency (RSA) for the functional area of human services and community wellbeing with a focus on child protection, housing, disability, the prevention of family violence, multicultural affairs, LGBTIQ+ equality, veterans, women and youth.	Table 10: Support agencies for response
Responsible for regional relief coordination, and appoints Regional Emergency Relief Coordinators to fulfill these responsibilities	Table 12: Relief coordination, Tables 13-18: Recovery coordination
Relief Coordinating Agency (RecCA) of emergency shelter, emergency financial assistance and psychosocial support	15.1, 15.3, 15.4 Table 12: Relief coordination
Relief Lead Agency (RelLA) responsible to: • administer emergency financial assistance in the form of relief payments through the DFFH Personal Hardship Assistance Program, to help individuals meet their basic needs	15.4, Table 12: Relief coordination
• arrange emergency shelter and accommodation for displaced households when requested by municipal councils	15.1, Table 12: Relief coordination
Provide psychosocial support through information, practical assistance, emotional support, assessment of immediate needs and referrals to other support agencies and services in relief centres and through outreach	15.3
Support EMV to lead whole of government coordination of public information and communication in relation to relief	2.1, 3.2
Recovery	
Recovery Coordinating Agency (RecCA) responsible for the recovery functional area coordination of housing and accommodation, psychosocial support, individual and household assistance	20.1, 20.2, 20.3 Table 15: Recovery coordination: Social environment
Recovery Lead Agency (RecLA) responsible to: • support 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, Table 15: Recovery coordination: Social environment
• coordinate plans when requested, to assist households to prepare for the transition to permanent housing	20.6, Table 15: Recovery coordination: Social environment
• administer income-tested re-establishment payments through the Personal Hardship Assistance Program, to help eligible households re-establish as quickly as possible	20.3, Table 15: Recovery coordination: Social environment

Activity	Critical task alignment / activity source
• coordinate the provision of personal support through information, practical assistance, assessment of immediate needs and referral to other support agencies and services in recovery centres	20.5, Table 15: Recovery coordination: Social environment
Family Safety Victoria is the Recovery Lead Agency (RecLA) for family violence services and information.	Table 15: Recovery coordination: Social environment
Lead agency responsible to: • coordinate 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
• coordinate the provision of mental health services and information and targeted psychosocial support	20.1
• assess, restore, clear and rehabilitate DFFH managed public buildings and assets.	19.2, 19.3, 19.4
Recovery Support Agency (RecSA) to DJPR to refer primary producers and animal owners to available services, such as psychosocial support services	Table 15: Recovery coordination: Social environment
Recovery Support Agency (RecSA) to DH to provide advice on wellbeing in recovery	Table 15: Recovery coordination: Social environment

Assurance and Learning

Activity	Critical task alignment / activity source
Maintain DFFH state-wide emergency management surge capability and undertake annual/seasonal preparedness activities for emergency management operations, including reviews and updates of operational manuals, procedures, protocols and policies	21.1
Establish and maintain contemporary DFFH regional-level relief and statewide social recovery policies, guidelines, frameworks and programs, built on insights and lessons captured from previous major emergencies, exercises and better practice case studies	21.2, 21.3, 21.4

Department of Health

The Department of Health (DH) works to minimise the impact of emergencies on individuals, communities, and the health system. DH plan and prepare for the health response in emergencies, including consequence planning, community preparedness, and capability planning for the health system

Activity	Critical task alignment / activity source
Mitigation	
Provide whole-of-health leadership and direction to plan and prepare for emergencies with major health consequences, including mass casualties	1.3
Promote awareness of safe practices, emergency procedures and implementing safety and warning systems for health services, such as extreme heat and epidemic thunderstorm asthma	2.1, 13.3, 13.5
Implement legislation, programs and monitoring procedures to minimize public health risk from: • Extreme heat • communicable and non-communicable diseases (e.g. epidemic thunderstorm asthma) • 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
Participating agency for the following bushfire mitigation activity: community education, awareness and engagement to prevent and respond to bushfire smoke	Table 8: Participating agencies for mitigation
Participating agency for the incident mitigation activities pertaining to radioactive materials: • 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, DoT, transporter, receiver) • pre-transport consequence modelling and readiness - plume modelling, etc. • dangerous Goods transporter maintenance, training, licensing, inspection etc. (road/rail/marine, pipeline) • legislation/regulation and enforcement (e.g. Major Hazard Facilities, Dangerous Goods Code preventative requirements), supported by audits and inspection	Table 8: Participating agencies for mitigation
Participating agency 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	Table 8: Participating agencies for mitigation
Participating agency for the following viral pandemic mitigation activities: • vaccination • health guidelines and relevant standards and codes • community education	Table 8: Participating agencies for mitigation

Activity	Critical task alignment / activity source
• health sector pandemic planning, surge capacity planning and exercises • surveillance and modelling data from outbreaks, research of historic events	
Participating agency for the water supply disruption mitigation activity: legislative framework and regulations including *Water Act 1989*, *Water Industry Act 1994* and *Safe Drinking Water Act 2003* (risk management plans and audits)	Table 8: Participating agencies for mitigation

Response (including Relief)

Activity	Critical task alignment / activity source
Control agency for: • incidents involving biological releases and radioactive materials • human disease/epidemics (including mass, rapid onset of human disease from any cause), and food (including retail food)/drinking water contamination	3.1, 13.1, 13.2, 13.3, 13.4, 13.5, Table 9: Control agencies for response
Lead Response Support Agency (RSA) for the functional areas of health services, and health protection – public health	Table 10: Support agencies for response
Provide public information to protect the community during health emergencies. Issue warnings for communicable and human disease, radiological and biological leaks and spills, major food and drinking water contamination.	2.3
Provide public health and mental health information and advice and promote services available during and after major emergencies in coordination with other agencies	2.3, 2.5
Provide a State and Regional Health Coordination response during an emergency with major health consequences	3.1, 14.8
Coordinate 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 Commonwealth Government under Australian Government Overseas Assistance Plan 2018 (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
Undertake a technical support role for blue green algae bloom event, providing expert public health advice to DELWP	13.3
Through the SEMP, SHERP and relevant sub-plans, ensure a safe, effective and coordinated 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
Relief Lead Agency (RelLA) to: • provide public health advice	Table 12: Relief Coordination
Relief Support Agency (RelSA) to: • DELWP to provide relief drinking water to eligible households (advice) • AV to provide relief health and medical assistance and first aid • AV to provide pre hospital care to people affected by emergencies • AV to establish field primary care clinics • AV to provide other health and medical relief assistance measures	Table 12: Relief coordination
Support EMV to lead whole of government coordination of public information and communication in relation to emergency management for major emergencies	2.1, 2.3, 3.2

Activity	Critical task alignment / activity source
Recovery	
Recovery Coordinating Agency (RecCA) responsible for the recovery functional area coordination of health and medical assistance	20.4, Table 15: Recovery coordination: Social environment
Recovery Lead Agency (RecLA) responsible to: • provide advice on accommodation standards for interim accommodation of displaced people, when requested by councils	20.2, Table 15: Recovery coordination: Social environment
• provide mental health services and information	20.7, Table 15: Recovery coordination: Social environment
• provide advice on wellbeing in recovery through 'whole-of-health' advice, information and assistance to community	20.4, Table 15: Recovery coordination: Social environment
• maintain community access to primary and acute health services through DH funded health care services and other primary and acute health services	13.1, 13.3, 14.6, 14.8, Table 15: Recovery coordination: Social environment
• provide 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, Table 14: Recovery coordination: For services across all environments
Lead agency responsible to assess, restore, clear and rehabilitate DH managed public buildings and assets	19.2, 19.3, 19.4
Recovery Support Agency (RecSA) for Coroners Court of Victoria to promote mental health information and services available to support bereaved families	20.7, Table 15: Recovery coordination: Social environment
Support the lead recovery agency in its role to coordinate whole of government public information and communication following major emergencies	2.5

Assurance and Learning

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

Department of Jobs, Precincts and Regions

The Department of Jobs, Precincts and Regions (DJPR) promotes Victoria's economic recovery and growth. It ensures that the economy benefits all Victorians by creating more jobs for more people, building thriving places and regions, and supporting inclusive communities.

DJPR is Victoria's lead agency for economic recovery and business and industry engagement, with responsibilities spanning a range of portfolios, including but not limited to: agriculture, tourism, creative industries, mining and resources, small business, trade, innovation, employment, local government, and regional and suburban development.

DJPR's responsibilities also include being Victoria's Control Agency for animal, plant, marine and environmental biosecurity emergencies, helping to build the resilience of essential services including public telecommunications and food and grocery supply, and supporting emergency management at the municipal level.

Activity	Critical task alignment / activity source
Mitigation	
Promote resilience through:	
• membership of national, state, regional and local emergency management bodies and teams	1.2
• effective engagement networks with commonwealth, government, industry and community stakeholders, including the communications and food and grocery critical infrastructure sectors to gain appreciation of asset criticality and emergency planning and preparedness plans	1.1, 1.2, 1.4
• emergency planning and preparedness, including the SEMP Animal, Plant, Marine and Environmental Biosecurity Sub-Plan, Victorian Emergency Animal Welfare Plan, and national arrangements captured in the Australian Veterinary Emergency Plan (AUSVETPLAN), Australian Emergency Plant Pest Response Plan (PLANTPLAN) and the National Strategic Plan for Aquatic Animal Health (AQUAPLAN), and national Ministerial agreements under the Emergency Plant Pest Response Deed (EPPRD), Emergency Animal Disease Response Agreement (EADRA) and National Environmental Biosecurity Response Agreement.	1.1, 1.3
• working with commonwealth, state government, 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
• monitoring and surveillance programs for agricultural and environmental pests and diseases that meet State and National trade needs	4.3, 16.2
• implementation of, and compliance with traceability systems for livestock and agricultural produce	4.3
• working with the communications sector on mobile blackspots and public telecommunications resilience programs	1.2, 3.2, 3.5
• maintain a State Duty Officer function, portfolio liaison officers and other operational personnel for deployment to the SCC during a major emergency to provide specialist advice and support the state as required	3.2
Participating agency for the following emergency animal disease mitigation activities:	Table 8: Participating agencies for mitigation

Activity	Critical task alignment / activity source
- regulated control of certain risk activities associated with animal feeding and farm biosecurity practices - disease surveillance activities - epidemiological information (data and analysis) to meet trading partner needs - international surveillance/intelligence - farming industry supply chain best practice and accreditation - specialist training of staff and industry - awareness raising, education, information dissemination	
Participating agency 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	Table 8: Participating agencies for mitigation
Participating agency 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* - implement 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 for Resources on mine stability)	Table 8: Participating agencies for mitigation

Response (including Relief)

Control agency for biosecurity incursions, emergency animal disease outbreaks (including bees and aquaculture), plant pest or disease outbreaks (including plague locusts), invasive plant, animal and exotic marine pest incursions and rapid and significant increases in established pest populations (vertebrate pests and plagues)	3.1, 15.7, 16.1, 16.2 Table 9: Control Agencies for Response
Key support agency for: illness foodborne	
	3.2, 14.1
	3.2, 4.5, 4.6

Activity	Critical task alignment / activity source
• mining and petroleum emergencies by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal wells	3.2, 12.3
• rescue: mine/quarry and lift, crane, scaffolding or amusement structure	19.1
• critical infrastructure damage or disruption for the public communications sector	3.2, 16.7
• wildlife affected by marine pollution	3.2, 10.1
• the (vast) majority of resources for response to a disruption to essential services are within relevant industry sectors	
Lead Response Support Agency (RSA) for the functional areas: • agriculture • animal welfare (livestock and companion animals) • business and industry • earth resources (mines) • food and grocery supply continuity • local government • public telecommunications • tourism	Table 10: Support agencies for response
Relief Coordinating Agency (RelCA) and Relief Lead Agency (RelLA) for food and grocery supply continuity. DJPR supports food and grocery supply continuity by providing strategic and expert advice to government and emergency agencies regarding impacts on food and grocery supply/demand and prioritisation in an emergency, working with major food distribution operators.	4.5, 4.6, 10.2, 10.3, 15.2, 15.7, Table 12: Relief coordination

Relief Coordinating Agency (RelCA) for animal welfare, including Relief Lead Agency (RelLA), for animal welfare support relief activities (other than wildlife) as per the Victorian Emergency Animal Welfare Plan, including:
• Liaise with DELWP (wildlife), local government (to co-ordinate the housing of displaced and lost/stray companion animals and disposal of deceased animals (domestic, native and feral)) during emergency events as required.
• For animals other than wildlife:
    ○ Identify and assess injured and affected animals.
    ○ Provide advice on options for treatment, humane destruction or emergency salvage slaughter.
    ○ Where necessary, assist with humane destruction of injured or affected animals.
• Work cooperatively with DELWP to inform and coordinate animal welfare organisations, volunteer groups or community groups wanting to contribute as required.
• Assess and report losses and damage to agricultural assets and animals and, as outlined in the Victorian Emergency Animal Welfare Plan and SEMP, liaise with other agencies on identified needs (including but not limited to medical assistance, food, personal water, counselling, livestock fodder, stock water).
	4.5, 10.2, 11.1, 12.2, 13.2, 15.2, 15.7, Table 12: Relief coordination

Relief Support Agency (RelSA) for the Australian Red Cross to coordinate food and water distribution.	Table 12: Relief coordination

Recovery

Activity	Critical task alignment / activity source
Recovery Coordinating Agency (RecCA) responsible for the recovery functional area coordination of local economies, businesses, agriculture and public telecommunications	15.7, 17.1, 17.2 Table 16: Recovery coordination: Economic environment and Table 17: Built environment
Recovery Lead agency (RecLA) responsible to:	
• refer primary producers and animal owners to services. 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 agencies to aid in the coordination of recovery activities	4.5, 11.1, 11.2 Table 16: Recovery coordination: Economic environment
• work with municipal councils to implement appropriate actions and initiatives that encourage and bring forward the resumption of local economic activity	17.1, 17.4, 17.5, Table 16: Recovery coordination: Economic environment
• assess and monitor broad economic impacts and consequences in partnership with other agencies and municipal councils, share information across government to inform responses and work with agencies to prioritise planned activities to minimise economic consequences	4.5, 17.1, 17.2, 17.5, Table 16: Recovery coordination: Economic environment
• assist business and industry to access information, advice and support following an emergency.	17.2, 17.4, Table 16: Recovery coordination: Economic environment
• provide information and advice to small businesses to support decision making and, where appropriate, encourage a return to business	17.2, 17.4, Table 16: Recovery coordination: Economic environment
• work to develop and implement funded activities to support business recovery.	17.2, 17.4, Table 16: Recovery coordination: Economic environment
• provide opportunities for the enhancement of knowledge and skills within small business to support business recovery and resilience	17.5, Table 16: Recovery coordination: Economic environment
• deliver recovery programs and advice to primary producers, rural land managers and other animal businesses by providing technical advice and services on strategies to re-establish rural enterprises, rehabilitate productive land and economic recovery	17.2, 17.4, 17.5, Table 16: Recovery coordination: Economic environment
• deliver 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, 17.4, Table 16: Recovery coordination: Economic environment
• lead government liaison to support the delivery of public telecommunications assets reinstatement, return to reliable supply and restoration of services by coordinating relevant information, working with telecommunication businesses as required	3.2, 19.7, Table 17: Recovery coordination: Built environment
• implement marketing/public relations and industry product development activities to assist affected tourism regions and businesses to recover, in partnership with Visit Victoria and Regional Tourism Boards	17.5, Table 16: Recovery coordination: Economic environment
Lead agency responsible to assess, restore, clear and rehabilitate DJPR managed public buildings and assets (e.g. public amenities)	19.2, 19.3, 19.4
Recovery Support Agency (RecSA) to:	
	3.2, 15.4

Activity	Critical task alignment / activity source
• support EMV to implement available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies	Table 16: Recovery coordination: Economic environment
• support 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, Table 16: Recovery coordination: Economic environment
• support ERV to coordinate approved state-led or supported clean-up of residential property	Table 17: Recovery coordination: Built environment
• support respective asset owner/s or the managing agency/s of sporting facilities, public amenities or station buildings in undertaking the assessment, restoration, clean-up and rehabilitation of public buildings and assets	Table 17: Recovery coordination: Built environment
Support DELWP and CFA to assist 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

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. DJCS 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.

DJCS 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 and Youth Justice.

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 (EMC) functions, Industry Engagement and Enforcement Operation (IEEO), Regulation, Service Delivery Reform, Coordination and Workplace Safety and Youth Justice. DJCS also provides support to mandatory quarantine within Victoria via COVID-19 Quarantine Victoria.

Activity	Critical task alignment / activity source
Mitigation	
Develop policy 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
Participate in multi-agency emergency management planning at the local, regional and state level	1.2
Support EMV to coordinate whole of government policy and planning for emergency management	1.1, 1.2, 3.2
Response (including Relief)	
Provide the initial response capability for emergencies within prisons	3.1, 3.2
Lead Response Support Agency (RSA) for the functional area of corrections and consumer affairs	Table 10: Support agencies for response
Support EMV and the EMC for emergency response management (predominantly response coordination for major emergencies)	3.2
Participate on emergency management teams at the local, regional and state level as required	3.2
Provide support resources to incident and regional control centres, 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
Coordinate outreach justice services, such as births, deaths and marriages and community work group resources as required for recovery.	15.3
Recovery	

Activity	Critical task alignment / activity source
Lead agency to assess, restore, clear and rehabilitate DJCS managed public buildings and assets	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
Support EMV and the EMC for the coordination of emergency relief and recovery services at state level	3.2
Support 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) support the Victorian Government's commitment to a stronger, fairer, better Victoria by pursuing excellence in whole of government service delivery and reform. DPC support the ministerial portfolios of the Premier, Deputy Premier, and DPC Ministers 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	
Support government response prior to an extreme emergency	1.3
Support Victorian Government mitigation for cyber security emergencies	1.1, 1.3
Coordinate 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)	
Support government response during an extreme emergency	3.1, 3.2
Coordinate 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, Table 9: Control agencies for response
Coordinate 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	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
Recovery	
Recovery Lead Agency (RecLA) for organisation of state-led public appeals	Table 14: Recovery coordination: For services across all environments
Recovery Support Agency (RecSA) to EMV to implement 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	20.3, Table 16: Recovery coordination: Economic environment

Activity	Critical task alignment / activity source
Implement 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	20.3
Recovery Support Agency (RecSA) to EMV to implement available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies	20.3, Table 16: Recovery coordination: Economic environment
Support government during recovery from an extreme emergency	3.1, 3.2
Coordinate 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	18.4, 18.5
Recovery Support Agency (RecSA) for the protection and rehabilitation of Aboriginal cultural heritage on public land affected by emergencies and associated activities	18.4, 18.5, Table 18: Recovery coordination: Natural environment

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 s64A of the Transport Integration Act 2010. Head, TfV is responsible for coordinating, providing, operating and maintaining the public transport system, the freight rail network and the road system in Victoria. The objects and functions of the Head, TfV are outlined in s64B and s64C 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 for Transport, relevant Ministers, the Head, TfV, and other transport bodies in planning, procuring and commissioning road and rail transport infrastructure and commissioning passenger services, rolling stock and transport assets. Statutory functions are held by either the DoT 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	
Work 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
Maintain a high level of preparedness for emergencies that may affect the state's road and rail network	1.1
Provide a mechanism for developing multi-agency/operator incident action strategy	1.1, 1.3
Assure preparation of vital critical infrastructure owners' and operators' emergency risk management plans	1.3, 1.4
Coordinate 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
Provide leadership to the transport sector through development and running of multiagency exercises	1.6
Participate in state and regional emergency management meetings and exercises to provide advice on likely risks and impacts to the transport network	1.6
Participating agency for the bushfire mitigation activity: landscape fuel management including legislative requirements	Table 8: Participating agencies for mitigation
Participating agency for the earthquake mitigation activity: critical infrastructure (engineering) vulnerability assessments and maintenance regimes (essential services, dams/levees, buildings, roads, bridges, tunnels)	Table 8: Participating agencies for mitigation
Participating agency for the following hazardous materials (including industrial waste) incident mitigation activities:	Table 8: Participating agencies for mitigation

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)	
Participating agency for the heatwave mitigation activity: Planning (state, local and agency preparedness)	Table 8: Participating agencies for mitigation
Participating agency for the following maritime emergency (non-search and rescue) 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)	Table 8: Participating agencies for mitigation
Participating agency for the following storm mitigation activity: Equipped, trained and prepared essential services including power, water, gas and transport	Table 8: Participating agencies for mitigation

Response (including Relief)

Activity	Critical task alignment / activity source
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 SEMP Maritime Emergencies (non-Search and Rescue) Sub-Plan • essential service disruption to public transport, major arterial roads, bridges, tunnels and rail networks	3.1 Table 9: Control agencies for response
Lead Response Support Agency (RSA) for the functional areas: • public transport • rail • roads • transport (including ports and access to airports)	Table 10: Support agencies for response
Support relevant Ministers, and oversee responsible entities, nominated under Part 7A of the *EM Act 2013* with respect to the transport system	3.1, 3.2
Provide 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
Provide immediate assistance or support in coordination 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
Provide and facilitate 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
Provide transport closure and condition information to the media and public	2.3, 4.5, 9.4
Address safety of staff, passengers and the impacted community	5.4
Maintain community safety and confidence through provision of warnings, facilitating network repairs and maintaining, identifying and mitigating transport related risks	2.3, 4.4, 9.6
Assist with the management of road links during emergencies, including route selection, emergency traffic management, escorting, route conditions advice and control	9.2, 9.3, 9.4, 9.5

Activity	Critical task alignment / activity source
Provide 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, 10.1
Liaise with relevant industry sectors to facilitate response to a disruption to essential services, except for a disruption to roads	3.2
Through the Head, TfV, oversee 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
Relief Support Agency (RelSA) to DJPR for food and grocery supply continuity	Table 12: Relief coordination

Recovery

Recovery Coordinating Agency (RecCA) for the functional area of transport	Table 17: Recovery coordination: Built environment
Recovery Lead Agency (RecLA), through the Head, TfV, to coordinate the restoration of rail, tram, contracted ferries and bus services	3.1, 3.2 Table 17: Recovery coordination: Built environment
Recovery Lead Agency (RecLA) to undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels	9.6, 9.7, 19.7 Table 17: Recovery coordination: Built environment
Recovery Lead Agency (RecLA) as lead government liaison between airport operators/owners and the Victorian Government and land transport network links to airports, including coordinating information regarding restoration of services and land transport network links to airports – Work with airport owners and operators and other agencies and businesses as required	3.2, 4.4, 4.5 Table 17: Recovery coordination: Built environment
Recovery Lead Agency (RecLA) as lead government liaison between port managers and the Victorian Government and work with port owners and operators and other agencies and businesses as required	3.2 Table 17: Recovery coordination: Built environment
Recovery Support Agency (RecSA) to asset owner/s or managing agency/s of roads and bridges to undertaking the assessment, restoration, clean-up and rehabilitation of public buildings and assets	Table 17: Recovery coordination: Built environment
Assess, restore, clear and rehabilitate DoT managed public buildings and assets (e.g. roads, bridges, rail, public amenities)	9.5, 9.6, 9.7, 19.1, 19.3, 19.7

Assurance and Learning

Work 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	
Recovery Lead Agency (RecLA) to coordinate insurance industry response, advice and information to government	3.1, 17.3, Table 16: Recovery coordination: Economic environment
Recovery Support Agency (RecSA) to DJPR to deliver recovery programs and advice to primary producers, and rural land managers and other animal businesses	3.2, Table 16: Recovery coordination: Economic 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, ConnectEast 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)	
Support control and support agencies by providing an Emergency Management Liaison Officer (EMLO)	3.1, 3.2
Liaise with state authorities and local government regarding EastLink	3.2
Support control and support agencies by providing an Incident Management facility to assist in the coordination of the emergency	3.3
Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in emergencies	15.2, 15.3, 20.1
Recovery	
Restoration and/or reconstruction of EastLink	19.3, 19.4, 19.7
Assist 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
Provide information concerning the commercial issues	4.5, 4.6, 11.2, 17.1, 17.2
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 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 overarching role to ensure that the response and recovery is coordinated and control arrangements are in place. The EMC has responsibility for coordination before, during and after major emergencies, including the management of consequences of an emergency.

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 (EMV) to ensure that agencies implement their work programs under the *Strategic Action Plan.* The EMC must have regard to the fundamental importance of the role that volunteers play in the performance of emergency management functions in Victoria.

Activity	Critical task alignment / activity source
Mitigation	
Develop, review and maintain operational standards for the performance of emergency management functions by responder agencies in consultation with responder agencies and EMV	1.1
Develop and maintain incident management operating procedures for responder agencies	1.1
Issue guidelines in relation to community emergency management planning	1.2
Consider any regional emergency management plan submitted by a Regional Emergency Management Planning Committee for approval	1.6
Provide guidance to Regional Emergency Management Planning Committees in relation to compliance with the requirements of Parts 5 and 6A of the *Emergency Management Act 2013*	1.4
Share information with Regional Emergency Management Planning Committees to assist effective emergency management planning in accordance with Part 6A of the *Emergency Management Act 2013*	1.4
Responsible, with the Chief Executive EMV, for advising the State Crisis and Resilience Council (SCRC) in relation to any matter being considered by the SCRC on behalf of: • Fire Rescue Victoria • Country Fire Authority • Victoria State Emergency Service Authority • Emergency Services Telecommunications Authority	1.5
Be responsible for the preparation and review of the State Emergency Management Plan (SEMP)	1.1, 1.2, 1.3, 1.4, 1.5, 1.6
Arrange for the preparation of the SEMP to provide for an integrated, coordinated and comprehensive approach to emergency management at a State level	1.1, 1.2, 1.3, 1.4, 1.5
Direct in writing an agency to act in accordance with the SEMP of the opinion that the agency has failed to act in accordance with the SEMP and the agency's failure is likely to have significant consequences	1.2, 3.1
Provide advice to the relevant Minister(s) on any matter relating to the functions of the EMC	4.5
Response (including Relief)	
Ensure that control arrangements are in place during Class 1 or Class 2 emergencies and that the relevant agencies act in accordance with the SEMP	3.1

Activity	Critical task alignment / activity source
and any directions made under section 60AL of the *Emergency Management Act 2013*	
Control agency for Heat	Table 9: Control agencies for response
Appoint a State Response Controller (SRC) in relation to a Class 1 emergency	3.1, 3.2
Responsible for consequence management for a major emergency in accordance with section 45 of the *Emergency Management Act 2013*	3.1
Be responsible for the coordination of activities of agencies having roles or responsibilities in relation to the response to Class 1 or Class 2 emergencies	3.1, 3.2
Endorse persons who have relevant expertise in managing hazards relevant to a Class 1 emergency as controllers	3.1
Ensure that a current list of endorsed controllers is maintained	3.1
Request the Chief Commissioner of Police appoint a police officer to be an emergency response coordinator for each region and municipal district	3.1
Develop, and review from time to time, incident management operating procedures for the planning and preparation for the response to and responding to, emergencies, including: - training, development and accreditation of incident management personnel - incident management facilities - incident management systems - management of the State's primary control centre (SCC) for the response to emergencies	3.1, 3.3
Manage the State's primary control centre (SCC) on behalf of, and in collaboration with, all agencies that may use it for emergencies	3.2, 3.3
Ensure warnings are issued, and information is provided to the community in relation to fires in Victoria for the purposes of protecting life and property, with regard to any guidelines, procedures and operating protocols the EMC has issued in consultation with the fire services agencies	2.3
Ensure the relevant Minister(s) is provided with timely and up to date information in relation to that actual or imminent occurrence of events which may lead to major emergencies, and the response to major emergencies	4.4, 4.5, 4.6
Coordinate data collection and impact assessment processes	11.2, 11.3
Request information in relation to control arrangements from the appointed State Response Controller or relevant control agency for the purpose of enabling the performance of functions specified in the *Emergency Management Act 2013*	3.1
Request information from an agency in relation to consequence management for the purpose of enabling the performance of functions specified in the *Emergency Management Act 2013*	3.1
Require, by written notice, an agency or a Department to give any information reasonably believed necessary for the purposes of performing the functions specified in the *Emergency Management Act 2013*.	3.1
If performing functions relating to the coordination of a regional or municipal emergency response as part of the function under section 32(1)(a) of the *Emergency Management Act 2013* take into account the advice of the Senior Police Liaison Officer	3.2

Activity	Critical task alignment / activity source
Recovery	
Responsible for recovery coordination of the activities of organisations, including agencies, having roles or responsibilities under the SEMP in relation to recovery from all emergencies	3.1
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 memorandum 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 information that promotes community safety	2.1
Broadcast weather forecast information from the BoM relevant to developing emergencies	2.1, 2.3
Broadcast 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 the Standard Emergency Warning Signal as required, in accordance with the Standard Emergency Warning Signal Guidelines	2.1, 2.3
Provide continuous broadcast services in parts of Victoria affected by a significant emergency (abandoning scheduled programming)	2.1, 2.3
Operate and maintain appropriate communication system for authorised emergency service representatives to initiate emergency broadcasts	3.3, 3.4
Recovery	
Support EMV to coordinate 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	
Participate in emergency debrief forums, particularly regarding public information and media issues	2.4, 21.1

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 many different agencies including the Department of Justice and Community Safety.

EMV has the following functions:
- to act as the agency responsible for the coordination of the development of the whole-of-government policy for emergency management in Victoria
- to provide policy advice to the relevant Minister(s) in relation to emergency management
- to implement emergency management reform initiatives given to EMV by the relevant Minister
- to liaise with the Commonwealth Government on emergency management
- to provide support to the EMC to enable the EMC to perform the functions conferred on the EMC under the *Emergency Management Act 2013*.

In performing its functions, EMV must:
- have regard to decisions made by State Crisis and Resilience Council (SCRC)
- collaborate and consult with the emergency management sector
- have regard to the fundamental importance of the role that volunteers play in the performance of emergency management functions in Victoria.

EMV has power to do all things that are necessary or convenient to be done for or in connection with, the performance of its functions.

Activity	Critical task alignment / activity source
Mitigation	
Support the EMC to perform the functions conferred on the EMC under the *Emergency Management Act 2013*	1.1
The Chief Executive, together with the EMC, must use their best endeavours to ensure that agencies implement their work programs under the Strategic Action Plan	1.1
Establish and maintain the Victorian Critical Infrastructure Register, conducting a review of the accuracy and currency of the Victorian Critical Infrastructure Register at least once every 3 years and on the request of the Minister for Emergency Services	1.1, 1.3
Support the EMC to coordinate investment and planning	1.2, 3.2
The Chief Executive is responsible, with the EMC, for advising SCRC in relation to any matter being considered by SCRC on behalf of: • Fire Rescue Victoria • Country Fire Authority • Victoria State Emergency Service Authority • Emergency Services Telecommunications Authority	1.5
Nominate a member to each Regional Emergency Management Planning Committee	1.2
Maintain a record of delegations in force under section 74G of the *Emergency Management Act 2013*	1.4
Participating agency for the bushfire mitigation activity: seasonal arrangements to ensure capability	Table 8: Participating agencies for mitigation
Participating agency for the following electricity supply disruption mitigation activities: • System redundancy (N-1) • Public communication and engagement	Table 8: Participating agencies for mitigation

Activity	Critical task alignment / activity source
Participating agency for the flood mitigation activity: Flood emergency planning including readiness	Table 8: Participating agencies for mitigation
Participating agency for the gas supply disruption mitigation activity: Public awareness	Table 8: Participating agencies for mitigation
Participating agency for the heatwave mitigation activity: Planning (state, local and agency preparedness)	Table 8: Participating agencies for mitigation
Participating agency for the mine emergency mitigation activity: 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*	Table 8: Participating agencies for mitigation
Participating agency for the water supply disruption mitigation activity: Critical infrastructure resilience	Table 8: Participating agencies for mitigation

Response (including Relief)

The Chief Executive has the function to take a lead role in coordinating investment planning and large-scale strategic projects on behalf of the responder agencies, including but not limited to major procurement, communication and information systems and emergency management planning processes for the purpose of achieving greater efficiency and effectiveness in the delivery of emergency management services	3.1
Support the EMC in the performance of his or her functions	3.2
Lead Response Support Agency (RSA) for the functional area of media/communications	Table 10: Support agencies for response
Manage the operation and administration of the State Control Centre (SCC), and maintain the State Control Centre Mutual Aid Memorandum of Understanding	3.3
The SCM is to lead the coordination of agencies who have responsibilities for consequence management for major emergencies	3.1, 3.2
In collaboration with the whole-of-government, lead the coordination of public information and communication in relation to emergency management for major emergencies	2.1, 2.2
The Chief Executive is responsible for providing advice and making recommendations to the relevant Minister(s) on any issues relating to the functions of the Chief Executive, EMV, having regard where relevant to any guidance or advice provided to the Chief Executive, EMV by SCRC	3.2, 4.5
Coordinate Victoria's outgoing deployments of personnel and resources, upon request from national and international agencies and in line with established agreements. Coordinate 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
Support the EMC to coordinate data collection and state impact assessment processes	3.2, 11.1, 11.2, 11.3
Implement 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 Commonwealth Government	15.4, 17.2

Activity	Critical task alignment / activity source
Recovery	
Recovery Lead Agency (RecLA) for strategic[1] coordination of spontaneous volunteers for relief,and management of donated goods for relief.	Table 14: Recovery coordination: For services across all environments
Recovery Lead Agency (RecLA) to: • administer the Victorian Natural Disaster Financial Assistance scheme, in accordance with the Commonwealth DRFA (as lead government liaison) • implement available financial assistance under the DRFA to assist primary producers' recovery subject to activation by the state and Commonwealth governments; a low-interest concessional loan scheme to primary producers; and recovery grants for primary producers, subject to approval by the Commonwealth Government • implement available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies, as well as small businesses recovery • provide 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, Table 15: Recovery coordination: Social environment 17.2, 20.3, Table 16: Recovery coordination: Economic environment Table 16: Recovery coordination: Economic environment 3.1, 15.4, 19.7, Table 17: Recovery coordination: Built environment
Recovery Support Agency (RecSA) to support: • DFFH to deliver income-tested re-establishment payments through activation of the DFFH Personal Hardship Assistance Program, to help eligible households re-establish as quickly as possible • ERV for community information	3.2, 20.3, Table 15: Recovery coordination: Social environment 2.5, Table 14: Recovery coordination
Assurance and Learning	
Support and promote the learning mechanisms that exist throughout the emergency management system before, during and after emergency events, including supporting all relevant agencies to establish the capability to undertake debrief and review activities at state, region, incident and local tiers, as required	21.1
Coordinate state level learning activities in collaboration with all relevant agencies, including real-time monitoring, debriefing and reviewing	21.1
Coordinate, collect, analyse and communicate reporting on sector performance, in collaboration with all relevant agencies	21.1
Coordinate the collation and analysis of observations from various sources to identify lessons, in collaboration with all relevant agencies	21.2
Coordinate the assessment, prioritization and communication of lessons and any required change activities to ensure the lesson is learned, in collaboration with all relevant agencies	21.3
Coordinate the development of learning products and disseminate to sector agencies to communicate lessons to a broad sector audience, in collaboration with all relevant agencies	21.5

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[1] 'Strategic' relates to the broad strategy for spontaneous volunteers and not the management of spontaneous volunteers in response to an event

Emergency Recovery Victoria

Emergency Recovery Victoria (ERV) is a permanent and dedicated recovery agency to build stronger and more resilient individuals, communities, and regions through community-led recovery. ERV is responsible for recovery coordination at the state and regional tier, and relief coordination at the state tier, partnering with all levels of government, business and not for profit organisations to enable locally driven and locally delivered recovery outcomes

Activity	Critical task alignment / activity source
Mitigation	
Lead and coordinate recovery planning across ERV'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
Coordinate state and regional recovery, including:	
• develop and implement overarching recovery framework and whole of government recovery policy, including recovery plans and guidance	1.1
• lead in recovery planning, program management, engagements and operations to ensure wraparound services systems are easily available for affected people	1.3, 15.5
Response (including Relief)	
Support State and regional transition from response to recovery	
Support the EMC to coordinate data collection and state impact assessment processes	
Coordinate state relief, including:	
• support the EMC to appoint State Emergency Relief Coordinators	
• engage with relief coordinating agencies (ReLCA), Commonwealth Government, other jurisdictions and non-government organisations to ensure appropriate relief supports are in place and are well integrated to meet community needs	
Recovery	
Coordinate state and regional recovery, including:	
• lead intergovernmental coordination	3.1
• engage with communities, local governments, State Government departments and agencies, the Commonwealth Government and non-government organisations to ensure appropriate recovery supports are in place and are well integrated to meet community needs	3.2, 20.5, 20.6
• State and Commonwealth funding for recovery, as required	15.4, 20.3
Lead the coordination of Victorian Government communications and public information relating to recovery	2.3, 2.5
Responsible for community recovery coordination	Tables 13-18: Recovery coordination

Activity	Critical task alignment / activity source
Recovery Lead Agency (RecLA) across the recovery environments including: • community information • coordination of spontaneous volunteers (strategic)[2] (including for relief) • management of donated goods (including for relief)	Table 14: Recovery coordination: For Services across all environments
Recovery Lead Agency (RecLA) to: • coordinate approved state-led or supported clean-up of residential property	Table 17: Recovery coordination: Built environment
Recovery Support Agency (RecSA) to Municipal councils to: • form, lead and support municipal recovery committees • provide and staff recovery/information centres • provide and manage community recovery services	Table 14: Recovery coordination: For Services across all environments
Recovery Support Agency (RecSA) to DJPR to deliver recovery programs and advice to primary producers, and rural land managers and other animal businesses	Table 16: Recovery coordination: Economic environment
Advise Cabinet, relevant Committees of Cabinet and the SCRC and on strategic matters relating to relief and recovery	4.5, 4.6
Support the establishment and operation of Community Recovery Committees	3.2
Support the establishment and operation of community recovery hubs	3.3, 20.6
Deliver state coordinated recovery programs where no government portfolio has accountability, as directed by government, or there is an evidenced gap in capability or capacity	19.5
Support design and/or administer recovery grants in coordination with Commonwealth, State and local government department and agencies, as required	15.4, 20.3

Assurance and Learning

Oversee whole of government recovery progress towards recovery outcomes	21.1
Establish and maintain contemporary state and regional recovery policies, guidelines, frameworks and programs, built on monitoring, insights and evaluation learnings captured from previous major emergencies, exercises and better practice case studies	21.1, 21.2

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[2] 'Strategic' relates to the broad strategy for spontaneous volunteers and not the management of spontaneous volunteers in response to an event

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)	
Lead Response Support Agency (RSA) for the functional area of emergency services telecommunications	Table 10: Support agencies for response
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 Emergency Management Liaison Officer (EMLO) support to SCC upon request to facilitate state-wide emergency communications intelligence during an incident	3.2, 4.1, 4.6
Activate ESTA's Incident Management Response protocols to prepare for an influx of Emergency calls or an increased demand on Dispatch services	4.3
During significant incident, provide timely, accurate and actionable decision support information in relation to ESTA's services	4.5, 4.6
Provide relevant information to people and communities via Triple Zero on immediate emergency risks, and potential actions they can take to alleviate some of those risks	2.1, 2.3

Activity	Critical task alignment / activity source
Provide timely and usable information on response to be used on public information and warnings	4.5
Provide clinical triage and pre-ambulance life support advice via the telephone and access to specialist referral services as required for medical emergencies	13.4, 14.2, 14.4, 14.8
Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through EMR to relevant, as defined, events to support AV within the FRV Fire District	3.2, 14.2, 14.4
Conduct immediate, operational enquiries on persons, vehicles and locations for VicPol	3.2, 11.1
Support other agencies in business continuity and redundancy planning and testing	3.2, 3.3
Provide operational communications for Victoria's emergency services, to 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:	

Activity	Critical task alignment / activity source
• 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, 5.4
Participating agency 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 • Industry forums, including regular emergency exercises	Table 8: Participating agencies for mitigation
Participating agency 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	Table 8: Participating agencies for mitigation
Participating agency for the mine emergency mitigation activity: 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*	Table 8: Participating agencies for mitigation

Response (including Relief)
Gas:

Activity	Critical task alignment / activity source
• Exercise 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
• Contribute expertise and technical specialists to support or lead the investigation of gas related incidents	8.5, 11.1, 19.1
• Provide safety and technical advice to support overall strategies and decision making for responding to gas emergency events	4.5, 4.6

Electricity:

Activity	Critical task alignment / activity source
• Exercise 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
• Provide safety and technical advice to support overall strategies and decision making for responding to electricity emergency events	4.5, 4.6
• Contribute expertise and technical specialists to support or lead the investigation of electricity related incidents	8.5, 11.1, 19.1
• Provide information and guidance to local communities to expedite the safe restoration of supply to properties affected by bushfire	2.1, 2.5

Pipelines:

Activity	Critical task alignment / activity source
• Contribute expertise and technical specialists to support and/or conduct investigation of pipeline related incidents	11.1, 19.1
• Intervene as required as the relevant 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

Activity	Critical task alignment / activity source
Recovery **Gas:** • Provide 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, 19.8
Electricity: • Provide 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 relevant 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
Recovery Support Agency (RecSA) to DELWP, as the lead government liaison, for electricity services assets reinstatement and return to reliable supply	Table 17: Recovery coordination: Built environment
Recovery Support Agency (RecSA) to DELWP, as the lead government liaison, for gas services assets reinstatement and return to reliable supply	Table 17: Recovery coordination: Built environment

Assurance and Learning

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

Environment Protection Authority

The Environment Protection Authority (EPA) provide 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 (EMC), State Controller and Chief Health Officer (CHO) 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	
Provide technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by applying and enforcing the *Environment Protection Act*, including:	
• work with government, industry and community to help identify and manage significant waste and pollution risks	1.2, 1.4
• support regional and state emergency management planning.	1.2
• manage systems for the transport of priority waste from generation to disposal	10.4, 16.8
• equip government, industry and community with best practice guidance and practical tools to prevent pollution and manage waste	4.5, 4.6
Participating agency for the following bushfire mitigation activity: community education, awareness and engagement to prevent and respond to bushfire and bushfire smoke	Table 8: Participating agencies for mitigation
Participating agency for the following hazardous materials (including 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	Table 8: Participating agencies for mitigation
Response (including Relief)	
Lead Response Support Agency (RSA) for the functional area of environmental impact (air, land and water quality)	Table 10: Support agencies for response
As a technical support agency:	

Activity	Critical task alignment / activity source
• respond to and assess reports of pollution from the community, industry, government agencies and emergency services	3.2, 4.4, 16.2
• provide expert advice to the Chief Health Officer on the risks of pollution and waste on public health, as required	4.5, 4.6, 13.2, 13.3
• support the control agencies and support agencies with powers under the *Environment Protection Act* where required	3.2
• in cooperation with the control agency, provide advice to the community on the harmful effects of pollution and waste and recommend actions to protect public health	2.1, 2.3, 13.2, 13.5
• provide advice to the control agency and support agencies 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, 13.1, 13.2
• provide environmental monitoring to inform the provision of advice in coordination with other support agencies	16.2
• receive notifications for fish deaths, assess and triage reports, make interagency notifications, issue public information where required, and undertake a regional investigation with support of local agencies where practicable, to determine the cause of the fish death event before identification and transfer to the relevant agency for ongoing management.[3]	2.3, 4.4, 4.5, 11.2, 18.2, 18.4 Table 18: Recovery coordination: Natural environment

Recovery

Recovery Support Agency (RecSA) to provide 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, 13.1, 13.2, 13.5 Table 18: Recovery coordination: Natural environment
Recovery Support Agency (RecSA) to provide waste pollution management strategies	Table 18: Recovery coordination: Natural environment
Recovery Support Agency (RecSA) in 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	Table 17: Recovery coordination: Built environment
Recovery Support Agency (RecSA) to ERV to coordinate approved state-led or supported clean-up of residential property	Table 17: Recovery coordination: Built environment
Provide a technical support agency role through approvals under the *Environment Protection Act*	4.6, 13.2, 13.3

Assurance and Learning

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[3] For example, if it is determined to be the result of a pollution event, EPA will conduct the regulatory action as per its role. If it is determined to be a natural event, EPA will provide clean-up and waste management advice to the asset manager. The EPA will advise on the required management actions following assessment based on the information available and communicate this to agencies. Management action may include:
- Identification and transfer to the relevant agency for ongoing management, (e.g. asset manager or lead agency nominated in the State Emergency Management Plan).
- Stakeholder communications – EPA will liaise with the VFA and other agencies to facilitate effective communication with key stakeholder groups (e.g. fishers).
- Clean-up and waste management advice to the asset manager.
- Referral to another agency for follow up investigation under other legislation.

Activity	Critical task alignment / activity source
Provide 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) was established in July 2020 as part of Victoria's Fire Services Reform, 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, and work closely with agencies within the emergency services sector, particularly the Country Fire Authority (CFA).

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	1.4, 2.1
• applying risk management strategies to identified community risk	1.5
• broadening community awareness and preparedness to minimise the impact of an emergency on the community	2.1, 6.3
Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	6.4
Participating agency, for the following bushfire mitigation activities: • land use planning • building regulations, standards and codes • 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 and bushfire smoke • seasonal arrangements to ensure capability	Table 8: Participating agencies for mitigation
Participating agency, for the following earthquake mitigation activity: • building standards/regulations and enforcement (post 1989, 1993, 2007 standards)	Table 8: Participating agencies for mitigation
Participating agency, for the electricity supply disruption mitigation activity: public communication and engagement	Table 8: Participating agencies for mitigation
Participating agency, for the following hazardous materials (including 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)	Table 8: Participating agencies for mitigation

Activity	Critical task alignment / activity source
• Legislation/regulation and enforcement (e.g. Major Hazard Facilities, Dangerous Goods Code preventative requirements), supported by audits and inspection	
Participating agency, for the mine emergency mitigation activity: 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*	Table 8: Participating agencies for mitigation

Response (including Relief)

Activity	Critical task alignment / activity source
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: • road or other accidents involving gas leakage, hazardous materials (including (high consequence) dangerous goods), lifts, cranes or scaffolding and amusement structures, and building collapse • fire and explosion incidents, including those involving aircraft and boilers and pressure vessels • rescue incidents involving lifts, cranes or scaffolding and amusement structures, Urban Search and Rescue (USAR), confined space, trench, low-high angle and tunnel, and building structures	3.1, 7.2, 12.3 Table 9: Control agencies for response
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-search and rescue)	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
• Urban Search and Rescue (USAR) capability across Victoria in accordance with state arrangements	3.2, 12.4
• investigation into the causes of fire	4.4, 4.6, 7.1
• initial impact assessment at the request and in support of, the state requirements	11.1
Lead Response Support Agency (RSA) for the functional areas: • Responder agencies • rescue (aircraft, rail, tram, industrial, road)	Table 10: Support agencies for response

Recovery

Activity	Critical task alignment / activity source
Assess, restore, clear and rehabilitate FRV managed public buildings and assets	19.2, 19.3, 19.4, 19.7
Support the controller by providing post incident assistance and advice to persons impacted by fire and other emergencies	4.5, 20.6

Activity	Critical task alignment / activity source
Provide support to other agencies, where appropriate, for recovery activities involving personnel or the environment	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 Victoria'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 Victoria 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 the recovery phase.

Activity	Critical task alignment / activity source
Mitigation	
Develop and implement 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
Implement and continue 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
Develop data systems to track and analyse emerging food insecurity trends	4.3, 4.4, 15.5
Response (including Relief)	
Lead, with the support of partner agencies and charity partners, the identification of essential supplies for distribution to affected communities	3.2, 10.2
With the support of 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
Relief Support Agency (RelSA) to ARC and partner agencies to supply networks and charity partners to obtain goods and essential materials identified for affected communities, and coordinate the distribution as required	3.2, 10.4 Table 12: Relief coordination
Coordinate 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
Source, provide and distribute food relief to affected communities via a network of food donors, transporters, agency and charity partners and through Farms to Families Pop-Up Market program	3.2, 10.2, 10.3, 15.2
Provide essential material aid (e.g. food, water, key personal care items) to charity partners to meet increased demand due to major emergency	3.2, 15.2
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
Coordinate, supply and distribute the Breakfast in Schools Program for participating schools as required	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	
Track, assess and determine 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
Gather and disseminate intelligence 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	
Assist State and Local Governments with 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)	
Assist Local and State Governments during emergencies by coordinating the insurance industry's disaster response and recovery efforts via the industry's Catastrophe Taskforce. Provide 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	
Support Local and State Government to: • brief governments on insurance coverage, claims lodgement and estimated economic impact of disaster events	4.5, 4.6, 17.3
• coordinate insurance damage assessments and expedite claims processing for insured residents and businesses to access financial and accommodation benefits	11.2, 11.3
• participate in State, Regional and Local Recovery committees to advise on insurance issues and to expedite community recovery	3.2, 4.5
• provide governments and elected members a rapid issues escalation process	4.6
Recovery Lead Agency (RecLA) to link insurance advice or information to relevant recovery activities	Table 15: Recovery coordination: Social environment
Recovery Support Agency (RecSA) to DTF to coordinate the insurance industry response, information, advice and government	Table 16: Recovery coordination: Economic environment
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)	
Support emergency response activities by:	
• assisting other agencies with traffic management, as required (excluding maintenance of supply lines)	3.2, 5.3
• providing a forward Emergency Management Liaison Officer (EMLO)	3.1, 3.2
• providing an incident management facility to assist in the coordination of the emergency	3.3
Liaise 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 emergencies	15.2, 15.3, 20.1
Recovery	
Assist with 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
Restore and /or reconstruct of Peninsula Link	19.3, 19.4, 19.7
Participate on a Community Recovery Committee, if required	19.8, 20.6
Provide 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 provide a range of services from prevention, first response and recovery activities. As a support agency, LSV work closely with communities, educational institutions, government agencies, businesses and the broader aquatic industry, to achieve their water safety mission.

Activity	Critical task alignment / activity source
Mitigation	
Provide safety inspection services for swimming pools, urban, coastal and inland waterways using approved risk management tools.	1.3
Provide water safety expert advice to support the emergency management planning framework	1.1, 1.2, 1.3, 1.4, 1.5
Provide 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
Set 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
Provide information and education displays at tradeshows and community events	2.1, 4.5
Provide technical and reference manuals, texts, resources, and newsletters on water safety, lifesaving, life guarding, CPR and first aid	2.1, 4.5
Provide subject matter expertise on water safety campaigns and public awareness communication	2.1, 2.2, 4.5
Provide expert advice on aquatic risk management systems and water safety signage	2.1, 4.5, 6.2
Provide 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
Develop and provide 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)	
Provide 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
Provide 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
Provide air and sea marine animal detection services in support of the VFA	3.2, 16.2
Provide water safety first responder services for aquatic based events	2.1, 3.2
Provide radio equipment and resources support to other agencies	3.4, 3.5
Maintain and operate the State Lifesaving Operations Centre (SLOC) for the purpose of:	3.1, 3.3, 3.4, 4.1, 4.6

Activity	Critical task alignment / activity source
• dispatching and tracking of LSV Emergency response assets in line with control agency requirements • self-tasking to aquatic related incidents within agreed and declared area of operations • self-managing incidents in relation to agreed and declared area of operations including the escalation of incidents/emergencies to the appropriate control agency as required	
Provide timely, coordinated information and warnings around beach and water safety as well as bay water quality to communities	2.1, 2.3
Provide emergency evacuation/relief centres at the lifesaving clubs	3.3, 15.1
Provide first aid and other medical response support services to AV (as co-responder/emergency medical responder)	3.2, 14.1, 14.2
Relief Support Agency (RelSA) to provide support to lead agencies for health and medical relief (first aid) assistance measures	3.2, 14.2, 14.7 Table 12: Relief coordination
Relief Support Agency (RelSA) to provide support to lead agencies for pre hospital care for people affected by emergencies	3.2, 14.1, 14.2 Table 12: Relief coordination
Relief Support Agency (RelSA) to provide support to lead agencies for the establishment and resourcing of field primary care clinics	3.2, 14.3, 14.4 Table 12: Relief coordination

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
Participating agency 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	Table 8: Participating agencies for mitigation
Participating agency for the storm mitigation activity: drainage systems (drainage standards and strategy)	Table 8: Participating agencies for mitigation
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

Activity	Critical task alignment / activity source
Provide emergency works to alleviate flooding and clearance of waterways and drainage assets after flooding has occurred	18.3

Recovery

Lead the delivery of the following recovery activities:

Activity	Critical task alignment / activity source
• restore 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
• fish death clean-ups where the fish death event is on a water corporation managed water body.	18.4
• 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
• support the recovery and rehabilitation of areas directly impacted by the failure of Melbourne Water's assets or systems	17.4, 18.4
• 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) through recovery efforts	18.4, 18.6
• restore, clear and rehabilitate public buildings and assets managed within Melbourne Water's portfolio	19.2, 19.7
• assess, restore, clear and rehabilitate Melbourne Water managed public buildings and assets (e.g. public amenities)	19.2, 19.3, 19.7
Recovery Support Agency (RecSA) to support fish death clean-ups where the fish death event is on a Melbourne Water managed catchment area and where the fish death event is due to natural causes. It is at Melbourne Water's discretion to lead a fish death clean up at a regional or state scale.	18.4 Table 18: Recovery coordination: Natural environment
Recovery Support Agency (RecSA) to relevant land managers to undertake erosion control on public land to help manage risk to public safety, natural and cultural assets and values, and infrastructure	Table 18: Recovery coordination: Natural environment

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:	
• provide community awareness, information	1.2, 2.1
• identify and assess hazards/risks	1.2, 1.3
• implement/coordinate specific risk treatments for identified risks	1.2, 1.4, 1.5
Participating agency for the following bushfire mitigation activities: • land use planning • building regulations, standards and codes • landscape fuel management including legislative requirements	Table 8: Participating agencies for mitigation
Participating agency 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)	Table 8: Participating agencies for mitigation
Participating agency 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 • flood emergency planning including readiness • Total Flood Warning System	Table 8: Participating agencies for mitigation
Participating agency for the hazardous materials (including industrial waste) incident mitigation activity: land use planning and regulation, and process facility/residential/commercial development designs	Table 8: Participating agencies for mitigation
Participating agency for the heatwave mitigation activity: urban planning (water fountains, cool places – parks, air-conditioned facilities)	Table 8: Participating agencies for mitigation
Participating agency for the following storm mitigation activities: • drainage systems (drainage standards and strategy) • buildings compliant to engineering standards (planning and building standards/regulations)	Table 8: Participating agencies for mitigation
Response (including Relief)	
Responsible for municipal relief coordination	Table 12: Relief coordination
When safe to do so, provide support to the incident and/or regional control centres through:	
• Provision of available council-managed resources to Control Agency in line with capacity, capability and contractual constraints	3.2

Activity	Critical task alignment / activity source
• provision of available facilities for emergency services' staging areas	3.3
• partial/full closure of council-managed areas to exclude the public from dangerous areas	5.1
• partial/full local road closures and determination of alternative routes	5.3, 9.3
Relief Lead Agency (RelLA) to:	
• coordinate clean-up activities, including disposal of deceased animals (domestic, native and feral)	15.7, Table 12: Relief coordination
• coordinate the housing of displaced and lost/stray companion animals, with support from the Victorian Farmers Federation, Australian Veterinary Association and RSPCA	20.2, Table 12: Relief coordination
Coordination of local level relief activities, and lead agency to:	
• provide local relief information to public and media	2.3
• establish and manage emergency relief centres to shelter members of the community displaced by an emergency	15.1
• provide community relief support referrals to relevant agencies	15.3
• coordinate of secondary impact assessment	11.1, 11.3
Support DELWP to provide relief drinking water to eligible households in non-reticulated areas	15.2
When safe to do so, provide support to the incident and/or regional control centres, through clearance of blocked drains and local roads	9.5
Relief Support Agency (RelSA) to	Table 12: Relief coordination
• DJPR and DELWP in providing animal welfare (other than wildlife) support services	
• DFFH in arranging emergency shelter and accommodation for displaced households	
• provide relief services and support information to communities	
• provide public health advice	
• provide relief services and support information to communities	

Recovery

Responsible for municipal recovery coordination	Tables 13-18: Recovery coordination
Coordinate local level recovery activities, and lead agency to:	11.1, 1.2, 11.3
• coordinate post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment)	
Recovery Lead Agency (RecLA) to:	
• survey and make a determination regarding occupancy of damaged residential buildings (when safe to do so)	11.1, 11.2, Table 15: Recovery coordination: Social environment
• form, lead and support Municipal Recovery Committees	3.2, Table 14: Recovery coordination: For services across all environments
• establish and manage recovery centres to provide recovery information to the emergency impacted community	4.5, 15.1, Table 14: Recovery coordination: For services across all environments
• provide and manage community recovery services and activities	20.5, Table 14: Recovery coordination: For services across all environments

Activity	Critical task alignment / activity source
• Coordinate clean up and restoration activities on local roads and for council-owned community infrastructure • undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels	Table 17: Recovery coordination: Built environment Table 17: Recovery coordination: Built environment
Recovery Support Agency (RecSA) to: • ERV as the leads for community information • DH as the lead for public health advice	Table 14: Recovery coordination: For services across all environments
Recovery Support Agency (RecSA) to DH as the lead for the following: • advice on wellbeing in recovery • personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach	Table 15: Recovery coordination: Social environment
Recovery Support Agency (RecSA) to: • DFFH as the lead to support securing interim accommodation	Table 15: Recovery coordination: Social environment
Recovery Support Agency (RecSA) to DJPR as the lead 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 information and advice to small businesses to support decision making and encourage return to business • implement funded activities to support business recovery • provide opportunities for the enhancement of knowledge and skills within small businesses • implement marketing/public relations and industry product development activities to assist affected tourism regions and businesses • deliver recovery programs and advice to primary producers, and rural land managers and other animal businesses	Table 16: Recovery coordination: Economic environment
Recovery Support Agency (RecSA) to: • ERV to coordinate approved state-led or supported clean-up of residential property • Respective asset owner or managing agency to undertake 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 • VBA to provide building advice and information to residents • DELWP to provide policy and regulatory settings, issues resolution and support for land use planning, building and heritage to facilitate rebuilding for housing, local businesses, and public buildings and services	Table 17: Recovery coordination: Built environment

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 Emergency Management Liaison Officer (EMLO) to engage with the SCC and 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
Manage its own emergency response arrangements and supply issues, and seek assistance from government through the provision of situational information and in gaining access to impacted areas	3.2, 10.3
Recovery	
If appropriate, deploy a variety of mobile facilities into impacted communities with the aim of delivering limited/partial service restoration after 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 a Commonwealth 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 and greenhouse gas storage activities 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 events
- preventing loss of well control
- effective oil pollution emergency preparedness
- responsible asset stewardship

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 or declare an oil pollution emergency.

Activity	Critical task alignment / activity source
Mitigation	
Promote and advise on 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	1.1, 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)	
Ensure response activities in an offshore area are carried out in a manner consistent with accepted regulatory documents and significant incident directions	3.2
Provide advice and briefings to the responsible Commonwealth Minister and relevant Minister(s), the public and the media on emergencies at or involving offshore petroleum operations and greenhouse gas storage activities	2.1, 4.5, 4.6
Provide 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
Cooperate 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 Commonwealth Government response to offshore petroleum incidents and greenhouse gas storage incidents	4.5, 4.6
Recovery	

Activity	Critical task alignment / activity source
For recovery activities, refer directly to the agency for further information.	
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 (PV) is a statutory authority of the Victorian Government acting in accordance with the *Parks Victoria Act 2018.* PV 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. PV 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.

PV's estate attracts more than 100 million visits every year. It is PV'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. PV achieves this by working in partnership with other government and non-government organisations and community groups, catchment management authorities (CMAs), private land owners, friends groups, volunteers, licensed tour operators, lessees, research institutes and the broader community.

Activity	Critical task alignment / activity source
Mitigation	
Administer 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
Develop and administer procedures and guidelines to ensure processes are in place to manage 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
Prepare and maintain emergency response plans for parks, reserves, rivers and waterways managed by PV	1.1, 1.3
Prepare and implement Safety and Environment Management Plans for the local ports of Port Phillip and Western Port	1.1, 1.3
Ensure 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
Support DELWP and undertake activities (including works) described in DELWP Fire Protection and Readiness and Response Plans to ensure fire prevention and preparedness on public land in Victoria (Fire Protected Area)	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
Participating agency for the following bushfire mitigation activities: • landscape fuel management including legislative requirements • restricted access to public land	Table 8: Participating agencies for mitigation

Response (including Relief)

Activity	Critical task alignment / activity source
Fire suppression: • activities in parks and reserves managed by PV in the FRV Fire District	3.2, 7.1, 7.2
• 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
Provide 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
• 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
• 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
Provide trained staff and equipment to: • lead with the clean-up of fish deaths on waterways that fall with land managed by PV for non-commercial purposes, under the direction of EPA in accordance with fish death response procedures. PV is not responsible for the management of the clean-up of a fish death in the local ports of Port Phillip and Westernport, commercial Ports of Shallow Inlet and Gippsland Lakes, where the fish death involves a commercial fishery. These matters must be referred to the VFA	3.2, 10.1 Table 18: Recovery coordination: Natural environment
• 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
Assist 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
Provide 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
Provide trained staff and manage 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

Activity	Critical task alignment / activity source
Recovery	
Recovery Lead Agency (RecLA) to rehabilitate, restore and reinstate public land and assets managed directly by PV from the agreed date of transition from emergency response to recovery, 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 DH) • 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) • assist with the recovery and rehabilitation of other public land affected by an emergency	16.7, 16.8, 18.1, 18.4, 18.5 Table 18: Recovery coordination: Natural Environment
Recovery Lead Agency (RecLA), in conjunction with DELWP, to protect and rehabilitate cultural and heritage sites	Table 18: Recovery coordination: Natural environment
Assess, restore, clear and rehabilitate PV managed public buildings and assets (e.g. roads, bridges, public amenities)	19.2, 19.3, 19.4, 19.7
Recovery Support Agency (RecSA) to DELWP as the lead, to: • survey and protect threatened bird, marsupial, aquatic and plant species • develop and implement protection activities to support ecosystem recovery and regeneration • monitor the rehabilitation of injured wildlife • provide scientific and technical advice on interventions, response plans and targeted interventions to maintain species diversity and presence within an ecosystem	Table 18: Recovery coordination: Natural environment

Assurance and Learning

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

Ports Victoria

Ports Victoria leads the strategic management and operation of Victorian commercial ports and waterways, including managing the shipping channels in the Ports of Geelong, Hastings, Melbourne, along with the channels between Melbourne and the sea.

Activity	Critical task alignment / activity source
Mitigation	
Deliver a clear port development strategy to assist waterway users and community stakeholders to plan safe and sustainable use of Ports Victoria waters	1.1
Maintain the Melbourne Port Emergency Management Plan	1.1
Chair the Melbourne Port Emergency Management Committee	1.2
Host Port City Coordination (Port and Regional stakeholders) meetings to better understand and identify local needs	1.2
Coordinate whole of port emergency management exercises	1.3
Ensure safe management of commercial shipping within the water of the port of Melbourne via Vessel Traffic Services authority	1.3, 3.3
Exercise, evaluate and review the whole of port emergency response plan	1.6
Communicate with port users through the Navigation Safety Committee about maritime risks and mitigation measures	2.1
Deliver marine notices and warnings to port users	2.3
Develop, establish and monitor safety and surveillance systems (Local Port Services and Vessel Traffic Services) to enhance navigation and marine safety	4.3
Conduct a Navigational Risk Assessment to identify current and emerging risks and hazards	4.4
Provide shipping information to commercial and recreational vessels	4.5
Provide aid to Navigation (Marine Safety Infrastructure) to enhance navigational safety	4.6
Participating agency for the maritime emergency (non-search and rescue) mitigation activity: 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.)	Table 8: Participating agencies for mitigation
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 Philip Region (Cape Otway to Cape Shanck)	3.1
Provide control systems for fuel bunkering and Hazardous Port Activity in the port	3.1
Provide access to Ports Victoria controlled resources	3.2
Provide marine expertise to state response agencies	3.2, 4.5, 4.6, 4.7
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
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 Ports Victoria should the marine pollution incident extend beyond these parameters	3.2

Activity	Critical task alignment / activity source
Identify and enact alternative shipping routes, when established ones are no longer safe to use	9.3
Monitor the movement and compliance with International Maritime Organisation (IMO) / AMSA and Worksafe Victoria dangerous goods requirements through port waters	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.

Rural Assistance Commissioner

The Rural Assistance Commissioner (RAC) 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	
Recovery Support Agency (RecSA) to EMV to implement available financial assistance under the DRFA to assist: • voluntary non-profit groups, communities and economies • small business owners • primary producers' recovery	15.4, 17.1, 20.3, Table 16: Recovery coordination: Economic environment
Assurance and Learning	
For assurance and learning activities, refer directly to the agency for further information.	

Salvation Army – Victorian Emergency Services

The Salvation Army – Victorian Emergency Services (Salvation Army) works with federal, state and local governments, community organisations and members to best meet the needs of those affected by disasters. 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 provide informed advocacy to external agencies in emergencies.

Activity	Critical task alignment / activity source
Mitigation	
Participate in emergency planning/exercises at state, regional and local levels	1.6
Continually update 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
Relief Coordinating Agency (RelCA) for disbursement of material aid (non-food items), including Relief Lead Agency (RelLA) to coordinate 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, Table 12: Relief coordination
Relief Support Agency (RelSA) for ARC and VCC in providing psychosocial support in the form of personal support (psychological first aid and emotional and spiritual care) to communities via relief centres and through community outreach programs	Table 12: Relief coordination
Relief Support Agency (RelSA) to ARC to coordinate food and water at regional and state levels, including support from other agencies, and provide support at the local level when requested	15.2, Table 12: Relief coordination
Recovery	
Recovery Support Agency (RecSA) to ERV and EMV in the management of donated goods	Table 14: Recovery coordination: For services across all environments
As appropriate, make available any Salvation Army service 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

Services Australia 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. Emergency management is a key business priority for Services Australia.

Note: Any emergency relief or recovery activities undertaken by the Services Australia are subject to authorisation from the CEO 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	
Develop and implement the following plans to assist stakeholders in major emergency mitigation activities: • 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
Train and support: • agency Emergency Management Coordinators, Emergency Reservists, Smart Centre and Service Zone staff deployed to emergencies/disasters • 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 if 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)	
Coordinate the 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

Activity	Critical task alignment / activity source
• responding to media requests during an activation (jointly and in consultation with the Media Team)	2.1, 2.3, 3.2
• supporting Service Zones through participation in Zone Emergency Response and Recovery Committee	3.2
Participate in outreach services teams on request of DFFH	3.2
Develop Situation Reporting for executive staff and the Department of Home Affairs' Crisis Coordination Centre	3.2
Support Emergency Management Liaison Officer (EMLO) including provision of back up support	3.2
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
Provide the following services:	
• have 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
• participate in the operation of community recovery centres on request of DFFH providing information in relation to Australian Government emergency payments and income support options	4.5, 15.4

Recovery

Activity	Critical task alignment / activity source
Coordinate 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
Disaster event priorities include:	
• 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
Recovery Support Agency (RecSA) to EMV, as lead government liaison, in providing Australian Government Disaster Recovery Financial Assistance	Table 15: Recovery coordination: Social environment

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 Victoria is well placed to provide emergency support to the Victorian community.

Activity	Critical task alignment / activity source
Mitigation	
Improve community readiness through marketing 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
Promote and provide 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 in regard to 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 provide 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 provide 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
Provide 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
Relief Support Agency (RelSA) for AV and DH with first aid and medical services within the scope of the SHERP	3.2, 14.2, 14.7, Table 12: Relief coordination
Relief Support Agency (RelSA) for AV to provide pre hospital care to people affected by emergencies and establish field primary care clinics.	Table 12: Relief coordination
Support AV by providing 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	
Maintain Business Continuity Plans which detail the response, relief, recovery and restoration steps to be taken prior to, during and following an adverse event	1.3
Identify sites that may be at risk and potential consequences of loss of asset	1.3, 1.5, 19.1
Response (including Relief)	
Provide network status information via an Emergency Management Liaison Officer (EMLO) as required	3.2, 3.4, 4.5
Maintain 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
Provide supporting emergency communications facilities to response agencies on request from the SCC	3.3, 3.4
Provide data and telephony services to relief and recovery centres where there is limited/no existing communications coverage, along with the deployment of mobile shopfront resources as and where appropriate	3.4, 10.1
Un-meter customer access to key websites such as state fire authorities, emergency services, BoM, etc.	3.5, 17.5
Where appropriate, Telstra provide relief packages for Telstra customers	15.4, 17.5
Recovery	
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) support 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
Participating agency for the following maritime emergency (non-search and rescue) 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	Table 8: Participating agencies for mitigation
Response (including Relief)	
Control agency for maritime casualty non-search and rescue of all vessels in commercial and local port waters	3.1, Table 9: Control agencies for response
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, Table 9: Control agencies for response
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 relevant Minister(s) 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

Activity	Critical task alignment / activity source
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 to promote a safe, secure and orderly society 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 (SEMP).

Activity	Critical task alignment / activity source
Mitigation	
Build social capital and resilience in communities to prepare for a sustained recovery from extreme emergencies and natural disasters through providing information and education in the media and other means	1.2, 2.1, 2.3, 2.5, 6.1
Participating agency for the bushfire mitigation activity: fire ignition controls including total fire ban days, arson programs	Table 8: Participating agencies for mitigation
Participating agency for the emergency pest plant mitigation activity: state border control	Table 8: Participating agencies for mitigation
Response (including Relief)	
Effective coordination of emergency response within regions and/or municipal areas for all emergencies	3.1, 3.2
Effective coordination of emergency response within the state, regions and/or municipal areas for class 3 emergencies	3.1, 3.2, 5.4
Responsible for:	
• evacuation – in consultation with the control agency and other expert advice	3.2, 5.2
• provision of media coordination (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
Control agency for:	
• Class 3 emergencies (as defined in the SEMP), including a warlike act or act of terrorism, hijack, siege or riot	3.1, 3.4, 5.4 Table 9: Control agencies for response
• Incidents involving explosive devices	3.1, Table 9: Control agencies for response
• accidents or incidents involving road, rail, tram, aircraft and marine (not pollution, cetaceans or wildlife) and other threats to life and property or environment (unless otherwise designated)	3.1, Table 9: Control agencies for response
• rescues in mines or quarries and caves	3.1, 12.3, Table 9: Control agencies for response
• search and rescue on land and Victorian waters, other than for ADF ships and planes	3.1, 12.1, 12.3, Table 9: Control agencies for response
• critical infrastructure damage or disruption	3.1, Table 9: Control agencies for response
Support 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

Activity	Critical task alignment / activity source
• provision of personnel	3.2, 8.3, 12.4
Lead Response Support Agency (RSA) for the functional area of deceased person identification	Table 10: Support agencies for response
Relief Coordinating Agency (RelCA) for reconnecting family and friends, and Relief Lead Agency (RelLA) to operate Register.Find.Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities	Table 12: Relief coordination

Recovery

Assess, restore, clean and rehabilitate VicPol owned or managed buildings or assets (e.g. public amenities, station buildings etc.)	3.1, 19.1, 19.2, 19.4, 19.7

Assurance and Learning

Through the RERC, ensure the RCT and REMT conduct an operational debrief, where necessary, after a period of activation	21.1
Through the MERC, ensure the Control Agency organises an operational debrief with support agencies as soon as practicable after response activities finish	21.1

Victoria State Emergency Service

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	
Assist 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
Increase 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
Provide information to the community and government	2.1, 2.3
Assist emergency management planning committees in the facilitation of municipal risk assessments that consider and improve safety and resilience of the community from hazards and emergencies through the facilitation of Community Emergency Risk Assessment program	1.2, 1.3, 1.4
Support 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
Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	6.4
Participating agency for the earthquake mitigation activity: community engagement, education and awareness	Table 8: Participating agencies for mitigation
Participating agency for the following flood mitigation activities: • community engagement, education and awareness • flood emergency planning including readiness • Total Flood Warning System	Table 8: Participating agencies for mitigation
Participating agency for the storm mitigation activity: community engagement, education and awareness	Table 8: Participating agencies for mitigation
Response (including Relief)	
Control agency for: • storm, flood, landslide, tsunami and earthquake • accidents involving building collapse • rescue incidents involving building structures	3.1, 12.3 Table 9: Control agencies for response
Provide 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 Urban Search and Rescue (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

Activity	Critical task alignment / activity source
Provide key support for: • Urban Search and Rescue (USAR) capability across Victoria in accordance with state arrangements	3.2, 12.1, 12.3
• search and rescue on land and water evacuations and incidents involving mass casualties	3.2, 5.2, 8.2, 12.1, 12.3
Lead Response Support Agency (RSA) for the functional areas: • responder agencies • rescue (aircraft, rail, tram, industrial, road)	Table 10: Support agencies for response
Provide the emergency response development function to each emergency response region	3.2
Support controller through providing human and other resources for relief and recovery activities where appropriate	3.2

Recovery

Assess, restore, clear and rehabilitate VICSES-managed public buildings and assets (e.g. public amenities, unit buildings)	19.2, 19.3, 19.4, 19.7
Support 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. 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
Provide 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
Participating agency for the bushfire mitigation activity: building regulations, standards and codes	Table 8: Participating agencies for mitigation
Participating agency for the earthquake mitigation activity: building standards/regulations and enforcement (post 1989, 1993, 2007 standards)	Table 8: Participating agencies for mitigation
Participating agency for the storm mitigation activity: buildings compliant to engineering standards (planning and building standards/regulations)	Table 8: Participating agencies for mitigation
Response (including Relief)	
Engage with building and plumbing industry stakeholders and activate networks	3.2
Undertake 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 ERV	19.7, 19.8
Support planning and related approvals for temporary accommodation and rebuilding as required	19.8
Recovery Lead Agency (RecLA) to provide building advice and 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 Table 15: Recovery coordination: Social environment
Recovery Lead Agency (RecLA) to provide building advice and information to residence	Table 17: Recovery coordination: Built environment

Activity	Critical task alignment / activity source
Recovery Support Agency (RecSA) to: • ERV to coordinate approved state-led or supported clean-up of residential property • DELWP to provide policy and regulatory settings, issues resolution and support for land use planning, building and heritage to facilitate rebuilding for housing, local businesses, and public buildings and services	Table 17: Recovery coordination: Built environment
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	
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 provide higher level support as required	3.3
Provide psychosocial support including emotional spiritual care under the SHERP	15.3
Support DFFH to coordinate the multi-faith multicultural response to emergencies	3.2
Recovery	
Recovery Support Agency (RecSA) to: • DFFH to provide 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 Table 15: Recovery coordination: Social environment
• provide DFFH and activating agencies regular reports on community wellbeing, needs and issues	20.1, 20.5, Table 15: Recovery coordination: Social environment
• support Victim Support Agencies to provide support in emergencies caused by criminal acts	Table 15: Recovery coordination: Social environment
• support VIFM to provide support for the bereaved	Table 15: Recovery coordination: Social environment
Support DFFH to assist DPC in the development and coordination 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
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, 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	
Publish educational material on declared noxious aquatic species (website)	2.1
Publish educational material on shark hazards (website)	2.1
Publish information for the community on shark hazards	2.1, 2.2
Enforce regulations relating to shark attractants	5.1, 5.4
Support 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)	
Control agency for providing a coordinated response to shark hazards under the State Shark Hazard Plan	3.1, Table 9: Control agencies for response
Lead Response Support Agency (RSA) for the functional area of fisheries (in Victorian waters)	Table 10: Support agencies for response
Key support agency to:	
• the relevant control agency responding to pollution of waterways	3.1
• respond 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
• respond to cetacean entanglements or impacts under the Victorian Cetacean Emergency Plan, including providing vessels and crew	3.2
• provide boats and operators to assist in emergency response and logistics	3.2, 9.2, 10.1
• respond to Blue-green algae blooms where these impact on fisheries and fishing	3.2, 16.1, 16.2
• respond 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, 16.3
• responding to marine pest incursions	16.1
Enforce 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
Key support agency for DH to respond to food contamination involving fish in Victorian waters	3.2, 16.2, 16.3
Key support agency to sample shellfish for marine biotoxin contamination	3.2, 16.1, 16.2
Recovery	

Activity	Critical task alignment / activity source
Liaise with DJPR or other control agencies for relief or recovery activities affecting the fishing or aquaculture industries	3.2, 18.7
Recovery Support Agency (RecSA) to respond 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	Table 18: Recovery coordination: Natural environment

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	
Provide expert forensic medical management and advice to the justice and healthcare sectors (including the Coroners Court, criminal justice agencies and healthcare providers)	3.2, 4.5
Provide medical death investigation, and:	
• reduce the number of preventable deaths and promote public health and safety and the administration of justice	1.3, 2.1
• promote and assist in the performance by the Coroners Court of Victoria of its functions	3.2
• provide facilities and staff required to undertake medical death investigations including autopsies	8.5
• document and record the findings and results of investigations	3.2, 4.1, 4.4, 4.5
• provide reports to Coroners about causes of death and the results of investigations	3.2, 4.1, 4.4, 4.5
Response (including Relief)	
Respond to requests from Department of Foreign Affairs and Trade (DFAT) and Australian Federal Police (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
Coordinate the management of deceased persons (including multi-fatality incidents) for the Victorian State Coroner including liaison with funeral service providers	3.2, 8.2, 8.7
Provide 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	
Recovery Lead Agency (RecLA) to communicate with the families of deceased persons	3.1, 8.6, Table 15: Recovery coordination: Social environment
Provide support for:	

Activity	Critical task alignment / activity source
• Disaster Victim Identification	3.2, 8.3
• forensic scientific analysis	3.2
• reconnection of family and friends	3.2, 15.6
Support the following commonwealth and international agencies in the delivery of their respective recovery activities: Australian Federal Police (AFP), Department of Foreign Affairs and Trade (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	
Assist departments and participating bodies to establish programs to:	
• identify, quantify and manage risks	1.2, 1.4
• monitor risk management by departments and participating bodies	1.5, 1.6
• provide risk management advice and training to departments and participating bodies	1.6, 4.5
• provide risk management advice to the state	4.5
• act as insurer for, or provide insurance services, and ultimately resilience, to departments and participating bodies	4.6, 19.5
Provide services to the Victorian government on risk and insurance issues and trends	2.1, 4.5, 17.3
Provide risk management support/advice to individual organisations and through emergency management forums	1.2, 1.5, 4.5
Provide 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)	
Provide insurance for the Emergency Resource Providers Support Scheme for response preparedness to enable use of private resources for emergency response	3.2, 17.3
Provide 24/7 emergency claims support and the engagement with a third party to provide assistance during an emergency	4.5, 17.2, 17.3
Provide 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
Provide insurance and insurance market insights advice during an emergency	11.3, 17.1
Lead Response Support Agency (RSA) for the functional area of insurance and risk advice	Table 10: Support agencies for response
Relief Coordinating Agency (RelCA) for Insurance and claims support during an emergency, and Relief Lead Agency (RelLA) for insurance and claims management advice and support for departments and participating agencies	Table 12: Relief coordination

Recovery

Activity	Critical task alignment / activity source
Recovery Support Agency (RecSA) in providing insurance and claims support and assistance to the following agencies (and all other insured entities) to aid:	
• ICA in its role as lead coordinator to link insurance advice or information to relevant recovery activities	Table 15: Recovery coordination: Social environment
• DTF in its role to coordinate the insurance industry response, information, advice and government liaison	Table 16: Recovery coordination: Economic environment
• DELWP, DoT and their related infrastructure to undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels	3.2, 4.5, 17.3 Table 17: Recovery coordination: Built environment
• DELWP/PV in its lead role of rehabilitating, restoring and reinstating public land and assets managed directly by DELWP, and aid PV and CMAs in which DELWP supports the delivery of their responsibilities	3.2, 4.5, 17.3, Table 18: Recovery coordination: Natural environment
Recovery Lead Agency (RecLA) to manage insurance claims relating to State Government assets damaged or destroyed in an emergency and any insured legal liability claims against state agencies	17.3, Table 17: Recovery coordination: Built environment
Recovery Lead Agency (RecLA) to provide insurance and claims management advice and support for Departments and participating agencies during an emergency	Table 17: Recovery coordination: Built environment
Provide insurance and claims support and assistance to the following agencies (and all other insured entities) to aid:	
• DTF in its role of advising the state through the relevant Minister on insurance implications for emergencies	3.2, 4.4, 11.2, 11.3
• the state through advice to the relevant Minister on insurance implications for emergencies	4.5, 4.6, 11.3
• DET and DH 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.

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	
Identify and remove or reduce 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	
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
Recovery Support Agency (RecSA) to DELWP, DoT and Municipal Councils to assist in the assessment and restoration, clean-up and rehabilitation of rail crossings, rail corridor networks, bridges and tunnels	Table 17: Recovery coordination: Built environment
Support DJPR to assist with telecommunications asset reinstatement	3.2, 19.7
Support DoT to restore 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	
Broaden 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
Provide 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
Provide information and education displays at tradeshows and community events	2.1, 4.5
Provide training programs (such as Basic First Aid) to people affected by emergencies in support of lead agencies	1.4, 3.2
Response (including Relief)	
Lead Response Support Agency (RSA) for the functional area of rescue (aircraft, rail, tram, industrial, road)	Table 10: Support agencies for response
Support agency to VicPol for land, water and transport search and rescue	3.2, 12.1, 12.3
Supported by CFA and VICSES who also provide volunteer emergency workers for emergency search and rescue response operations	3.2
Provide 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 Coordination 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. 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 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 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 owned or managed function appropriately	1.1, 1.3
Develop appropriate dam safety emergency plans to deal with a potential dam failure of dams owned or managed	1.1, 1.3
Participating agency for the storm mitigation activity: equipped, trained and prepared essential services including power, water, gas and transport	Table 8: Participating agencies for mitigation
Participating agency for the water supply disruption mitigation activity: system resilience e.g. desal plant and grid connectivity	Table 8: Participating agencies for mitigation
Response (including Relief)	
Activate emergency management plans and business continuity plans when there is a foreseeable or actual failure of assets or disruption to services	3.1
Lead Response Support Agency (RSA) for the functional area of Reticulated water and wastewater (sewerage)	Table 10: Support agencies for response
Relief Support Agency (RelSA) to DELWP to coordinate the provision of drinking water to eligible households where reticulated water and wastewater (sewerage) services are unavailable	3.2, 10.2, 15.2 Table 12: Relief coordination
Recovery	
Recovery Lead Agency (RecLA) to deliver: • recovery and rehabilitation of essential reticulated water supply for domestic use (co-lead with DELWP) • restore essential reticulated sewerage, sanitation systems and wastewater management systems for domestic use (co-lead with DELWP)	19.7 Table 17: Recovery coordination: Built environment
Lead fish death clean-ups where the fish death event is on a water corporation managed water body at a local or regional scale.	18.4
Lead the delivery to restore, clear and rehabilitate public buildings and assets managed within water corporations' portfolio	19.3, 19.7
Recovery Support Agency (RecSA) to 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, Water corporations 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 Table 17: Recovery coordination: Built environment

Activity	Critical task alignment / activity source

Assurance and Learning

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

Wireless Institute Civil Emergency Network

Wireless Institute Civil Emergency Network (WICEN) consists of a number of state or territory volunteer emergency communications service organisations whose members are primarily licensed amateur radio operators. Members are accredited to assist in emergency situations and can 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)	
Provide appropriately trained radio operators to support agencies upon request	3.2
Provide 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
Provide limited capability communications between response, relief or recovery agencies and the community where conventional communications facilities are not available or not functional	3.5
Work with other agencies to provide alternate, limited capability for emergency radio communications networks where required	3.2, 3.5
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.	

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
Participating agency for the gas supply disruption mitigation activity: 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*	Table 8: Participating agencies for mitigation
Participating agency for the following hazardous materials (including 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	Table 8: Participating agencies for mitigation

Activity	Critical task alignment / activity source
Participating agency for the maritime emergency (non -search and rescue) mitigation activity: 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.)	Table 8: Participating agencies for mitigation
Participating agency for the mine emergency mitigation activity: 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*	Table 8: Participating agencies for mitigation

Response (including Relief)

Activity	Critical task alignment / activity source
Provide technical support to other agencies 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, participate in any established coordination networks to support operational response	3.2, 11.1
Investigate 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 coordinated process to decision makers	4.4, 11.1, 11.3
Engage with the lead coordinating agency to provide Workcover insurance advice, information and communication	3.2, 4.5
Lead Response Support Agency (RSA) for the functional area of WorkSafe	Table 10: Support agencies for response
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

Activity	Critical task alignment / activity source
Coordinate and collaborate with WorkSafe Agents, self-insurers and service providers as required to ensure continuity of service to the Victorian community	3.2
Recovery Support Agency (RecSA) to: • ERV to coordinate approved state-led or supported clean-up of residential property. WorkSafe can provide occupational health and safety advice of a general nature. This advice may direct duty	Table 17: Recovery coordination: Built environment

Activity	Critical task alignment / activity source
holders to the relevant provisions of any legislation administered by WorkSafe, and to any guidance material published by WorkSafe with respect to particular obligations. However, WorkSafe cannot provide advice on how legislation should be applied in any specific circumstance, and the advice provided by WorkSafe does not constitute legal advice. Duty holders should seek their own independent advice on how the requirements of WorkSafe-administered legislation should be applied.	

Assurance and Learning

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