Introduction

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

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

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

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

Guide to using the SEMP Roles and Responsibilities

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

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

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

State Emergency Management Plan	
Interactive and functional PDF	**SEMP Roles and Responsibilities (web-based)**
state, regional and municipal EM plans to provide for an integrated, coordinated and comprehensive approach to EM.	
Emergency Management Phase – Preparedness The EM phase for preparedness, as described in this section, includes the activities of EM sector agencies to prepare for and reduce the effects of emergencies by having plans, capability and capacity for response and recovery.	
Emergency Management Phase – Response for Class 1, 2 & 3 emergencies The EM phase for response, as described in this section, constitutes actions which are taken immediately before, during and in the first period after an emergency. This phase includes command, control, and coordination arrangements for Class 1, 2 and 3 emergencies. Table 4, provides high level information on response control, coordination, and consequence management responsibilities for each class of emergency. **Emergency Management Arrangements - Response** The EM arrangements for response, as described in this section, illustrates command, control and coordination arrangements for Class 1, 2 and 3 emergencies. This section highlights general arrangements around roles, governance and relationships for control and coordination during the response phase.	**Control and Support Agencies for Response** Table 9 names the control agencies that lead response activities against a specific form of emergency. Control agencies are responsible for coordinating actions against a specific emergency and establishing management arrangements for an integrated response to the emergency. Table 10 names the agencies that participate in a supporting role in response activities. Support agencies for response are the leads in a dedicated functional area. When a specific emergency falls in their functional area, they provide services, personnel, and materials to assist with control activities.
Emergency Management Phases – Response - Relief The EM phase for relief, as described in this section, describes relief as the provisioning of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency. This section further outlines relief activation responsibilities and principles for coordination and delivery of relief which need to be incorporated into planning, decision-making and delivery of services by emergency management agencies.	**Relief Coordination Arrangements** Tables 11 and 12 provides a guide for agencies involved in relief efforts that details responsibilities for relief services and coordinating agencies, relief lead agencies and relief support agencies.
Emergency Management Phases - Recovery	**Recovery Coordination Arrangements**

State Emergency Management Plan	
Interactive and functional PDF	**SEMP Roles and Responsibilities (web-based)**
The EM phase for recovery, as described in this section, follows the National Principles or Disaster Recovery. Table 7 shows the four environments into which recovery assistance is arranged. These consist of social, economic, built, and natural environments.	Tables 13–18 each provide a guide for agencies involved in recovery efforts detailing agency recovery coordination responsibilities for social, economic, built, and natural environment.

Emergency Management Arrangements - Recovery

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

Victorian Preparedness Framework

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

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

Agency roles and responsibilities alignment to the Victorian Preparedness Framework

The Victorian Preparedness Framework (VPF) identifies the core capabilities and critical tasks Victoria requires to effectively manage major emergencies before, during and after or any combination thereof (outlined in the VPF).

The critical task tables map agency roles and responsibilities (as found in agency role statements) to the VPF core capabilities and critical tasks. This shows agency's contribution to an EM capability and does not reflect additional activities for agencies.

The critical task tables are to be read in conjunction with the following tables:

- participating agencies for mitigation (table 8),
- control agencies for response (table 9),
- support agencies for response (table 10),
- relief coordination (table 11) and
- recovery coordination (tables 14–18).

The agency role statements have been reviewed with the relevant EM agencies for inclusion in this document. While these activities are believed to be current at the date of publication, readers are advised to contact the required agency to ensure that functions can still be carried out as expected[1].

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

Other support agencies

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

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

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

SEMP Roles and Responsibilities alignment to the VPF

Aligning the SEMP Roles and Responsibilities to the VPF provides the EM sector with an avenue to demonstrate EM sector capability. This is done in two ways:

- Aligning EM phases to core capabilities
- Aligning agency role statement activities to critical tasks.

Utilising the EM phases of mitigation, response (including relief) and recovery, associations between the SEMP Roles and Responsibilities and the VPF core capabilities can be established. Table 19 illustrates how the VPF core capabilities align to each of the sections in the SEMP Roles and Responsibilities, as well as which EM phase they sit within. Used in conjunction with table 20, users (including planners) can begin to understand agency contribution towards each core capability and the interrelatedness of those capabilities across the SEMP's emergency management phases.

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[1] The SEMP is reviewed as required and at least every three years.

Table 1: VPF core capability alignment to the SEMP Roles and Responsibilities

SEMP Roles and Responsibilities	VPF core capability
Mitigation	
• Participating agencies for mitigation (table 8)	• Planning • Community Information and Warnings • Operational Management • Intelligence and Information Sharing • Public Order and Community Safety • Building Community Resilience • Fire Management and Suppression • Assurance and Learning
Response (including Relief)	
• Control agencies for response (table 9) • Support agencies for response (table 10) • Relief coordination (table 12)	• Community Information and Warnings • Operational Management • Intelligence and Information Sharing • Public Order and Community Safety • Building Community Resilience • Fire Management and Suppression • Fatality Management • Critical Transport • Logistics and Supply Chain Management • Impact Assessment • Search and Rescue • Health Protection • Health Emergency Response • Relief Assistance • Environmental Response
Recovery	
• Recovery coordination: For services across all environments (table 14) • Recovery coordination: Social environment (table 15) • Recovery coordination: Economic environment (table 16) • Recovery coordination: Built environment (table 17) • Recovery coordination: Natural environment (table 18)	• Community Information and Warnings • Operational Management • Intelligence and Information Sharing • Building Community Resilience • Critical Transport • Logistics and Supply Chain Management • Impact Assessment • Search and Rescue • Health Protection • Health Emergency Response • Relief Assistance • Environmental Response • Economic Recovery • Natural and Cultural Heritage Rehabilitation • Built Recovery • Social Recovery

SEMP Roles and Responsibilities	VPF core capability
Assurance and Learning	
• Assurance and Learning (critical task table 21)	• Assurance and Learning

Agency contributions to each of the VPF core capabilities

Whilst agency role statements show an individual agency's activities and responsibilities undertaken for a major emergency within the mitigation, response (including relief) and recovery EM phases, table 20 demonstrates agency contribution(s) to a capability as a collective. It is designed to provide users (including planners) with an overarching perspective of each agency's contribution (if applicable) to a particular core capability.

Users can click each core capability to direct them to its corresponding critical task table to further understand which agencies contribute to each capability, and the critical tasks that sit within. This will inform users of all the activities and agencies involved in the selected capability. Users can also click on each agency, to guide them to the agency role statement.

Table 2: Agency contributions to VPF core capabilities

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

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

Agency	1. Planning	2. Community Information & Warnings	3. Operational Management	4. Intelligence & Information Sharing	5. Public Order & Community Safety	6. Building Community Resilience	7. Fire Management & Suppression	8. Fatality Management	9. Critical Transport	10. Logistics & Supply Chain Management	11. Impact Assessment	12. Search & Rescue	13. Health Protection	14. Health Emergency Response	15. Relief Assistance	16. Environmental Response	17. Economic Response	18. Natural & Cultural Heritage Rehabilitation	19. Built Recovery	20. Social Recovery	21. Assurance & Learning
Melbourne Water	✓		✓	✓							✓					✓	✓	✓	✓		
Municipal Councils	✓	✓	✓	✓	✓				✓		✓				✓				✓	✓	
National Broadband Network Company			✓	✓						✓	✓				✓				✓		
National Offshore Petroleum Safety & Environmental Management Authority	✓	✓	✓	✓							✓					✓					✓
Parks Victoria	✓	✓	✓				✓		✓			✓				✓		✓	✓		
Ports Victoria	✓	✓	✓	✓					✓		✓					✓					
Rural Assistance Commissioner															✓		✓			✓	
Salvation Army – Victorian Emergency Services	✓		✓							✓					✓					✓	
Services Australia	✓	✓	✓			✓						✓		✓	✓					✓	
St John Ambulance Australia (Victoria)	✓	✓	✓	✓		✓								✓	✓						
Telstra Corporation Limited	✓		✓	✓						✓					✓		✓		✓		
Transport Safety Victoria	✓	✓	✓	✓																	✓
Victoria Police	✓	✓	✓	✓	✓	✓		✓	✓			✓			✓				✓		✓
Victoria State Emergency Service	✓	✓	✓	✓	✓	✓		✓			✓	✓							✓	✓	
Victorian Building Authority	✓	✓	✓								✓								✓		✓
Victorian Council of Churches – Emergencies Ministry	✓		✓												✓					✓	
Victorian Fisheries Authority	✓	✓	✓		✓				✓	✓	✓					✓		✓			
Victorian Institute of Forensic Medicine	✓	✓	✓	✓				✓			✓				✓						

Agency	Core Capability (agency contribution)																				
	1. Planning	2. Community Information & Warnings	3. Operational Management	4. Intelligence & Information Sharing	5. Public Order & Community Safety	6. Building Community Resilience	7. Fire Management & Suppression	8. Fatality Management	9. Critical Transport	10. Logistics & Supply Chain Management	11. Impact Assessment	12. Search & Rescue	13. Health Protection	14. Health Emergency Response	15. Relief Assistance	16. Environmental Response	17. Economic Response	18. Natural & Cultural Heritage Rehabilitation	19. Built Recovery	20. Social Recovery	21. Assurance & Learning
Victorian Managed Insurance Authority	✓	✓	✓	✓							✓						✓		✓		
VicTrack	✓		✓						✓										✓		
Volunteer Search & Rescue Organisations (Incorporating Land & Marine Operations)	✓	✓	✓	✓		✓				✓		✓									
Water Corporations	✓		✓							✓					✓			✓	✓		
Wireless Institute Civil Emergency Network	✓		✓																		
WorkSafe Victoria (Victorian WorkCover Authority)	✓	✓	✓	✓							✓				✓						

Planning core capability

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

Critical Task Table 1: Agency roles mapped to the VPF, by critical tasks within the Planning core capability

Critical Task 1.1: Share information with relevant stakeholders to assist effective emergency management planning.

* for example: planning principles, priorities and governance arrangements for the relevant level of planning, including an understanding of the planning footprint's emergency risk profile, resilience, and the likely emergencies that may impact their communities.

Agency	Activity	Additional alignment to critical tasks
AMSA	Develop and implement legislation to enhance safety of ships and crews, and maintain qualifications of crews	
Australian Government Department of Home Affairs	EMA is responsible for progressing and implementing national disaster risk reduction policy, in line with the National Disaster Risk Reduction Framework. The Framework sets the five-year cross-sector foundation from 2019-2023 to address systemic disaster risk and was endorsed by COAG in March 2020	1.3
	The Counter Terrorism Centre is responsible for counter terrorism strategic policy, counter terrorism operational coordination and evaluation and counter terrorism capability	3.2, 4.3
AV	Provide appropriate pre-hospital leadership, skills and equipment through planning for various health emergencies, including mass casualty incidents	1.3, 1.5, 1.6, 3.3, 3.4, 3.5
DELWP	Cetacean (whale and dolphin) stranding, entanglement or vessel strike - develop policy, programs and training for responding to cetacean entanglement, strandings and vessel strike	
	Dam safety: • formulate policy and regulation for dam safety	
	• administer dam safety provision in the *Water Act 1989* and water corporation obligations in the Statement of Obligations	
	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	1.2, 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 • formulate policy and regulation in land use planning and building systems for bushfire in the built and natural environment	
	Floodplain management/flood: • formulate policy and regulation for floodplain management • formulate policy and regulation in the land use planning and building systems for flood in the built and natural environment	
	Non-hazardous pollution of inland waters - formulate policy and regulation for non-hazardous pollution of inland waters	

Agency	Activity	Additional alignment to critical tasks
	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	1.6
	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	1.2, 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	
	Wildlife welfare arising from emergency events: • develop policy, programs and training for responding to wildlife welfare during emergencies	21.1
	• develop partnerships and agreements with key organisations to support DELWP in responding to emergency events on wildlife welfare	
DET	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	1.3
	Develop emergency management planning resources for all children's services, government and non-government schools including templates to assist to identifying actions that support mitigation including resources and training	1.2, 1.4
DJCS	Develop policy and plans to reduce the risk of harm to its people (both staff and clients), facilities, systems and services from major emergencies	1.3
	Support EMV to coordinate whole of government policy and planning for emergency management	1.2, 3.2
DJPR	Promote resilience through 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	1.2, 1.4
DoT	Work with the transport sectors to enhance critical infrastructure resilience, through designating vital critical infrastructure where appropriate	
	Maintain a high level of preparedness for emergencies that may affect the state's road and rail network	
	Provide a mechanism for developing multi-agency/operator incident action strategy	1.3
DPC	Support Victorian Government mitigation for cyber security emergencies	1.3
EMC	Develop, review and maintain operational standards for the performance of emergency management functions by responder agencies in consultation with responder agencies and EMV	
	Develop and maintain incident management operating procedures for responder agencies	
	Be responsible for the preparation and review of the State Emergency Management Plan (SEMP)	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	1.2, 1.3, 1.4, 1.5
EMV	Support the EMC to perform the functions conferred on the EMC under the *Emergency Management Act 2013*	

Agency	Activity	Additional alignment to critical tasks
	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	
	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	1.3
ERV	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	1.2
	• incorporate initiatives that build community resilience where-ever this is possible	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	
ESTA	Participate in planning activities on telecommunications risks	
ESV	Gas:	
	• Develop and administer regulations and codes to ensure gas safety and associated risks are minimised to as far as practicable through: review, monitor and audit compliance program of appliances, gas equipment, gas components, gas installations, gas related services and the conveyance, sale, supply, measurement, control and use of gas with the specified safety standards or accepted gas safety cases; and enforce compliance where regulated entities place communities at risk	1.2, 1.3, 5.4, 21.2
	Electricity:	
	• Develop and administer regulations and codes to ensure electricity safety and associated risks are minimised to as far as practicable through reviewing, monitoring and auditing the compliance of electrical infrastructure, electrical installations, electrical equipment and vegetation with the specified safety standards, accepted electricity safety management schemes or prescriptive legislation; and enforce compliance where regulated entities place communities at risk	1.2, 1.3, 5.4, 21.2
	Develop and administer regulations and codes that monitor and ensure the prevention and mitigation of bushfires that arise out of incidents involving electric lines or vegetation close there to	7.1
	Pipelines:	
	• Develop and administer Regulations to ensure safety of pipeline construction and operation and associated risks are minimised to as far as practicable through review, monitor and audit compliance program of pipeline construction and operations with the specified safety standards and accepted construction and operational safety management plans; and enforce compliance where regulated entities place communities at risk	1.3, 5.4
Foodbank	Develop and implement business continuity plans and increase in demand plans for major emergencies	1.3
	Maintain a high level of preparedness for emergencies that may affect the availability of food and other essential materials for affected communities	
FRV and CFA	Reduce the number of fires and hazardous incidents through:	
	• developing/enforcing of relevant legislation and regulations	
	• changing community behaviour through public education and legislation	2.1
LSV	Provide water safety expert advice to support the emergency management planning framework	1.2, 1.3, 1.4, 1.5

Agency	Activity	Additional alignment to critical tasks
	Provide aquatic risk management services including safety design services to designers and developers of swimming pools and waterways	1.3, 1.4, 4.5
Melbourne Water	Develop and implement plans for the protection of Melbourne Water's assets and systems, including dam safety, water quality, catchment and asset security	
	Develop policies and procedures for the management of trade waste	
	Regulate development in flood prone areas within Melbourne Water's waterway management district as a referral authority under council planning schemes	
	Prepare sub-catchment drainage strategies to support urban development	
	Develop and implement plans and operational procedures for the continuity of Melbourne's water supply systems, dams, reticulated wastewater (sewerage) systems, waterways and drainage assets	1.3
NOPSEMA	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	1.5, 2.1, 4.5, 4.6
Parks Victoria	Administrate 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	
	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	1.5, 1.6, 16.2
	Prepare and maintain emergency response plans for parks, reserves, rivers and waterways managed by PV	1.3
	Prepare and implement Safety and Environment Management Plans for the local ports of Port Phillip and Western Port	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)	3.2, 7.1
Ports Victoria	Deliver a clear port development strategy to assist waterway users and community stakeholders to plan safe and sustainable use of Ports Victoria waters	
	Maintain the Melbourne Port Emergency Management Plan	
Salvation Army	Continually update volunteer competencies, training and safety policy plans for harm minimisation to volunteers and community members	1.4
Services Australia	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	1.3

Agency	Activity	Additional alignment to critical tasks
	• 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	
	Detail the processes to engage appropriate and skilled emergency reservists who are able to be deployed for recovery work and provide business continuity and support to affected communities in a timely manner, through the Emergency Reservist Framework	1.3, 1.4, 3.2
	Implement agreements with States, Territories and Commonwealth agencies, and outline the arrangements in place with States, Territories and Commonwealth agencies for the provision of support services 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	1.2, 1.4, 3.2, 7.3, 12.4, 14.4
TSV	Develop policy relating to the administration of transport safety legislation	4.5
	Provide information, guidance and education that promotes awareness and understanding of transport safety issues	1.5, 2.1, 4.5
VICSES	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	2.1
	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	1.2, 2.1, 4.5, 4.6
VIFM	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	3.2, 4.5
Volunteer Search and Rescue Organisations	Engage with communities about volunteer agencies capabilities and capacity in an emergency	1.2, 2.1
	Provide advice, information, and assistance to volunteer agencies and the community in relation to emergency management principles and practice	1.2, 2.1, 4.5, 4.6
Water Corporations	Develop appropriate operation and maintenance plans, risk management plans, emergency management plans and business continuity plans to ensure the water supply, wastewater (sewerage) and irrigation and drainage assets owned or managed function appropriately	1.3
	Develop appropriate dam safety emergency plans to deal with a potential dam failure of dams owned or managed	1.3
Worksafe Victoria	Conduct inspections and certifications/authorisations/approvals under health and safety and dangerous goods legislation that provides information for current and emerging risks and hazards, where relevant, before, during and after an incident	1.4

Critical Task 1.2: Community and agency stakeholders participate in emergency management planning, preparation, and review of relevant emergency management plans.

Agency	Activity	Additional alignment to critical tasks
ADF	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	1.6

Agency	Activity	Additional alignment to critical tasks
	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	3.2
AEMO	Facilitate the Gas Emergency Management Consultative Forum (chaired by ESV) and the Victorian Electricity Emergency Committee	
	Prepare gas emergency procedures, in consultation with government, ESV and industry	1.6, 21.1, 21.3
ARC	Provide advice on policy and practices that support preparedness and resilience in the community	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	6.2, 6.4
ATSB	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	3.2
AV	Active participation in emergency management committees and forums at all tiers (municipal, regional and state)	
	Coordinate Public Access Defibrillation programs, and Community Emergency Response Teams	3.3, 3.5, 14.8
BoM	Contribute to community awareness activities related to meteorological and hydrological phenomena and warning systems	1.6
CityLink	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	1.3, 1.6, 4.1
CMAs	Advise and assist local government in the incorporation of flood related planning controls in planning schemes	
DELWP	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, 1.3, 1.6, 19.4, 19.5, 21.1, 21.3
	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, 11.2, 18.1
	Wildlife affected by marine and freshwater pollution - develop partnerships and agreements with key organisations that will support DELWP in responding to wildlife affected by marine pollution	3.2
	Wildlife welfare arising from emergency events engage with DJPR on the delivery of the Victorian Emergency Animal Welfare Plan	
DET	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, 1.4
DJCS	Participate in multi-agency emergency management planning at the local, regional and state level	
	Support EMV to coordinate whole of government policy and planning for emergency management	1.1, 3.2
DJPR	Promote resilience through: • membership of national, state, regional and local emergency management bodies and teams	
	• 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, 1.4

Agency	Activity	Additional alignment to critical tasks
	• 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	1.3, 3.2
	• working with the communications sector on mobile blackspots and public telecommunications resilience programs	3.2, 3.5
DoT	Work with the transport sectors to enhance critical infrastructure resilience, through emergency risk management planning by vital critical infrastructure owners and operators	1.3, 1.4, 3.2
	Coordinate road safety programs with community groups and other agencies	1.4
EMC	Issue guidelines in relation to community emergency management planning	
	Be responsible for the preparation and review of the State Emergency Management Plan (SEMP)	1.1, 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, 1.3, 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	3.1
EMV	Support the EMC to coordinate investment and planning	3.2
	Nominate a member to each Regional Emergency Management Planning Committee	
EPA	Provide technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by applying and enforcing the *Environment Protection Act*, including:	1.4
	• work with government, industry and community to help identify and manage significant waste and pollution risks	
	• support regional and state emergency management planning.	
ERV	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
ESV	Gas:	
	• Develop and administer regulations and codes to ensure gas safety and associated risks are minimised to as far as practicable through: review, monitor and audit compliance program of appliances, gas equipment, gas components, gas installations, gas related services and the conveyance, sale, supply, measurement, control and use of gas with the specified safety standards or accepted gas safety cases; and enforce compliance where regulated entities place communities at risk	1.1, 1.3, 5.4, 21.2
	Electricity:	
	• Develop and administer regulations and codes to ensure electricity safety and associated risks are minimised to as far as practicable through reviewing, monitoring and auditing the compliance of electrical infrastructure, electrical installations, electrical equipment and vegetation with the specified safety standards, accepted electricity safety management schemes or prescriptive legislation; and enforce compliance where regulated entities place communities at risk	1.1, 1.3, 5.4, 21.2
FRV and CFA	Reduce the number of fires and hazardous incidents through:	1.4
	• increasing the understanding of the use of fire protection and detection systems	
LSV	Provide water safety expert advice to support the emergency management planning framework	1.1, 1.3, 1.4, 1.5
Melbourne Water	Establish agreements with land developers for the provision of drainage infrastructure	

Agency	Activity	Additional alignment to critical tasks
Municipal Councils	Work with the Municipal and/or Regional Emergency Management Planning Committee to:	
	• provide community awareness, information	2.1
	• identify and assess hazards/risks	1.3
	• implement/coordinate specific risk treatments for identified risks	1.4, 1.5
Ports Victoria	Chair the Melbourne Port Emergency Management Committee	
	Maintain the Melbourne Port Emergency Management Plan	
Services Australia	Train and support:	
	• agency Emergency Management Coordinators, Emergency Reservists, Smart Centre and Service Zone staff deployed to emergencies/disasters	1.4, 1.6
	• agency staff taking calls or processing claims received relating to an emergency/disaster event	
	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, 1.4, 3.2, 7.3, 12.4, 14.4
St John Ambulance Australia (Vic)	Improve community readiness through marketing appropriate and cost effective first aid equipment and servicing	1.4, 2.1
	Provide onsite consultations with workplaces and community groups to include first aid component within first aid management plans for the prevention of injuries	1.4, 1.6, 3.2
VCC-EM	Provide information, education and training to cultural and faith communities, municipal council emergency management staff and other agencies	1.6
VicPol	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	2.1, 2.3, 2.5, 6.1
VICSES	Assist municipal councils in the development of emergency management plans for VICSES Control hazards including assistance to incorporate an all hazards risk management approach	1.4
	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	1.3, 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, 2.1, 4.5, 4.6
VicTrack	Participate in emergency management and resilience networks and forums	1.6
VMIA	Assist departments and participating bodies to establish programs to identify, quantify and manage risks	1.4
	Provide risk management support/advice to individual organisations and through emergency management forums	1.5, 4.5
Volunteer Search and Rescue Organisations	Engage with communities about volunteer agencies capabilities and capacity in an emergency	1.1, 2.1
	Provide advice, information, and assistance to volunteer agencies and the community in relation to emergency management principles and practice	1.1, 2.1, 4.5, 4.6

Agency	Activity	Additional alignment to critical tasks
WICEN	Participate and support local government in organising and conducting exercises identifying different communication strategies	1.6

Critical Task 1.3: Identify, analyse and evaluate the likelihood and consequences of emergency events holistically, and document within relevant emergency risk assessments and relevant emergency management plans..

Agency	Activity	Additional alignment to critical tasks
Airservices	Control agency for aircraft inflight emergencies and rescue and firefighting at designated airports	7.2, 12.3
AMSA	Prevent and mitigate pollution from ships	
Australian Government Department of Home Affairs	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	
	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
AV	Provide appropriate pre-hospital leadership, skills and equipment through planning for various health emergencies, including mass casualty incidents	1.1, 1.5, 1.6, 3.3, 3.4, 3.5
CityLink	Complete annual review of traffic management plans for road closures and tunnel evacuation plans for motorists	
	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, 1.6, 4.1
	Ensure long term operability of infrastructure, through the asset strategy and planning framework, including assessments and restoration when required	19.1, 19.2, 19.5
	Update the Emergency Risk Management Plan with findings and recommendations from any major event including annual exercises	21.3, 21.5
CMAs	Prepare flood response action plans for internal use focused on the collection of flood related data, flood level, flood photography, and hydrographics	
DELWP	Blue-Green Algae bloom - develop policy for blue-green algae management in Victoria	
	Cetacean (whale and dolphin) stranding, entanglement or vessel strike - engage with stakeholders to reduce the incidence of cetacean stranding, entanglement and vessel strike	2.1
	Dam safety - administer dam safety provision in the *Water Act 1989* and water corporation obligations in the Statement of Obligations	1.1

Agency	Activity	Additional alignment to critical tasks
	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, 1.6, 19.4, 19.5, 21.1, 21.3
	Fire - plan and deliver programs to reduce the risk of bushfire in state forest, national parks and protected public lands	7.1
	Floodplain management/flood - plan and deliver floodplain management programs to reduce the risk of major flood	
	Surveying and protecting threatened ecosystems, native plants and animals develop response options for key ecosystems and species	1.1, 4.4, 18.2
DET	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
DH	Provide whole-of-health leadership and direction to plan and prepare for emergencies with major health consequences, including mass casualties	
DJCS	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
DJPR	Promote resilience through 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, 3.2
DoT	Work with the transport sectors to enhance critical infrastructure resilience, through emergency risk management planning by vital critical infrastructure owners and operators	1.2, 1.4, 3.2
	Provide a mechanism for developing multi-agency/operator incident action strategy	1.1
	Assure preparation of vital critical infrastructure owners' and operators' emergency risk management plans	1.4
	Plan for the management of incidents on major arterial roads with other agencies, including diversion routes for the different classes of vehicles	1.5
DPC	Support government response prior to an extreme emergency	
EMC	Support Victorian Government mitigation for cyber security emergencies	1.1, 1.2, 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, 1.4, 1.5
EMV	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
ERV	Coordinate state and regional recovery, including lead in recovery planning, program management, engagements and operations to ensure wraparound services systems are easily available for affected people	15.5
ESV	Gas: • Develop and administer regulations and codes to ensure gas safety and associated risks are minimised to as far as practicable through: review, monitor and audit compliance program of appliances, gas equipment, gas components, gas installations, gas related services and the conveyance, sale, supply, measurement, control and use of gas with the specified safety standards or accepted gas safety cases; and enforce compliance where regulated entities place communities at risk	1.1, 1.2, 5.4, 21.2
	Electricity:	1.1, 1.2, 5.4, 21.2

Agency	Activity	Additional alignment to critical tasks
	• 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	
	Pipelines: • Develop and administer Regulations to ensure safety of pipeline construction and operation and associated risks are minimised to as far as practicable through review, monitor and audit compliance program of pipeline construction and operations with the specified safety standards and accepted construction and operational safety management plans; and enforce compliance where regulated entities place communities at risk	1.1. 5.4
Foodbank	Develop and implement business continuity plans and increase in demand plans for major emergencies	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	1.4
LSV	Provide safety inspection services for swimming pools, urban, coastal and inland waterways using approved risk management tools.	
	Provide water safety expert advice to support the emergency management planning framework	1.1, 1.2, 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
Melbourne Water	Develop and implement plans and operational procedures for the continuity of Melbourne's water supply systems, dams, reticulated wastewater (sewerage) systems, waterways and drainage assets	1.1
	Implement plans for the protection of Melbourne Water's assets and systems from threats and impacts, including dam safety, water quality, catchment and asset security	1.5
	Implement plans and procedures for the continuity of services in the event of a threat or impact to Melbourne Water's reticulated water supply systems, dams, reticulated wastewater (sewerage) systems, waterways and drainage assets	1.5, 19.6
Municipal Councils	Work with the Municipal and/or Regional Emergency Management Planning Committee to: identify and assess hazards/risks	1.2
NOPSEMA	Develop and implement effective monitoring and enforcement strategies to secure compliance for occupational health and safety, well integrity and environmental management in offshore petroleum operations and offshore greenhouse gas well operations and environmental management of greenhouse gas storage activities	4.3, 16.2
Parks Victoria	Prepare and maintain emergency response plans for parks, reserves, rivers and waterways managed by PV	1.1
	Prepare and implement Safety and Environment Management Plans for the local ports of Port Phillip and Western Port	1.1
	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	
Ports Victoria	Coordinate whole of port emergency management exercises	
	Ensure safe management of commercial shipping within the waters of the port of Melbourne via Vessel Traffic Services authority	3.3
Services Australia	Develop and implement the following plans to assist stakeholders in major emergency mitigation activities:	1.1

Agency	Activity	Additional alignment to critical tasks
	• 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	
	Detail the processes to engage appropriate and skilled emergency reservists who are able to be deployed for recovery work and provide business continuity and support to affected communities in a timely manner, through the Emergency Reservist Framework	1.1, 1.4, 3.2
Telstra	Maintain Business Continuity Plans which detail the response, relief, recovery and restoration steps to be taken prior to, during and following an adverse event	
	Identify sites that may be at risk and potential consequences of loss of asset	1.5, 19.1
VFA	Enforce provisions under the *Fisheries Act 1995* prohibiting bringing into Victoria, possession, transporting or release of declared noxious aquatic species	5.4, 16.4, 16.5
VICSES	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, 1.4
VIFM	Provide medical death investigation, and: reduce the number of preventable deaths and promote public health and safety and the administration of justice	2.1
Water Corporations	Develop appropriate operation and maintenance plans, risk management plans, emergency management plans and business continuity plans to ensure the water supply, wastewater (sewerage) and irrigation and drainage assets owned or managed function appropriately	1.1
	Develop appropriate dam safety emergency plans to deal with a potential dam failure of dams owned or managed	1.1
WorkSafe Victoria	Investigate, report and analyse information for current and emerging risks and hazards where relevant before, during and after incidents involving: • workplace fatalities and life threatening or serious injury • transport of dangerous goods and chemicals and high consequence dangerous goods and explosives • use, storage and handling of dangerous goods and chemicals and high consequence dangerous goods	4.4

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

Agency	Activity	Additional alignment to critical tasks
AMSA	Build awareness of aviation and maritime safety by participating in seminars, aircraft, boat and 4WD shows, safety campaigns and journal articles	

Agency	Activity	Additional alignment to critical tasks
	Promote and register distress beacons for safety in aviation, maritime and remote land activities including bush walking	1.5
ARC	Provide advice on policy and practices that support preparedness and resilience in the community	1.2
Australian Government Department of Home Affairs	Provide $104.4 million across states and territories under the 2020National Partnership Agreement on Disaster Risk Reduction to deliver state and local risk reduction initiatives over five years. This is in addition to $26.1 million that the Commonwealth will be investing in nationally significant projects	1.3
AV	Engage with communities to build resilience in preventing and managing emergencies, through targeted and general education programs	1.5, 6.4, 6.5
BoM	Contribute to community hazard mapping by leading analysis of relevant meteorological and hydrological information	2.1, 4.4, 4.6
CMAs	In partnership with local government, prepare and implement local floodplain management plans in accordance with the regional floodplain management strategy and community expectations	
	Assist with specific strategic and regional (non-urban) works and measures in accordance with responsibilities under the regional floodplain management strategy or catchment management strategy in consultation with expert advice	1.5
Coroners Court	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	2.1, 21.5
DET	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
DJPR	Promote resilience through 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
DoT	Work with the transport sectors to enhance critical infrastructure resilience, through: emergency risk management planning by vital critical infrastructure owners and operators	1.2, 1.3, 3.2
	Assure preparation of vital critical infrastructure owners' and operators' emergency risk management plans	1.3
	Coordinate road safety programs with community groups and other agencies	1.2
EMC	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*	
	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*	
	Be responsible for the preparation and review of the State Emergency Management Plan (SEMP)	1.1, 1.2, 1.3, 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, 1.5
EMV	Maintain a record of delegations in force under section 74G of the *Emergency Management Act 2013*	
EPA	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

Agency	Activity	Additional alignment to critical tasks
ESV	Gas: • Involvement in collective working groups (energy sectors and government agencies) in energy emergency planning and preparedness activities (e.g. development of emergency response and communication protocols and processes; annual emergency exercises; continuous improvement reviews of protocols and processes)	1.5, 1.6
	Electricity: • Involvement in collective working groups (energy sectors and government agencies) in energy emergency planning and preparedness activities (e.g. development of emergency response and communication protocols and processes; annual emergency exercises; continuous improvement reviews of protocols and processes)	1.5, 1.6
Foodbank	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
FRV and CFA	Reduce the number of fires and hazardous incidents through: • increasing the understanding of the use of fire protection and detection systems	1.2
	• increasing community involvement and awareness in hazard prevention	2.1
LSV	Provide water safety expert advice to support the emergency management planning framework	1.1, 1.2, 1.3, 1.5
	Provide aquatic risk management services including safety design services to designers and developers of swimming pools and waterways	1.1, 1.3, 4.5
Municipal Councils	Perform risk mitigation functions under local government, fire, health, building, and planning legislation e.g. planning schemes, building permits, food safety inspections	
	Work with the Municipal and/or Regional Emergency Management Planning Committee to implement/coordinate specific risk treatments for identified risks	1.2, 1.5
Salvation Army	Continually update volunteer competencies, training and safety policy plans for harm minimisation to volunteers and community members	1.1
Services Australia	Detail the processes to engage appropriate and skilled emergency reservists who are able to be deployed for recovery work and provide business continuity and support to affected communities in a timely manner, through the Emergency Reservist Framework	1.1, 1.3, 3.2
	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, 1.6
	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, 3.2, 7.3, 12.4, 14.4
St John Ambulance Australia (Vic)	Improve community readiness through marketing appropriate and cost effective first aid equipment and servicing	1.2, 2.1
	Provide onsite consultations with workplaces and community groups to include first aid component within first aid management plans for the prevention of injuries	1.2, 1.6, 3.2

Agency	Activity	Additional alignment to critical tasks
VBA	Work with other agencies and regulators to review regulatory environment and identify risks and review and implement mitigation measures where required	1.5
VICSES	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
	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
VicTrack	Undertake resilience improvement activities	
VMIA	Assist departments and participating bodies to establish programs to identify, quantify and manage risks	1.2
Volunteer Search and Rescue Organisations	Provide training programs (such as Basic First Aid) to people affected by emergencies in support of lead agencies	3.2
WorkSafe Victoria	Conduct inspections and certifications/authorisations/approvals under health and safety and dangerous goods legislation that provides information for current and emerging risks and hazards, where relevant, before, during and after an incident	1.1
	Continue the safety regulator role during emergency events, including promoting compliant occupational health and safety management systems	1.5
	Provide people and communities with information about risks, risk mitigation actions, and incidents/events through the development and publishing of guidance notes and alerts on a wide range of occupational health and safety and dangerous goods matters	2.1

Critical Task 1.5: Communicate information to communities and agency stakeholders on the residual likelihood and consequences of an emergency after planning and mitigation is undertaken.

Agency	Activity	Additional alignment to critical tasks
AEMO	Prepare electricity load shedding priority tables after consultation with industry and government	
	Prepare gas curtailment tables in consultation with government	
AMSA	Promote and register distress beacons for safety in aviation, maritime and remote land activities including bush walking	1.4
AV	Provide appropriate pre-hospital leadership, skills and equipment through planning for various health emergencies, including mass casualty incidents	1.1, 1.3, 1.6, 3.3, 3.4, 3.5
	Provide information to the public relating to health emergencies, and how the risk or consequence of these can be reduced	2.1, 2.3
	Engage with communities to build resilience in preventing and managing emergencies, through targeted and general education programs	1.4, 6.4, 6.5
CMAs	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
	Prioritise regional flooding issues in cooperation with local government, VICSES and the community	6.4

Agency	Activity	Additional alignment to critical tasks
DELWP	Energy: • control agency for energy supply disruptions, in accordance with plans and procedures and within the powers available to resolve the situation	3.1
	• 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	3.2, 10.1, 19.6
	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	3.2, 10.1, 19.6
DoT	Plan for the management of incidents on major arterial roads with other agencies, including diversion routes for the different classes of vehicles	1.3
DPC	Coordinate with Commonwealth and state and territory First Ministers' departments on a range of security and emergency management mitigation issues	4.4, 4.5, 4.6
	Coordinate with Commonwealth and state and territory First Ministers' departments on security and emergency response matters	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: • security and emergency management issues • response activities for emergencies	4.4, 4.5, 4.6
	Coordinate with Commonwealth and state and territory First Ministers' departments on recovery matters	4.4, 4.5, 4.6
	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government relief and recovery activities following emergencies	4.4, 4.5, 4.6
EMC	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	
	Be responsible for the preparation and review of the State Emergency Management Plan (SEMP)	1.1, 1.2, 1.3, 1.4, 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
EMV	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	

Agency	Activity	Additional alignment to critical tasks
	• Country Fire Authority • Victoria State Emergency Service Authority • Emergency Services Telecommunications Authority	
ESV	Gas: • Involvement in collective working groups (energy sectors and government agencies) in energy emergency planning and preparedness activities (e.g. development of emergency response and communication protocols and processes; annual emergency exercises; continuous improvement reviews of protocols and processes)	1.4, 1.6
	Electricity: • Involvement in collective working groups (energy sectors and government agencies) in energy emergency planning and preparedness activities (e.g. development of emergency response and communication protocols and processes; annual emergency exercises; continuous improvement reviews of protocols and processes)	1.4, 1.6
FRV and CFA	Reduce the number of fires and hazardous incidents through applying risk management strategies to identified community risk	
LSV	Provide water safety expert advice to support the emergency management planning framework	1.1, 1.2, 1.3, 1.4
Melbourne Water	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
	Implement plans and procedures for the continuity of services in the event of a threat or impact to Melbourne Water's reticulated water supply systems, dams, reticulated wastewater (sewerage) systems, waterways and drainage assets	1.3, 19.6
Municipal Councils	Work with the Municipal and/or Regional Emergency Management Planning Committee to implement/coordinate specific risk treatments for identified risks	1.2, 1.4
NOPSEMA	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, 2.1, 4.5, 4.6
Parks Victoria	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, 1.6, 16.2
Telstra	Identify sites that may be at risk and potential consequences of loss of asset	1.3, 19.1
TSV	Provide information, guidance and education that promotes awareness and understanding of transport safety issues	1.1, 2.1, 4.5
VBA	Work with other agencies and regulators to review regulatory environment and identify risks and review and implement mitigation measures where required	1.4
VFA	Support DELWP in the delivery of programs to reduce the incidence of cetacean entanglement and vessel strike from fishing activities	2.2, 3.2
VMIA	Assist departments and participating bodies to establish programs to: monitor risk management by departments and participating bodies	1.6
	Provide risk management support/advice to individual organisations and through emergency management forums	1.2, 4.5

Agency	Activity	Additional alignment to critical tasks
WorkSafe Victoria	Continue the safety regulator role during emergency events, including promoting compliant occupational health and safety management systems	1.4

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

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

Agency	Activity	Additional alignment to critical tasks
ADF	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
AEMO	Coordinate Victorian Electricity Emergency Committee and Gas Emergency Management Consultative Forum emergency exercises	21.1, 21.3
	Prepare gas emergency procedures, in consultation with government, ESV and industry	1.2, 21.1, 21.3
AMSA	Participate in national emergency planning, preparedness and mitigation measures	
	Participate in relevant aviation, maritime, emergency management and critical infrastructure forums, exercises, and training	
AV	Provide appropriate pre-hospital leadership, skills and equipment through planning for various health emergencies, including mass casualty incidents	1.1, 1.3, 1.5, 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	
CityLink	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, 4.1
DELWP	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, 19.4, 19.5, 21.1, 21.3
	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
DoT	Provide leadership to the transport sector through development and running of multiagency exercises	
	Participate in state and regional emergency management meetings and exercises to provide advice on likely risks and impacts to the transport network	
	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	21.1, 21.2, 21.3

Agency	Activity	Additional alignment to critical tasks
EMC	Consider any regional emergency management plan submitted by a Regional Emergency Management Planning Committee for approval	
	Be responsible for the preparation and review of the State Emergency Management Plan (SEMP)	1.1, 1.2, 1.3, 1.4, 1.5
ESV	Gas • Involvement in collective working groups (energy sectors and government agencies) in energy emergency planning and preparedness activities (e.g. development of emergency response and communication protocols and processes; annual emergency exercises; continuous improvement reviews of protocols and processes)	1.4, 1.5
	Electricity: • Involvement in collective working groups (energy sectors and government agencies) in energy emergency planning and preparedness activities (e.g. development of emergency response and communication protocols and processes; annual emergency exercises; continuous improvement reviews of protocols and processes)	1.4, 1.5
Melbourne Water	Develop and undertake training and exercise activities to ensure that Melbourne Water's people, customers and partners are able to implement plans and procedures	
Parks Victoria	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, 16.2
Ports Victoria	Exercise, evaluate and review the whole of port emergency response plan	
Salvation Army	Participate in emergency planning/exercises at state, regional and local levels	
Services Australia	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
St John Ambulance Australia (Vic)	Provide onsite consultations with workplaces and community groups to include first aid component within first aid management plans for the prevention of injuries	1.2, 1.4, 3.2
VCC-EM	Provide information, education and training to cultural and faith communities, municipal council emergency management staff and other agencies	1.2
VicTrack	Participate in emergency management and resilience networks and forums	1.2
VMIA	Assist departments and participating bodies to establish programs to: • monitor risk management by departments and participating bodies	1.5
	• provide risk management advice and training to departments and participating bodies	4.5
Water Corporations	Conduct periodic training exercises to ensure emergency management plans can be implemented effectively	
WICEN	Participate and support local government in organising and conducting exercises identifying different communication strategies	1.2

Community Information and Warnings core capability

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

Critical Task Table 2: Agency roles mapped to the VPF, by critical tasks within the Community Information and Warnings core capability

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

Agency	Activity	Additional alignment to critical tasks
ADF	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)	2.3, 3.2, 4.5
ATSB	Assist where required with transport safety data recording, analysis and research, as well as foster safety awareness, knowledge and action	4.4, 21.1, 21.2
	Issue public reports on investigations, safety issues and reports on remedial safety actions	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	3.1, 3.2, 21.1, 21.2, 21.4, 21.5
AV	Provide information to the public relating to health emergencies, and how the risk or consequence of these can be reduced	1.5, 2.3
BoM	Contribute to community hazard mapping by leading analysis of relevant meteorological and hydrological information	1.4, 4.4, 4.6
	Issue warnings on gales, storms, tsunami, solar storms and other weather conditions likely to endanger life or property, or that give rise to floods or bushfires	2.3
CFA	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	2.3, 3.5
CityLink	Utilise Variable Message Signs in conjunction with state partners during emergencies to display community messages on risks and emergencies	2.3, 2.5, 4.3
Coroners Court	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, 21.5
DELWP	Cetacean (whale and dolphin) stranding, entanglement or vessel strike - engage with stakeholders to reduce the incidence of cetacean stranding, entanglement and vessel strike	1.3
	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
DET	Provide an emergency notification and reporting service between government schools and emergency services through the department's 24-hour Security Services Unit	2.3, 3.5
DFFH	Promote awareness of safe practices and emergency procedures and implement safety and warning systems for clients and funded services of DFFH	

Agency	Activity	Additional alignment to critical tasks
	Support EMV to lead whole of government coordination of public information and communication in relation to relief	3.2
DH	Promote awareness of safe practices, emergency procedures and implementing safety and warning systems for health services, such as extreme heat and epidemic thunderstorm asthma	13.3, 13.5
	Support EMV to lead whole of government coordination of public information and communication in relation to emergency management for major emergencies	2.3, 3.2
EMV	In collaboration with the whole-of-government, lead the coordination of public information and communication in relation to emergency management for major emergencies	2.2
Emergency Broadcasters	Broadcast information that promotes community safety	
	Broadcast weather forecast information from the BoM relevant to developing emergencies	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	2.3
	Broadcast the Standard Emergency Warning Signal as required, in accordance with the Standard Emergency Warning Signal Guidelines	2.3
	Provide continuous broadcast services in parts of Victoria affected by a significant emergency (abandoning scheduled programming)	2.3
EPA	As a technical support agency 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	2.3, 13.2, 13.5
ESTA	Provide relevant information to people and communities via Triple Zero on immediate emergency risks, and potential actions they can take to alleviate some of those risks	2.3
ESV	Gas - Conduct community engagement and gas safety awareness campaigns and programs	2.2
	Electricity - Conduct community engagement and electricity safety awareness campaigns and programs	2.2
	Electricity - Provide information and guidance to local communities to expedite the safe restoration of supply to properties affected by bushfire	2.5
FRV and CFA	Reduce the number of fires and hazardous incidents through:	
	• changing community behaviour through public education and legislation	1.4
	• increasing community involvement and awareness in hazard prevention	1.1
	• broadening community awareness and preparedness to minimise the impact of an emergency on the community	6.3
LSV	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	2.2
	Provide technical and reference manuals, texts, resources, and newsletters on water safety, lifesaving, life guarding, CPR and first aid	4.5
	Provide subject matter expertise on water safety campaigns and public awareness communication	2.2, 4.5
	Provide expert advice on aquatic risk management systems and water safety signage	4.5, 6.2
	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	6.1, 6.4
	Provide water safety first responder services for aquatic based events	3.2

Agency	Activity	Additional alignment to critical tasks
	Provide timely, coordinated information and warnings around beach and water safety as well as bay water quality to communities	2.3
LSV and Volunteer Search and Rescue Organisations	Provide information and education displays at tradeshows and community events	4.5
Municipal Councils	Work with the Municipal and/or Regional Emergency Management Planning Committee to: provide community awareness, information	1.2
NOPSEMA	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, 4.5, 4.6
	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	4.5, 4.6
Ports Victoria	Communicate with port users through the Navigation Safety Committee about maritime risks and mitigation measures	
Services Australia	Coordinate the response to emergencies through responding to media requests during an activation (jointly and in consultation with the Media Team)	2.3, 3.2
St John Ambulance Australia (Vic)	Improve community readiness through marketing appropriate and cost effective first aid equipment and servicing	1.2, 1.4
	Promote and provide community first aid training through public education in schools, workplaces and to the public	4.5, 6.3
TSV	Provide information, guidance and education that promotes awareness and understanding of transport safety issues	1.1, 1.5, 4.5
VBA	Develop and distribute key messages for councils, local relief services, industry and community	
	Distribute practical information to local councils, other agencies and community on post event hazards, including clean-up, initial safety assessment and the re-establishment of building infrastructure and building essential services	2.3
VFA	Publish educational material on declared noxious aquatic species (website)	
	Publish educational material on shark hazards (website)	
	Publish information for the community on shark hazards	2.2
VicPol	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, 2.3, 2.5, 6.1
	Responsible for provision of media coordination (where no other facility exists)	2.3, 3.1, 3.5
	Support other agencies in dissemination of public information	2.3, 3.1
VICSES	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
	Provide information to the community and government	2.3
	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, 4.5, 4.6
VIFM	Provide medical death investigation, and reduce the number of preventable deaths and promote public health and safety and the administration of justice	1.3
VMIA	Provide services to the Victorian government on risk and insurance issues and trends	4.5, 17.3

Agency	Activity	Additional alignment to critical tasks
Volunteer Search and Rescue Organisations	Engage with communities about volunteer agencies capabilities and capacity in an emergency	1.1, 1.2
	Provide advice, information, and assistance to volunteer agencies and the community in relation to emergency management principles and practice	1.1, 1.2, 4.5, 4.6
WorkSafe Victoria	Provide people and communities with information about risks, risk mitigation actions, and incidents/events through the development and publishing of guidance notes and alerts on a wide range of occupational health and safety and dangerous goods matters	1.4
	Deliver public safety awareness activities where WorkSafe Victoria has jurisdiction under the *Equipment (Public Safety) Act 1994* and associated regulations	

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

Agency	Activity	Additional alignment to critical tasks
DELWP	Lead the 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, 2.3, 2.5
EMV	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
ESV	Electricity • Conduct community engagement and electricity safety awareness campaigns and programs	2.1
LSV	Provide subject matter expertise on water safety campaigns and public awareness communication	2.1, 4.5
VFA	Support DELWP in the delivery of programs to reduce the incidence of cetacean entanglement and vessel strike from fishing activities	1.5, 3.2

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

Agency	Activity	Additional alignment to critical tasks
ADF	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, 3.2, 4.5
AV	Provide information to the public relating to health emergencies, and how the risk or consequence of these can be reduced	1.5, 2.1
BoM	Issue warnings on gales, storms, tsunami, solar storms and other weather conditions likely to endanger life or property, or that give rise to floods or bushfires	2.1
	In coordination with Victorian state agencies, provide weather-related information to media, including direct broadcast via radio and the internet	3.2, 4.5
CFA	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, 3.5

Agency	Activity	Additional alignment to critical tasks
CityLink	Utilise Variable Message Signs in conjunction with state partners during emergencies to display community messages on risks and emergencies	2.1, 2.5, 4.3
DELWP	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, 2.5
	Provide emergency advice to reduce gas consumption on a voluntary basis	
DET	Provide an emergency notification and reporting service between government schools and emergency services through the department's 24-hour Security Services Unit	2.1, 3.5
DH	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.	
	Provide public health and mental health information and advice and promote services available during and after major emergencies in coordination with other agencies	2.5
	Support EMV to lead whole of government coordination of public information and communication in relation to emergency management for major emergencies	2.1, 3.2
DoT	Provide transport closure and condition information to the media and public	4.5, 9.4
	Maintain community safety and confidence through provision of warnings, facilitating network repairs and maintaining, identifying and mitigating transport related risks	4.4, 9.6
EMC	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	
Emergency Broadcasters	Broadcast weather forecast information from the BoM relevant to developing emergencies	2.1
	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
	Broadcast the Standard Emergency Warning Signal as required, in accordance with the Standard Emergency Warning Signal Guidelines	2.1
	Provide continuous broadcast services in parts of Victoria affected by a significant emergency (abandoning scheduled programming)	2.1
EPA	As a technical support agency: • 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, 13.2, 13.5
	• 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	4.4, 4.5, 11.2, 18.2, 18.4
ERV	Lead the coordination of Victorian Government communications and public information relating to recovery	2.5
ESTA	Provide relevant information to people and communities via Triple Zero on immediate emergency risks, and potential actions they can take to alleviate some of those risks	2.1
ESV	Gas - Conduct community engagement and gas safety awareness campaigns and programs	2.1

Agency	Activity	Additional alignment to critical tasks
LSV	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
	Provide timely, coordinated information and warnings around beach and water safety as well as bay water quality to communities	2.1
Municipal Councils	Coordination of local level relief activities, and lead agency to provide local relief information to public and media	
Parks Victoria	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, 16.3
Ports Victoria	Deliver marine notices and warnings to port users	
Services Australia	Coordinate the response to emergencies through:	
	• activation of the National Security Hotline	3.5
	• responding to media requests during an activation (jointly and in consultation with the Media Team)	2.1, 3.2
VBA	Distribute practical information to local councils, other agencies and community on post event hazards, including clean-up, initial safety assessment and the re-establishment of building infrastructure and building essential services	2.1
VicPol	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, 2.5, 6.1
	Responsible for provision of media coordination (where no other facility exists)	2.1, 3.1, 3.5
	Support other agencies in dissemination of public information	2.1, 3.1
VICSES	Provide information to the community and government	2.1

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

Agency	Activity	Additional alignment to critical tasks
Emergency Broadcasters	Participate in emergency debrief forums, particularly regarding public information and media issues	21.1
ESTA	Render communication and media response support for the control agency as appropriate	3.2

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

Agency	Activity	Additional alignment to critical tasks
CityLink	Utilise Variable Message Signs in conjunction with state partners during emergencies to display community messages on risks and emergencies	2.1, 2.3, 4.3
DELWP	Lead the coordination of public information on:	
	• electricity outages and potential or actual load shedding after consultation with AEMO, ESV, industry and government	2.1, 2.2, 2.3

Agency	Activity	Additional alignment to critical tasks
	• gas usage and potential or actual gas curtailment in consultation with AEMO, ESV, industry and government	
DH	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
	Support the lead recovery agency in its role to coordinate whole of government public information and communication following major emergencies	
EMV	Recovery Support Agency (RecSA) to support ERV for community information	
ERV	Lead the coordination of Victorian Government communications and public information relating to recovery	2.3
ESV	Electricity - Provide information and guidance to local communities to expedite the safe restoration of supply to properties affected by bushfire	2.1
VBA	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	
VicPol	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, 6.1

Operational Management core capability

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

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

Critical Task Table 3: Agency roles mapped to the VPF, by critical tasks within the Operational Management core capability

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

Agency	Activity	Additional alignment to critical tasks
AMSA	Control agency for aviation and maritime search and rescue, and distress beacon detection	
	Control agency for marine pollution response originating from ships within Australian waters falling outside of a state or the Northern territory	
	Control agency for ship casualty within Australian waters falling outside of a state or the Northern Territory	
Airservices	Control agency for aircraft inflight emergencies and rescue and firefighting at designated airports	7.2, 12.3
	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	3.2, 7.2
	Through ANS 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	
	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	3.2
ADF	During an emergency event or incident involving ADF aircraft or vessels, as detailed in the National Search and Rescue Manual, ADF is the responsible control agency, in conjunction with state Police and the AMSA	12.1, 12.3
ARC	Coordinate and provide relief services to ensure communities are effectively supported	
ATSB	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.	3.2, 21.1, 21.2
	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, 3.2, 21.1, 21.2, 21.4, 21.5
Australian Government Department of Home Affairs	EMA coordinate the Australian Government response under the Australian Government Disaster Response Plan (COMDISPLAN) to emergencies in support of the states and territories	3.2

Agency	Activity	Additional alignment to critical tasks
AV	Under the SHERP, AV will: • assemble and lead the Health Incident Management Team	14.5, 14.6, 14.8
	• deploy a Health Commander to direct the operational health response	3.2, 14.4, 14.5, 14.6, 14.8
	Relief Lead Agency (RelLA) to: • Coordinate and provide pre-hospital care to people affected by emergencies	14.2, 14.8
	• establish field primary care clinics or other health relief assistance measures as directed by the State Health Commander	14.3, 14.4, 15.1, 15.2
	Lead Agency to restore, clear and rehabilitate public buildings and assets managed within AV's portfolio	19.3, 19.7
CFA	Control agency for response: • fire on private land within Country Area Victoria • 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, rail, aircraft, industrial, road, and building structures	7.2, 12.3
	Protect life, property and the environment from the effects of fire, accidents and other hazards through controlling accidents involving boilers/pressure vessels; dangerous goods/hazardous materials; lifts; building collapse and explosions (e.g. gas)	
Coroners Court	Commence the coronial investigation process	8.1
CityLink	Maintain dedicated 24/7 Traffic Control Room to monitor CityLink, with the ability to host an Incident Control Centre for external parties	3.3
	During an emergency CityLink will if first responders at a scene, initiate incident management procedures (such as traffic management and access) until control agency on site	9.1, 9.2, 9.3
DELWP	Control agency for response: • blue-green algae • 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	
	Blue-Green Algae bloom: • control agency to coordinate response for blue-green algae incidents	

Agency	Activity	Additional alignment to critical tasks
	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
	Fire: • control agency for bushfires in state forest, national parks, and protected public lands in accordance with the SEMP Bushfire Sub-Plan and SEMP	7.2
	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	
	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: • Relief Coordinating Agency (RelCA) for animal welfare, including Relief Lead Agency (RelLA) to coordinate response and respond to wildlife welfare arising from emergencies	3.2, 18.4
	• ensure the veterinary assessment and treatment of wildlife taken into care	
	• provide advice to government and emergency agencies regarding impacts of animal welfare for wildlife	3.2, 4.5, 11.1
DET	Coordinate emergency response for children's services, government and non-government schools	
	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	15.2, 15.3, 20.1
	• assess, restore, clear and rehabilitate DET-managed public buildings and assets (e.g. public amenities, schools)	19.2, 19.3, 19.7
DH	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	13.1, 13.2, 13.3, 13.4, 13.5
	Provide a State and Regional Health Coordination response during an emergency with major health consequences	14.8

Agency	Activity	Additional alignment to critical tasks
DJCS	Provide the initial response capability for emergencies within prisons	3.1
DJPR	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)	15.7, 16.1, 16.2
DoT	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	
	Support relevant Ministers, and oversee responsible entities, nominated under Part 7A of the EM Act 2013 with respect to the transport system	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)	3.2, 3.3, 3.5
	Recovery Lead Agency (RecLA), through the Head, TfV, to coordinate the restoration of rail, tram, contracted ferries and bus services	3.2
DPC	Support government response during an extreme emergency	3.2
	Perform control agency functions during cyber security emergencies, in line with the SEMP Cyber Security Sub-Plan	
	Coordinate Victorian Government responses to cyber security incidents, including liaison with other states/territories and the Commonwealth Government (via the Australian Cyber Security Centre)	
	Support government during recovery from an extreme emergency	3.2
DTF	Recovery Lead Agency (RecLA) to coordinate insurance industry response, advice and information to government	17.3
Eastlink	Support control and support agencies by providing an Emergency Management Liaison Officer (EMLO)	3.2
EMC	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
	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 and any directions made under section 60AL of the *Emergency Management Act 2013*	
	Appoint a State Response Controller (SRC) in relation to a Class 1 emergency	3.2
	Responsible for consequence management for a major emergency in accordance with section 45 of the *Emergency Management Act 2013*	
	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	3.2

Agency	Activity	Additional alignment to critical tasks
	Endorse persons who have relevant expertise in managing hazards relevant to a Class 1 emergency as controllers	
	Ensure that a current list of endorsed controllers is maintained	
	Request the Chief Commissioner of Police appoint a police officer to be an emergency response coordinator for each region and municipal district	
	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	3.3
	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	
	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	
	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.	
	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	
EMV	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	
	The SCM is to lead the coordination of agencies who have responsibilities for consequence management for major emergencies	
	Recovery Lead Agency (RecLA) to: • administer the Victorian Natural Disaster Financial Assistance scheme, in accordance with the Commonwealth DRFA (as lead government liaison)	15.4
	• 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	15.4, 19.7
ERV	Coordinate state and regional recovery, including lead intergovernmental coordination	
ESV	Gas - 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	3.2, 3.5, 5.4, 11.1, 11.3
	Electricity - Exercise powers conferred to ESV to issue directions to make safe of an electricity situation	3.2, 3.5, 5.4, 11.1, 11.3
FRV	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:	7.2, 12.3

Agency	Activity	Additional alignment to critical tasks
	• 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, rail, aircraft and industrial, road, Urban Search and Rescue (USAR), confined space, trench, low-high angle and tunnel, and building structures	
	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)	
	• the suppression of uncontrolled fires	7.1, 7.2
	• rescue of persons from fire, road, rail and aircraft accidents, industrial accidents and other emergencies	12.3
Lendlease	Support emergency response activities by providing a forward Emergency Management Liaison Officer (EMLO)	3.2
LSV	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	3.2, 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	3.2, 12.1, 12.3
	Maintain and operate the State Lifesaving Operations Centre (SLOC) for the purpose of: • 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	3.3, 3.4, 4.1, 4.6
NBN Co	Facilitate actions within, and across the telecommunications sector in response to an emergency event	
Ports Victoria	Control agency for maritime casualty non-search and rescue in Port of Melbourne waters under its control	
	Control agency for oil pollution in the Port Phillip Region (Cape Otway to Cape Shanck)	
	Provide control systems for fuel bunkering and Hazardous Port Activity in the port	
TSV	Control agency for maritime casualty non-search and rescue of all vessels in commercial and local port waters	
	Control agency for maritime casualty non-search and rescue of all vessels in coastal waters excluding those in commercial and local port waters	
VFA	Control agency for providing a coordinated response to shark hazards under the State Shark Hazard Plan	
	Key support agency to: • the relevant control agency responding to pollution of waterways	
	• 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	3.2
VicPol	Effective coordination of emergency response within regions and/or municipal areas for all emergencies	3.2

Agency	Activity	Additional alignment to critical tasks
	Effective coordination of emergency response within the state, regions and/or municipal areas for class 3 emergencies	3.2, 5.4
	Responsible for:	2.1, 2.3, 3.5
	• provision of media coordination (where no other facility exists)	
	• traffic management – in consultation with the control agency and other expert advice	3.2, 5.3, 9.3
	• registration of evacuees – in conjunction with ARC	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	3.4, 5.4
	• Incidents involving explosive devices	
	• 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)	
	• rescues in mines or quarries and caves	12.3
	• search and rescue on land and Victorian waters, other than for ADF ships and planes	12.1, 12.3
	• critical infrastructure damage or disruption	
	Support other agencies in dissemination of public information	2.1, 2.3
	Assess, restore, clean and rehabilitate VicPol owned or managed buildings or assets (e.g. public amenities, station buildings etc.)	19.1, 19.2, 19.4, 19.7
VICSES	Control agency for:	12.3
	• storm, flood, landslide, tsunami and earthquake	
	• accidents involving building collapse	
	• rescue incidents involving rail, aircraft and industrial, road, and building structures	
	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	12.3
VIFM	Respond to requests from Department of Foreign Affairs and Trade (DFAT) and Australian Federal Police (AFP) regarding fatality incidents overseas	3.2, 8.2
	Manage the Victorian state mortuary facility and where required, establish temporary mortuary facilities	8.4
	Recovery Lead Agency (RecLA) to communicate with the families of deceased persons	8.6
Water Corporations	Activate emergency management plans and business continuity plans when there is a foreseeable or actual failure of assets or disruption to services	

Critical Task 3.2: Activate established coordination networks to support operational response.

Agency	Activity	Additional alignment to critical tasks
Airservices	Provide ARFFS at Melbourne and Avalon Airports inclusive of:	3.1, 7.2

Agency	Activity	Additional alignment to critical tasks
	• 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	
	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	7.2
	• first aid services on or in the vicinity of designated airports	14.2
	• response to vehicle accidents on or in the vicinity of designated airports	
	• initial hazardous materials response on or in the vicinity of designated airports	16.1, 16.7
	Through ANS: • assist aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.)	3.3, 3.5
	• assist the Joint Rescue Coordination Centre operated by AMSA in the reporting and location of Emergency Locator Transmitters	
	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
ADF	DoD act as a support agency to EMV (and other state agencies as needed) during a major emergency in a broad range of scenarios	
	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
	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	
	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, 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	
	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	
	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	4.5, 4.6, 10.1

Agency	Activity	Additional alignment to critical tasks
	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	15.2
AEMO	Provide information and advice to the control agency regarding the impact of an emergency on electricity supply or gas and formulate management strategies in relation to incidents that threaten the technical integrity of the generation and transmission system (system security incidents)	4.6, 11.1, 11.2
ARC	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	15.6
	Recovery Support Agency (RecSA) to support DFFH to provide personal support (psychological first aid) in relief and recovery centres and through community outreach	15.2, 15.3
	Support municipal councils through advice, guidance and connections to individuals and organisations that can provide additional support to affected persons	20.5
	Recovery Support Agency (RecSA) to support DJCS to organise public appeals when requested, through collecting monetary donations for state-led public appeals	20.3
ATSB	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
	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, 21.1, 21.2
	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, 21.1, 21.2, 21.4, 21.5
Australian Government Department of Home Affairs	The Counter Terrorism Centre is responsible for counter terrorism strategic policy, counter terrorism operational coordination and evaluation and counter terrorism capability	1.1, 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
	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	3.3, 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. 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)	
AV	Provide health support to other agencies, where appropriate	14.1, 14.2, 14.7
	Under the SHERP, AV will:	14.4, 14.6, 14.8

Agency	Activity	Additional alignment to critical tasks
	• activate other key SHERP position holders or mobile specialist teams	
	• deploy a Health Commander to direct the operational health response	3.1, 14.4, 14.5, 14.6, 14.8
	• liaise with control agencies to ensure the safety of responders, health care workers, and the public for identified and emergent risks from an incident, including activation of personal support arrangements	14.4, 15.5
	• represent Health as a member of the Emergency Management Team, and report on patient numbers and health impacts	5.2, 14.5, 14.6
	• support the Evacuation Manager in evacuating vulnerable people	
	• Support the controller as requested to deliver relief and recovery activities	
BoM	In coordination with Victorian state agencies, provide weather-related information to media, including direct broadcast via radio and the internet	2.3, 4.5
CFA	Provide key support for: • Mines Rescue capability across Victoria in accordance with state arrangements • tunnel and trench rescue incidents • USAR capability across Victoria in accordance with state arrangements	12.3
	EMR from designated stations to relevant events to support AV	14.2, 14.4
	Support the Controller by providing assistance, advice and information to other agencies responsible for, or involved in, recovery activities	4.5
CMAs	Support response agencies through the provision of advice on emergency stabilisation and other activities to arrest river breakaways, and the removal of debris accumulation threatening structural stability of public assets in consultation with expert advice	11.3, 18.4
CityLink	During an emergency CityLink will: • assist the control and support agencies within its capabilities as required • provide an Emergency Management Liaison Officer (EMLO)	
	Work collaboratively with state authorities and local government regarding CityLink operations	
DELWP	Wildlife affected by marine and freshwater pollution - develop partnerships and agreements with key organisations that will support DELWP in responding to wildlife affected by marine pollution	1.2
	Blue-Green Algae bloom - coordinate state-wide blue-green algae management activities	4.6
	Support agency for: • fire on private land • drinking water contamination • flood plain management/flood • extreme heat and marine pollution (shoreline response)	
	Energy: • 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	

Agency	Activity	Additional alignment to critical tasks
	• 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, 10.1, 19.6
	Fire: • support agency for other fires on private land	
	Floodplain management/flood: • provide a coordinated response to manage residual water after a major flood event	
	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
	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.
	Wildlife welfare arising from emergency events: • Relief Coordinating Agency (RelCA) for animal welfare, including Relief Lead Agency (RelLA) to coordinate response and respond to wildlife welfare arising from emergencies	3.1, 18.4
	• provide advice to government and emergency agencies regarding impacts of animal welfare for wildlife	3.1, 4.5, 11.1
	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, 10.1, 19.6
DET	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	
	Provide assistance and support to manage incidents involving parents, staff, students and media during emergencies	
	Provide advice and support to early childhood services and non-government schools when required	4.5, 15.2
DFFH	Support EMV to lead whole of government coordination of public information and communication in relation to relief	2.1
DH	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)	14.4
	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	14.4, 14.6, 14.8
	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
DJCS	Support EMV to coordinate whole of government policy and planning for emergency management	1.1, 1.2

Agency	Activity	Additional alignment to critical tasks
	Provide the initial response capability for emergencies within prisons	3.1
	Support EMV and the EMC for emergency response management (predominantly response coordination for major emergencies)	
	Participate on emergency management teams at the local, regional and state level as required	
	Provide support resources to incident and regional control centres, where possible	3.3
	Provide resources to support relief centres, where possible	10.1, 15.2
	Support EMV and the EMC for the coordination of emergency relief and recovery services at state level	
	Support EMV in the administration of the Natural Disaster Resilience Grants Scheme for Victoria	
DJPR	Promote resilience through: • 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
	• working with the communications sector on mobile blackspots and public telecommunications resilience programs	1.2, 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	
	Key support agency for: • illness foodborne	14.1
	• mining and petroleum emergencies by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal wells	4.5, 4.6
	• rescue: mine/quarry and lift, crane, scaffolding or amusement structure	12.3
	• wildlife affected by marine pollution	16.7
	• the (vast) majority of resources for response to a disruption to essential services are within relevant industry sectors	10.1
	Recovery Lead agency (RecLA) responsible to: • 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	19.7
	Recovery Support Agency (RecSA) to: • support EMV to implement available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies	15.4
	• 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	17.1
	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	11.1, 17.5
DoT	Work with the transport sectors to enhance critical infrastructure resilience, through: emergency risk management planning by vital critical infrastructure owners and operators	1.2, 1.3, 1.4

Agency	Activity	Additional alignment to critical tasks
	Support relevant Ministers, and oversee responsible entities, nominated under Part 7A of the EM Act 2013 with respect to the transport system	3.1
	Provide staff and other support to the Head, TfV, when required in relation to disruptions to public transport, major arterial roads, bridges and tunnels	
	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	
	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	19.1
	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	4.5, 10.1
	Liaise with relevant industry sectors to facilitate response to a disruption to essential services, except for a disruption to roads	
	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, 3.3, 3.5
	Recovery Lead Agency (RecLA), through the Head, TfV, to coordinate the restoration of rail, tram, contracted ferries and bus services	3.1
	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	4.4, 4.5
	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	
DPC	Support government response during an extreme emergency	3.1
	Support government during recovery from an extreme emergency	3.1
DTF	Recovery Support Agency (RecSA) to DJPR to deliver recovery programs and advice to primary producers, and rural land managers and other animal businesses	
Eastlink	Support control and support agencies by providing an Emergency Management Liaison Officer (EMLO)	3.1
	Liaise with state authorities and local government regarding EastLink	
EMC	Appoint a State Response Controller (SRC) in relation to a Class 1 emergency	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
	Manage the State's primary control centre (SCC) on behalf of, and in collaboration with, all agencies that may use it for emergencies	3.3

Agency	Activity	Additional alignment to critical tasks
	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	
EMV	Support the EMC to coordinate investment and planning	1.2
	Support the EMC in the performance of his or her functions	
	The SCM is to lead the coordination of agencies who have responsibilities for consequence management for major emergencies	3.1
	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	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	7.3
	Support the EMC to coordinate data collection and state impact assessment processes	11.1, 11.2, 11.3
	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	3.2
Emergency Broadcasters	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	3.5
EPA	As a technical support agency:	
	• respond to and assess reports of pollution from the community, industry, government agencies and emergency services	4.4, 16.2
	• support the control agencies and support agencies with powers under the *Environment Protection Act* where required	
ERV	Coordinate state and regional recovery, including engage with communities, local governments, State Government departments and agencies, the Commonwealth Government and non-government organisations to ensure appropriate recovery supports are in place and are well integrated to meet community needs	20.5, 20.6
	Support the establishment and operation of Community Recovery Committees	
ESTA	Answer Triple Zero emergency calls from Telstra and activate agency responses and disseminate that information to the agencies	4.5
	Dispatch appropriate emergency response resources and support them with situational awareness information through operational communication networks	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	4.1, 4.6
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through EMR to relevant, as defined, events to support AV within the FRV Fire District	14.2, 14.4

Agency	Activity	Additional alignment to critical tasks
	Conduct immediate, operational enquiries on persons, vehicles and locations for Victoria Police	11.1
	Support other agencies in business continuity and redundancy planning and testing	3.3
	Render communication and media response support for the control agency as appropriate	2.4
ESV	Gas - 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, 3.5, 5.4, 11.1, 11.3
	Electricity - Exercise powers conferred to ESV to issue directions to make safe of an electricity situation	3.1, 3.5, 5.4, 11.1, 11.3
Foodbank	Lead, with the support of partner agencies and charity partners, the identification of essential supplies for distribution to affected communities	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	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	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	10.4
	Provide additional volunteers and staff to assist in the increase in demand for services provided by Foodbank Victoria including logistical support, food relief operations and administration	10.1, 10.2, 10.3
	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	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	15.2
	Coordinate, supply and distribute the Breakfast in Schools Program for participating schools as required	10.2, 15.2, 15.5, 20.4
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through: • Incident response involving explosive devices, natural events (flood, storm and tsunami) and maritime casualty involving commercial ships in Port of Melbourne waters (non-search and rescue)	
	• swift water rescue and maritime incidents across the state	12.3
	EMR to relevant, as defined, events to support AV within the FRV Fire District	14.2, 14.4
	Provide support to other agencies, where appropriate, for recovery activities involving personnel or the environment	3.2
FRV VICSES	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through: Urban Search and Rescue (USAR) capability across Victoria in accordance with state arrangements	12.4
ICA	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	4.5
	Support Local and State Government to: participate in State, Regional and Local Recovery committees to advise on insurance issues and to expedite community recovery	4.5
Lendlease	Support emergency response activities by:	5.3

Agency	Activity	Additional alignment to critical tasks
	assisting other agencies with traffic management, as required (excluding maintenance of supply lines	
	providing a forward Emergency Management Liaison Officer (EMLO)	3.1
	Liaise with state authorities and local government regarding Peninsula Link	
LSV	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, 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, 12.1, 12.3
	Provide air and sea marine animal detection services in support of the VFA	16.2
	Provide water safety first responder services for aquatic based events	2.1
	Provide first aid and other medical response support services to AV (as co-responder/emergency medical responder)	14.1, 14.2
	Relief Support Agency (RelSA) to provide support to lead agencies for health and medical relief (first aid) assistance measures	14.2, 14.7
	Relief Support Agency (RelSA) to provide support to lead agencies for pre hospital care for people affected by emergencies	14.1, 14.2
	Relief Support Agency (RelSA) to provide support to lead agencies for the establishment and resourcing of field primary care clinics	14.3, 14.4
Melbourne Water	Undertake response activities related to DELWP response plans	
	Provide advice and support to the control agency and other response agencies regarding the impact of an incident or emergency (including pollution to waterways) within Melbourne Water's waterway management district	11.1, 16.1
	Provide advice and support to DELWP for any dam safety event	11.3
	Lead the delivery of the following recovery activities 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)	19.4, 19.7
Municipal Councils	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	
	Recovery Lead Agency (RecLA) to form, lead and support Municipal Recovery Committees	
NBN Co	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	4.4, 4.5, 11.3
	Monitor emergency events at local, district and state levels in collaboration with DJPR	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	10.3
NOPSEMA	Ensure response activities in an offshore area are carried out in a manner consistent with accepted regulatory documents and significant incident directions	
Parks Victoria	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, 7.1
	Fire suppression: • activities in parks and reserves managed by PV in the FRV Fire District	7.1, 7.2

Agency	Activity	Additional alignment to critical tasks
	• activities in parks and reserves managed by PV in the Country Area of Victoria under the direction of CFA • on public land in Victoria (Fire Protected Area): provide staff and equipment to support DELWP	
	Search and rescue on land and in Victorian waters, particularly those managed by PV, under the direction of Victoria Police	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) • assist with wildlife incidents on public land under the direction of DELWP • 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	
	• respond through clean-up and containment of oil and chemical pollution incidents in the local ports of Port Phillip, Western Port and Port Campbell, and state waters under the direction of DoT, in liaison with or as their agents, and the EPA under the Victorian Marine Pollution Contingency Plan	16.5
	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	10.1
	• support response to oiled wildlife, in accordance with the Wildlife Response Plan for Oil Spills under the direction of DELWP or DoT through the Wildlife Response Plan for Marine Pollution Emergencies and/or the Marine Pollution Contingency Plan	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	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	
	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)	
	Support DELWP with the enforcement of regulations, through the provision of trained authorised officers, that protect natural and cultural values and the safe use of campfires on public land in accordance with DELWP policy	7.1, 18.2
Ports Victoria	Provide marine expertise to state response agencies	4.5, 4.6
	Provide access to Ports Victoria controlled resources	
	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	
	Identify and gather any actionable shipping information, such as damage sustained, current situation and possible risks, to provide to emergency services for response activities	11.1, 11.3

Agency	Activity	Additional alignment to critical tasks
Salvation Army	Provide support to community safety activities	20.6
Services Australia	Detail the processes to engage appropriate and skilled emergency reservists who are able to be deployed for recovery work and provide business continuity and support to affected communities in a timely manner, through the Emergency Reservist Framework	1.1, 1.3, 1.4
	Implement agreements with States, Territories and Commonwealth agencies, and outline the arrangements in place with States, Territories and Commonwealth agencies for the provision of support services 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, 7.3, 12.4, 14.4
	Coordinate the response to emergencies through: • activation and secretariat for the Emergency Response and Recovery Committee • activation of National Emergency Call Centre Surge Capability • activation of state/territory requests for surge assistance • supporting Service Zones through participation in Zone Emergency Response and Recovery Committee	
	• responding to media requests during an activation (jointly and in consultation with the Media Team)	2.1, 2.3
	Participate in outreach services teams on request of DFFH	
	Develop Situation Reporting for executive staff and the Department of Home Affairs' Crisis Coordination Centre	
	Support Emergency Management Liaison Officer (EMLO) including provision of back up support	
	Provide National Emergency Call Centre surge capacity on behalf of the Victorian Government on a cost recovery basis, under a separate agreement	3.4, 3.5, 14.4
	Workload management and allocation of all calls and claims received within the agency relating to an emergency/disaster activation	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	6.1, 14.4, 15.4, 15.5, 20.6
St John Ambulance Australia (Vic)	Provide onsite consultations with workplaces and community groups to include first aid component within first aid management plans for the prevention of injuries	1.2, 1.4, 1.6
	Support agency for the provision of first aid and medical services to other emergency service agencies and public	14.2, 14.7
	Relief Support Agency (RelSA) for AV and DH with first aid and medical services within the scope of the SHERP	14.2, 14.7
	Support AV by providing non-emergency patient transport as a licenced operator	14.5
Telstra	Provide network status information via an Emergency Management Liaison Officer (EMLO) as required	3.4, 4.5
TSV	Liaise with relevant agencies following incidents and accident, including, VicPol, Office of the Chief Investigator (Transport and Marine Safety Investigations), WorkSafe Victoria and DoT	4.5
	Receive notifications of notifiable occurrences/incidents/accidents in bus and maritime	4.4
VBA	Engage with building and plumbing industry stakeholders and activate networks	
VCC-EM	Support DFFH to coordinate the multi-faith multicultural response to emergencies	
	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	15.3, 20.1, 20.6

Agency	Activity	Additional alignment to critical tasks
	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	15.5
VFA	Support DELWP in the delivery of programs to reduce the incidence of cetacean entanglement and vessel strike from fishing activities	1.5, 2.2
	Key support agency to:	
	• 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
	• respond to cetacean entanglements or impacts under the Victorian Cetacean Emergency Plan, including providing vessels and crew	
	• provide boats and operators to assist in emergency response and logistics	9.2, 10.1
	• respond to Blue-green algae blooms where these impact on fisheries and fishing	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	11.1, 11.3, 16.1, 16.2, 16.3
	Key support agency for DH to respond to food contamination involving fish in Victorian waters	16.2, 16.3
	Key support agency to sample shellfish for marine biotoxin contamination	16.1, 16.2
	Liaise with DJPR or other control agencies for relief or recovery activities affecting the fishing or aquaculture industries	18.7
VicPol	Effective coordination of emergency response within regions and/or municipal areas for all emergencies	3.1
	Effective coordination of emergency response within the state, regions and/or municipal areas for class 3 emergencies	3.1, 5.4
	Responsible for:	
	• evacuation – in consultation with the control agency and other expert advice	5.2
	• traffic management – in consultation with the control agency and other expert advice	3.2, 5.3, 9.3
	• registration of evacuees – in conjunction with ARC	3.2, 4.5, 15.6
	Support other agencies in:	
	• access to communications	3.4, 3.5, 5.1
	• coronial investigations	8.1, 8.5
	• provision of land, air and water transport	9.2
	• provision of personnel	8.3, 12.4
VICSES	Provide key support for:	12.1, 12.3
	• Urban Search and Rescue (USAR) capability across Victoria in accordance with state arrangements	
	Provide key support for:	5.2, 8.2, 12.1, 12.3
	• search and rescue on land and water evacuations and incidents involving mass casualties	
	Provide the emergency response development function to each emergency response region	
	Support controller through providing human and other resources for relief and recovery activities where appropriate	

Agency	Activity	Additional alignment to critical tasks
VicTrack	Provide professional engineering and technical advice to control agencies (public transport telecommunications, communications, level crossings and infrastructure)	9.6
	Support DJPR to assist with telecommunications asset reinstatement	19.7
	Support DoT to restore tram, bus, rail services	19.7
VIFM	Provide expert forensic medical management and advice to the justice and healthcare sectors (including the Coroners Court, criminal justice agencies and healthcare providers)	4.5
	Provide medical death investigation, and: promote and assist in the performance by the Coroners Court of Victoria of its functions	
	document and record the findings and results of investigations provide reports to Coroners about causes of death and the results of investigations	4.1, 4.4, 4.5
	Respond to requests from Department of Foreign Affairs and Trade (DFAT) and Australian Federal Police (AFP) regarding fatality incidents overseas	3.1, 8.2
	Assist emergency response agencies with the investigation of a range of death scenes including mass fatality emergencies	8.5
	Coordinate the management of deceased persons (including multi-fatality incidents) for the Victorian State Coroner including liaison with funeral service providers	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, 4.5
	Provide technical consultancy advice and operational support on fatality management to the lead agency in Coronial and in non-Coronial deaths	4.5
	Provide support for: • Disaster Victim Identification	8.3
	• forensic scientific analysis	
	• reconnection of family and friends	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	
VMIA	Provide insurance for the Emergency Resource Providers Support Scheme for response preparedness to enable use of private resources for emergency response	17.3
	Recovery Support Agency (RecSA) in providing insurance and claims support and assistance to the following agencies (and all other insured entities) to aid: • DELWP, DoT and their related infrastructure to undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels • 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	4.5, 17.3
	Provide insurance and claims support and assistance to the following agencies (and all other insured entities) to aid:	4.4, 11.2, 11.3

Agency	Activity	Additional alignment to critical tasks
	DTF in its role of advising the state through the relevant Minister on insurance implications for emergencies	
	DET and DH to the extent any state schools or state health services are impacted	4.5, 17.3
Volunteer Search and Rescue Organisations	Provide training programs (such as Basic First Aid) to people affected by emergencies in support of lead agencies	1.4
	Support agency to VicPol for land, water and transport search and rescue	12.1, 12.3
	Supported by CFA and VICSES who also provide volunteer emergency workers for emergency search and rescue response operations	
	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	3.3
Water Corporations	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	10.2, 15.2
	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	15.3
WICEN	Provide appropriately trained radio operators to support agencies upon request	
WorkSafe Victoria	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	11.1
	Engage with the lead coordinating agency to provide Workcover insurance advice, information and communication	4.5
	Coordinate and collaborate with WorkSafe Agents, self-insurers and service providers as required to ensure continuity of service to the Victorian community	

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

Agency	Activity	Additional alignment to critical tasks
Airservices	Through ANS: • assist aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.)	3.2, 3.5
Australian Government Department of Home Affairs	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	3.3, 4.5, 4.6
AV	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, 3.4, 3.5

Agency	Activity	Additional alignment to critical tasks
	Coordinate Public Access Defibrillation programs, and Community Emergency Response Teams	1.2, 3.5, 14.8
CityLink	Maintain dedicated 24/7 Traffic Control Room to monitor CityLink, with the ability to host an Incident Control Centre for external parties	3.1
	During an emergency CityLink will provide an Incident Management facility to assist in the coordination of the emergency	
DJCS	Provide support resources to incident and regional control centres, where possible	3.2
DoT	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, 3.5
Eastlink	Support control and support agencies by providing an Incident Management facility to assist in the coordination of the emergency	
EMC	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
	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
EMV	Manage the operation and administration of the State Control Centre (SCC), and maintain the State Control Centre Mutual Aid Memorandum of Understanding	
Emergency Broadcasters	Operate and maintain appropriate communication system for authorised emergency service representatives to initiate emergency broadcasts	3.4
ERV	Support the establishment and operation of community recovery hubs.	20.6
ESTA	Protect the continued operations of services across ESTA's three State Emergency Communication Centres	
	Support other agencies in business continuity and redundancy planning and testing	3.2
Foodbank	Manage the operation and administration of Foodbank Victoria's warehouses and other managed facilities	
Lendlease	Support emergency response activities by: providing an incident management facility to assist in the coordination of the emergency	
LSV	Maintain and operate the State Lifesaving Operations Centre (SLOC) for the purpose of: • 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	3.1, 3.4, 4.1, 4.6

Agency	Activity	Additional alignment to critical tasks
	Provide emergency evacuation/relief centres at the lifesaving clubs	15.1
Municipal Councils	When safe to do so, provide support to the incident and/or regional control centres through: provision of available facilities for emergency services' staging areas	
NBN Co	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	15.1,19.7
Ports Victoria	Ensure safe management of commercial shipping within the waters of the port of Melbourne via Vessel Traffic Services authority	1.3
Telstra	Maintain temporary replacement infrastructure such as backup power generators, 'Cells on Wheels' and 'Mobile Exchanges On Wheels' which can be deployed to affected areas	3.4, 3.5
	Provide supporting emergency communications facilities to response agencies on request from the SCC	3.4
VCC-EM	Activate Emergency Operations Centre to provide higher level support as required	
VicTrack	Maintain certain radio and telecommunication services that support public transport, other than services managed by DoT or the transport franchise operators	3.4
Volunteer Search and Rescue Organisations	Further information about specific roles/services provided can be obtained by contacting Victoria Water Police/Search and Rescue Squad via the Rescue Coordination Centre (staffed 24/7) at Williamstown	3.2
WICEN	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	3.4

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

Agency	Activity	Additional alignment to critical tasks
Airservices	Through ANS: provide an Alerting Post service for aircraft in emergency situations, and notify appropriate agencies and organisations	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	3.5
AMSA	Develop and maintain maritime navigation safety	
AV	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, 3.5
	Under the SHERP, AV will initially notify receiving hospitals of patients	14.5, 14.6, 14.8
Emergency Broadcasters	Operate and maintain appropriate communication system for authorised emergency service representatives to initiate emergency broadcasts	3.3
ESTA	Protect Emergency Communications Information systems it manages (including the Computer Aided Dispatch system and other data exchange services) and Emergency Communication networks (including Metropolitan Mobile Radio Service, Mobile Data Network and Emergency Alert System network)	

Agency	Activity	Additional alignment to critical tasks
	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	
	Recovery of State Emergency Communications Centres, systems, equipment and emergency communication networks managed by ESTA	
LSV	Provide radio equipment and resources support to other agencies	3.5
	Maintain and operate the State Lifesaving Operations Centre (SLOC) for the purpose of: • 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	3.1, 3.3, 4.1, 4.6
Services Australia	Provide National Emergency Call Centre surge capacity on behalf of the Victorian Government on a cost recovery basis, under a separate agreement	3.2, 3.5, 14.4
Telstra	Provide network status information via an Emergency Management Liaison Officer (EMLO) as required	3.2, 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, 3.5
	Provide supporting emergency communications facilities to response agencies on request from the SCC	3.3
	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	10.1
VicPol	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, 5.4
	Support other agencies in access to communications	3.2, 3.5, 5.1
VicTrack	Maintain certain radio and telecommunication services that support public transport, other than services managed by DoT or the transport franchise operators	3.3
WICEN	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

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

Agency	Activity	Additional alignment to critical tasks
Airservices	Through ANS: • assist aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.)	3.2, 3.3
	• provide an Alerting Post service for aircraft in emergency situations, and notify appropriate agencies and organisations	3.4
	• provide an In-Flight Emergency Response service to aircraft in flight, that need assistance, and that are in communication with air traffic control	3.4
AV	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

Agency	Activity	Additional alignment to critical tasks
	Coordinate Public Access Defibrillation programs, and Community Emergency Response Teams	1.2, 3.3, 14.8
CFA	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
DET	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
DJPR	Promote resilience through working with the communications sector on mobile blackspots and public telecommunications resilience programs	1.2, 3.2
DoT	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
Emergency Broadcasters	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
ESTA	Develop efficient and effective communication services to link community, field responder and emergency managers	
ESV	Gas - 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, 5.4, 11.1, 11.3
	Electricity - Exercise powers conferred to ESV to issue directions to make safe of an electricity situation	3.1, 3.2, 5.4, 11.1, 11.3
LSV	Provide radio equipment and resources support to other agencies	3.4
Services Australia	Coordinate the response to emergencies through activation of the National Security Hotline	2.3
	Provide National Emergency Call Centre surge capacity on behalf of the Victorian Government on a cost recovery basis, under a separate agreement	3.2, 3.4, 14.4
	Workload management and allocation of all calls and claims received within the agency relating to an emergency/disaster activation	3.2
Telstra	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
	Un-meter customer access to key websites such as state fire authorities, emergency services, BoM, etc.	17.5
VicPol	Responsible for provision of media coordination (where no other facility exists)	2.1, 2.3, 3.1
	Support other agencies in access to communications	3.2, 3.5, 5.1
WICEN	Provide limited capability communications between response, relief or recovery agencies and the community where conventional communications facilities are not available or not functional	
	Work with other agencies to provide alternate, limited capability for emergency radio communications networks where required	3.2

Intelligence and Information Sharing core capability

To provide timely, accurate, tailored and actionable intelligence to inform decision making and planning, by collecting, processing, and analysis of multiple data sources, to assist with anticipating and forecasting hazards and risks across all phases of an emergency. It also includes the assessment of risks and hazards so that decision makers, responders, and community members can take informed action to reduce their entity's risk and increase their resilience.

Critical Task Table 4: Agency roles mapped to the VPF, by critical tasks within the Intelligence and Information Sharing core capability

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

Agency	Activity	Additional alignment to critical tasks
CityLink	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
CMAs	Advise government on regional priorities for floodplain management activities through the implementation of regional floodplain management strategies	
DELWP	Energy • provide analysis and advice to government regarding impacts on energy supply	4.4, 4.6
ESTA	Participate in state-wide intelligence cycle in regard to ESTA's emergency communications information assets managed by ESTA (including Triple-Zero, 132 500 Storm, operational communications records and datasets). Including the provision of relevant information and insights based on those information assets through systems or through an Emergency Management Liaison Officer (EMLO) support to SCC upon request to facilitate state-wide emergency communications intelligence during an incident	3.2, 4.6
Foodbank	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	4.3, 4.4, 4.5, 4.6, 4.7, 21.1
LSV	Maintain and operate the State Lifesaving Operations Centre (SLOC) for the purpose of: • 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	3.1, 3.3, 3.4, 4.6
NBN Co	Monitor emergency events at local, district and state levels in collaboration with DJPR	3.2
VIFM	Provide medical death investigation, and: • document and record the findings and results of investigations • provide reports to Coroners about causes of death and the results of investigations	3.2, 4.1, 4.4, 4.5

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

Agency	Activity	Additional alignment to critical tasks
	No activities identified	

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

Agency	Activity	Additional alignment to critical tasks
CityLink	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	4.4, 4.7
	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
DELWP	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	4.4, 18.1, 18.2
	Recovery Lead Agency (RecLA) to 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	4.4, 4.5, 4.6, 16.1, 16.2
DJPR	Promote resilience through: • monitoring and surveillance programs for agricultural and environmental pests and diseases that meet State and National trade needs • implementation of, and compliance with traceability systems for livestock and agricultural produce	16.2
ESTA	Activate ESTA's Incident Management Response protocols to prepare for an influx of Emergency calls or an increased demand on Dispatch services	
	Track and maintain a record of the progress and status of events and emergency services resources, perform welfare check and identify duress situations when appropriate	4.4
Foodbank	Develop data systems to track and analyse emerging food insecurity trends	4.4, 15.5
	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, 4.4, 4.5, 4.6, 4.7, 21.1
NOPSEMA	Develop and implement effective monitoring and enforcement strategies to secure compliance for occupational health and safety, well integrity and environmental management in offshore petroleum operations and offshore greenhouse gas well operations and environmental management of greenhouse gas storage activities	1.3, 16.2

Critical Task 4.4: Collect, collate, process,analyse and where appropriate share data and information for current and emerging risks and hazards across all phases of an emergency.

Agency	Activity	Additional alignment to critical tasks
AEMO	Provide information to the control agency on the extent and likely duration of major disruptions to electricity and gas supply	4.5, 4.6
ATSB	Assist where required with transport safety data recording, analysis and research, as well as foster safety awareness, knowledge and action	2.1, 21.1, 21.2
Australian Government Department of Home Affairs	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
AV	Undertake and participate in research to improve pre-hospital clinical skills and patient outcomes	4.5
BoM	Contribute to community hazard mapping by leading analysis of relevant meteorological and hydrological information	1.4, 2.1, 4.6
CFA	Provide key support for investigation into the causes of fire	4.6
CityLink	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, 4.7
CMAs	In partnership with support and control agencies, collect, maintain and enhance flood information	
DELWP	Blue-Green Algae bloom - collect data on blue-green algal blooms	
	Surveying and protecting threatened ecosystems, native plants and animals: • develop response options for key ecosystems and species	1.1, 1.3, 18.2
	Provide access to, and analysis of, real time information and intelligence on supply disruptions and energy flows through Victoria	4.5
	Energy • 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	4.5, 4.6, 11.2
	Energy • provide analysis and advice to government regarding impacts on energy supply	4.1, 4.6
	Floodplain management/flood: • provide flood mapping information and flood advice • provide real time access to stream flow data collection for flood warning purposes	4.5, 4.6
	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, 18.1, 18.2
	Recovery Lead Agency (RecLA) to:	4.3, 4.5, 4.6, 16.1, 16.2

Agency	Activity	Additional alignment to critical tasks
	• 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	
	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	4.5
DoT	Maintain community safety and confidence through provision of warnings, facilitating network repairs and maintaining, identifying and mitigating transport related risks	2.3, 9.6
	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	4.5
DPC	Coordinate with Commonwealth and state and territory First Ministers' departments on a range of security and emergency management mitigation issues	1.5, 4.5, 4.6
	Coordinate with Commonwealth and state and territory First Ministers' departments on security and emergency response matters	1.5, 4.5, 4.6
	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government: • security and emergency management issues • response activities for emergencies	1.5, 4.5, 4.6
	Coordinate with Commonwealth and state and territory First Ministers' departments on recovery matters	1.5, 4.5, 4.6
	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government relief and recovery activities following emergencies	1.5, 4.5, 4.6
EMC	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	4.5, 4.6
EPA	As a technical support agency: • respond to and assess reports of pollution from the community, industry, government agencies and emergency services	3.2, 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	2.3, 4.5, 11.2, 18.2, 18.4
ESTA	Track and maintain a record of the progress and status of events and emergency services resources, perform welfare check and identify duress situations when appropriate	4.3
Foodbank	Develop data systems to track and analyse emerging food insecurity trends	4.3, 15.5
	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, 4.5, 4.6, 4.7, 21.1
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through: investigation into the causes of fire	4.6, 7.1

Agency	Activity	Additional alignment to critical tasks
ICA	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	4.6
NBN Co	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, 4.5, 11.3
NOPSEMA	Investigate accidents, occurrences and other circumstances that may affect occupational health and safety, well integrity and environmental management of offshore petroleum operations and offshore greenhouse gas well operations and environmental management of greenhouse gas storage activities	11.1, 21.1
Ports Victoria	Conduct a Navigational Risk Assessment to identify current and emerging risks and hazards	
TSV	Receive notifications of notifiable occurrences/incidents/accidents in bus and maritime	3.2
	Collect, analyse and report on safety data and performance	21.1, 21.2
	Conduct safety audits of transport operators and determine compliance with safety requirements	21.1
	Investigate and report on transport safety matters	
	Investigate incidents and accidents for compliance with transport safety legislation and take enforcement action as appropriate	21.1, 21.2, 21.3
VIFM	Provide medical death investigation, and: • document and record the findings and results of investigations • provide reports to Coroners about causes of death and the results of investigations	3.2, 4.1, 4.5
	Undertake Disaster Victim Identification procedures including forensic pathology, anthropology, odontology, radiology and molecular biology (DNA)	8.3, 11.3
	Undertake medical, toxicological, microbiological and other forensic scientific analyses related to the investigation of deaths	4.6
VMIA	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	4.5, 4.6
	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, 11.2, 11.3
WorkSafe Victoria	Investigate, report and analyse information for current and emerging risks and hazards where relevant before, during and after incidents involving: • workplace fatalities and life threatening or serious injury • transport of dangerous goods and chemicals and high consequence dangerous goods and explosives • use, storage and handling of dangerous goods and chemicals and high consequence dangerous goods	1.3
	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	11.1, 11.3

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

Agency	Activity	Additional alignment to critical tasks
ADF	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	4.6
	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
	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, 4.6, 10.1
AEMO	Provide information to the control agency on the extent and likely duration of major disruptions to electricity and gas supply	4.4, 4.6
Airservices	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: technical advice (remote or in person) to agencies responding to or investigating aircraft fires, accidents and large flammable fuel fires in the State of Victoria	4.6
AMSA	Promote aviation and maritime search and rescue and develop associated arrangements	
ATSB	Issue public reports on investigations, safety issues and reports on remedial safety actions	2.1, 4.6, 6.5, 21.1, 21.3, 21.5
Australian Government Department of Home Affairs	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, 4.6
AV	Undertake and participate in research to improve pre-hospital clinical skills and patient outcomes	4.5
BoM	In coordination with Victorian state agencies, provide weather-related information to media, including direct broadcast via radio and the internet	2.3, 3.2
	Provide expert advice for emergencies influenced by meteorological and hydrological conditions	4.6
	Provide weather forecasts and meteorological and hydrological information	4.6
CFA	Support the Controller by providing assistance, advice and information to other agencies responsible for, or involved in, recovery activities	3.2
CityLink	Provide information concerning non-sensitive commercial issues	4.6
CMAs	Monitor significant flood events and collect flood data in conjunction with local government	
	Provide flood advice to local government and the community in general	
DELWP	Provide access to, and analysis of, real time information and intelligence on supply disruptions and energy flows through Victoria	4.4
DELWP	Energy	4.4, 4.6, 11.2

Agency	Activity	Additional alignment to critical tasks
	• 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	
	Floodplain management/flood: • provide flood mapping information and flood advice • provide real time access to stream flow data collection for flood warning purposes	4.4, 4.6
	Wildlife welfare arising from emergency events: • provide advice to government and emergency agencies regarding impacts of animal welfare for wildlife	
	Recovery Lead Agency (RecLA) to: • 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	
	• 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, 4.6, 16.1, 16.2
	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
	Wildlife affected by marine and freshwater pollution: • provide advice on appropriate management and release of wildlife from rehabilitation	4.6
	Wildlife welfare arising from emergency events: • provide advice on appropriate management and release of wildlife from rehabilitation	4.6
DET	Provide advice and suggested resources to non-government schools	6.1
	Provide advice and support to early childhood services and non-government schools when required	3.2, 15.2
DH	Recovery Lead Agency (RecLA) responsible to 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	13.3, 13.4, 13.5
DJPR	Key support agency for mining and petroleum emergencies by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal wells	3.2, 4.6
	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.	4.6, 10.2, 10.3, 15.2, 15.7
	Recovery Lead agency (RecLA) responsible to:	11.1, 11.2

Agency	Activity	Additional alignment to critical tasks
	• 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	
	• 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	17.1, 17.2, 17.5,
	• 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	17.2, 17.5, 17.4
	• 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	17.2, 17.4, 17.5
DoT	Provide transport closure and condition information to the media and public	2.3, 9.4
	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, 10.1
	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	4.4
DPC	Coordinate with Commonwealth and state and territory First Ministers' departments on a range of security and emergency management mitigation issues	1.5, 4.4, 4.6
	Coordinate with Commonwealth and state and territory First Ministers' departments on security and emergency response matters	1.5, 4.4, 4.6
	Implement actions arising from the Victorian Government Cyber Security Strategy, including enhancing the cyber security resilience of Victorian Government organisations by providing cyber security threat and risk management advice	4.6
	Provide advice to critical infrastructure owners and operations about potential cyber security emergency risks	4.6
	Advise the Premier on his/her power to declare a State of Disaster	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, 4.6
	Coordinate with Commonwealth and state and territory First Ministers' departments on recovery matters	1.5, 4.4, 4.6
	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government relief and recovery activities following emergencies	1.5, 4.4, 4.6
Eastlink and Lendlease	Provide information concerning the commercial issues	4.6, 11.2, 17.1, 17.2
EMC	Provide advice to the relevant Minister(s) on any matter relating to the functions of the EMC	

Agency	Activity	Additional alignment to critical tasks
	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, 4.6
EMV	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
EPA	Provide technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by applying and enforcing the *Environment Protection Act,* including: • equip government, industry and community with best practice guidance and practical tools to prevent pollution and manage waste	4.6
	As a technical support agency: • provide expert advice to the Chief Health Officer on the risks of pollution and waste on public health, as required	4.6, 13.2, 13.3
	• 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	4.6, 13.1, 13.2
	• 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	2.3, 4.4, 11.2, 18.2, 18.4
	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	4.6, 13.1, 13.2, 13.5
ERV	Advise Cabinet, relevant Committees of Cabinet and the SCRC and on strategic matters relating to relief and recovery	4.6
ESTA	Answer Triple Zero emergency calls from Telstra and activate agency responses and disseminate that information to the agencies	3.2
	During significant incident, provide timely, accurate and actionable decision support information in relation to ESTA's services	4.6
	Provide timely and usable information on response to be used on public information and warnings	
ESV	Gas - Provide safety and technical advice to support overall strategies and decision making for responding to gas emergency events	4.6
	Electricity - Provide safety and technical advice to support overall strategies and decision making for responding to electricity emergency events	4.6
Foodbank	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, 4.6, 4.7, 21.1
FRV	Support the controller by providing post incident assistance and advice to persons impacted by fire and other emergencies	20.6
ICA	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
	Support Local and State Government to: • brief governments on insurance coverage, claims lodgement and estimated economic impact of disaster events	4.6, 17.3

Agency	Activity	Additional alignment to critical tasks
	• participate in State, Regional and Local Recovery committees to advise on insurance issues and to expedite community recovery	3.2
LSV	Provide aquatic risk management services including safety design services to designers and developers of swimming pools and waterways	1.1, 1.3, 1.4
	Provide information and education displays at tradeshows and community events	2.1
	Provide technical and reference manuals, texts, resources, and newsletters on water safety, lifesaving, life guarding, CPR and first aid	2.1
	Provide subject matter expertise on water safety campaigns and public awareness communication	2.1, 2.2
	Provide expert advice on aquatic risk management systems and water safety signage	2.1, 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	
Melbourne Water	vide flood predictions to the BoM for Melbourne's water courses for which flood warning systems have been developed	4.6
Municipal Councils	Recovery Lead Agency (RecLA) to establish and manage recovery centres to provide recovery information to the emergency impacted community	15.1
NBN Co	Provide advice regarding emergency communications infrastructure	4.6
	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, 11.3
NOPSEMA	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, 4.6
	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, 4.6
	Provide expert advice to assist other agencies who are responding to emergencies at or involving offshore petroleum operations and greenhouse gas storage activities	4.6
	Cooperate with other Commonwealth, State and Territory agencies or authorities on matters relating to offshore petroleum operations and greenhouse gas storage activities	4.6
	Input to strategic direction of the Commonwealth Government response to offshore petroleum incidents and greenhouse gas storage incidents	4.6
Ports Victoria	Provide marine expertise to state response agencies	3.2, 4.6
	Provide maritime expertise to state recovery agencies	4.6
	Manage and participate in the development of recovery management within the Melbourne Port Emergency Management Plan	4.6
	Provide shipping information to commercial and recreational vessels	
Services Australia	Provide the following services: • 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	15.4
St John Ambulance Australia (Vic)	Promote and provide community first aid training through public education in schools, workplaces and to the public	2.1, 6.3

Agency	Activity	Additional alignment to critical tasks
Telstra	Provide advice to event organisers in regard to planning of first aid and medical service delivery at local and major events	4.6
	Provide network status information via an Emergency Management Liaison Officer (EMLO) as required	3.2, 3.4
TSV	Develop policy relating to the administration of transport safety legislation	1.1
	Provide information, guidance and education that promotes awareness and understanding of transport safety issues	1.1, 1.5, 2.1
	Liaise with relevant agencies following incidents and accident, including, VicPol, Office of the Chief Investigator (Transport and Marine Safety Investigations), WorkSafe Victoria and DoT	3.2
	Provide advice and recommendations to the relevant Minister(s) on transport safety matters	4.6
VBA	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)	4.6
	Provide building maintenance and safety information resources to response agencies	4.6
VicPol	Responsible for registration of evacuees – in conjunction with ARC	3.1, 3.2, 15.6
VICSES	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, 4.6
VIFM	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
	Provide medical death investigation, and: document and record the findings and results of investigations provide reports to Coroners about causes of death and the results of investigations	3.2, 4.1, 4.4
	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
	Prepare specialist reports into deaths required by the criminal justice system (terrorism, arson etc.)	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
VMIA	Assist departments and participating bodies to establish programs to: • provide risk management advice and training to departments and participating bodies • provide risk management advice to the state	1.6
	Provide services to the Victorian government on risk and insurance issues and trends	2.1, 17.3
	Provide risk management support/advice to individual organisations and through emergency management forums	1.2, 1.5
	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, 4.6
	Provide 24/7 emergency claims support and the engagement with a third party to provide assistance during an emergency	17.2, 17.3
	Provide claims management, loss adjuster and claims preparation support during and after an emergency	11.1, 11.2, 11.3, 17.2, 17.3

Agency	Activity	Additional alignment to critical tasks
	Recovery Support Agency (RecSA) in providing insurance and claims support and assistance to the following agencies (and all other insured entities) to aid: • DELWP, DoT and their related infrastructure to undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels • 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, 17.3
	Provide insurance and claims support and assistance to the following agencies (and all other insured entities) to aid the state through advice to the relevant Minister on insurance implications for emergencies	4.6, 11.3
	DET and DH to the extent any state schools or state health services are impacted	3.2, 17.3
Volunteer Search and Rescue Organisations	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, 4.6
	Provide information and education displays at tradeshows and community events	2.1
WorkSafe Victoria	Engage with the lead coordinating agency to provide Workcover insurance advice, information and communication	3.2
	Highlight employers in impacted areas who may require support with interim financial relief from premium payments and/or provision of information and advice or assisting their workers with submitting claims	4.6
	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	

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

Agency	Activity	Additional alignment to critical tasks
ADF	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	
	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, 10.1
AEMO	Provide information to the control agency on the extent and likely duration of major disruptions to electricity and gas supply	4.4, 4.5
	Provide information and advice to the control agency regarding the impact of an emergency on electricity supply or gas and formulate management strategies in relation to incidents that threaten the technical integrity of the generation and transmission system (system security incidents)	3.2, 11.1, 11.2

Agency	Activity	Additional alignment to critical tasks
Airservices	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: 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
	Through ANS: • undertake actions in accordance with the Airport Emergency Plan at Melbourne, Essendon, Moorabbin and Avalon airports – in addition to the normal control of aircraft and the aircraft movement areas (at various times) at those airports	9.4
ATSB	Issue public reports on investigations, safety issues and reports on remedial safety actions	2.1, 4.5, 6.5, 21.1, 21.3, 21.5
Australian Government Department of Home Affairs	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
BoM	Contribute to community hazard mapping by leading analysis of relevant meteorological and hydrological information	1.4, 2.1, 4.4
	Provide expert advice for emergencies influenced by meteorological and hydrological conditions	4.5
	Provide weather forecasts and meteorological and hydrological information	4.5
CFA	Provide key support for investigation into the causes of fire	4.4
CityLink	Provide information concerning non-sensitive commercial issues	4.5
CMAs	Advise local government and other authorities on planning permit referrals, building issues and infrastructure management within floodplains	
	Assist local government, the BoM and DELWP, facilitate the development, maintenance and upgrading of regional flood warning systems	
	Support response agencies at the regional level through the provision of flood advice, including flood extent and severity during major flood events	
DELWP	Blue-Green Algae bloom • coordinate state-wide blue-green algae management activities • provide advice to government and emergency management agencies regarding the impacts of algal blooms on drinking water supplies and/or recreational water bodies	3.2
	Energy • 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, 11.2
	Energy	

Agency	Activity	Additional alignment to critical tasks
	• provide analysis and advice to government regarding impacts on energy supply	4.1, 4.4
	Floodplain management/flood: • provide flood mapping information and flood advice provide real time access to stream flow data collection for flood warning purposes	4.4, 4.5
	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
	Reticulated water and wastewater (sewerage) services: • administer provisions in the Water Act 1989 and water corporation obligations in the Statement of Obligations	
	Lead agency responsible to: • provide strategic and expert advice on wildlife welfare	
	Wildlife affected by marine and freshwater pollution: • provide advice on appropriate management and release of wildlife from rehabilitation	4.5
	Wildlife welfare arising from emergency events: • provide advice on appropriate management and release of wildlife from rehabilitation	4.5
DJPR	Key support agency for mining and petroleum emergencies by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal wells	3.2, 4.5
	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, 10.2, 10.3, 15.2, 15.7
DPC	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
	Coordinate with Commonwealth and state and territory First Ministers' departments on security and emergency response matters	1.5, 4.4, 4.5
	Implement actions arising from the Victorian Government Cyber Security Strategy, including enhancing the cyber security resilience of Victorian Government organisations by providing cyber security threat and risk management advice	4.5
	Provide advice to critical infrastructure owners and operations about potential cyber security emergency risks	4.5
	Advise the Premier on his/her power to declare a State of Disaster	4.5
	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
	Coordinate with Commonwealth and state and territory First Ministers' departments on recovery matters	1.5, 4.4, 4.5
	Provide information and strategic advice to the Premier, the SCRC, and relevant committees and sub-committees of Cabinet on whole-of-government relief and recovery activities following emergencies	1.5, 4.4, 4.5
Eastlink and	Provide information concerning the commercial issues	4.5, 11.2, 17.1, 17.2

Agency	Activity	Additional alignment to critical tasks
Lendlease		
EMC	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
EPA	Provide technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by applying and enforcing the *Environment Protection Act*, including: • equip government, industry and community with best practice guidance and practical tools to prevent pollution and manage waste	4.5
	As a technical support agency: • provide expert advice to the Chief Health Officer on the risks of pollution and waste on public health, as required	4.5, 13.2, 13.3
	• 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, 13.1, 13.2
	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, 13.1, 13.2, 13.5
	Provide a technical support agency role through approvals under the *Environment Protection Act*	13.2, 13.3
ERV	Advise Cabinet, relevant Committees of Cabinet and the SCRC and on strategic matters relating to relief and recovery	4.5
ESTA	Participate in state-wide intelligence cycle in regard to ESTA's emergency communications information assets managed by ESTA (including Triple-Zero, 132 500 Storm, operational communications records and datasets). Including the provision of relevant information and insights based on those information assets through systems or through an Emergency Management Liaison Officer (EMLO) support to SCC upon request to facilitate state-wide emergency communications intelligence during an incident	3.2, 4.1
	During significant incident, provide timely, accurate and actionable decision support information in relation to ESTA's services	4.5
ESV	Gas - Provide safety and technical advice to support overall strategies and decision making for responding to gas emergency events	4.5
	Electricity- Provide safety and technical advice to support overall strategies and decision making for responding to electricity emergency events	4.5
Foodbank	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	4.7, 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, 4.7, 21.1
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through: investigation into the causes of fire	4.4, 7.1
ICA	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
	Support Local and State Government to:	4.5, 17.3

Agency	Activity	Additional alignment to critical tasks
	• brief governments on insurance coverage, claims lodgement and estimated economic impact of disaster events	
	provide governments and elected members a rapid issues escalation process	
LSV	Maintain and operate the State Lifesaving Operations Centre (SLOC) for the purpose of: • 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	3.1, 3.3, 3.4, 4.1
Melbourne Water	Provide flood predictions to the BoM for Melbourne's water courses for which flood warning systems have been developed	4.5
NBN Co	Provide advice regarding emergency communications infrastructure	4.5
	Contribute to the SCC situation reports and National Impact Assessment Model data	
NOPSEMA	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
	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
	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
	Cooperate with other Commonwealth, State and Territory agencies or authorities on matters relating to offshore petroleum operations and greenhouse gas storage activities	4.5
	Input to strategic direction of the Commonwealth Government response to offshore petroleum incidents and greenhouse gas storage incidents	4.5
Ports Victoria	Provide maritime expertise to state recovery agencies	4.5
	Manage and participate in the development of recovery management within the Melbourne Port Emergency Management Plan	4.5
	Provide aid to Navigation (Marine Safety Infrastructure) to enhance navigational safety	
St John Ambulance Australia (Vic)	Provide advice to event organisers in regard to planning of first aid and medical service delivery at local and major events	4.5
TSV	Provide advice and recommendations to the relevant Minister(s) on transport safety matters	4.5
VBA	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
	Provide building maintenance and safety information resources to response agencies	4.5
VICSES	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
VIFM	Undertake medical, toxicological, microbiological and other forensic scientific analyses related to the investigation of deaths	4.4
	Prepare specialist reports into deaths required by the criminal justice system (terrorism, arson etc.)	4.5

Agency	Activity	Additional alignment to critical tasks
VMIA	Assist departments and participating bodies to establish programs to act as insurer for, or provide insurance services, and ultimately resilience, to departments and participating bodies	19.5
	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
	Provide insurance and claims support and assistance to the following agencies (and all other insured entities) to aid the state through advice to the relevant Minister on insurance implications for emergencies	4.5, 11.3
WorkSafe Victoria	Highlight employers in impacted areas who may require support with interim financial relief from premium payments and/or provision of information and advice or assisting their workers with submitting claims	4.5

Critical Task 4.7: Systematically review and adjust the intelligence processes based on feedback and evaluation.

Agency	Activity	Additional alignment to critical tasks
CityLink	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
Foodbank	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, 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, 21.1
Melbourne Water	Continue to develop the flood monitoring system for Melbourne Water's waterway management district	
Ports Victoria	Provide marine expertise to state response agencies	3.2, 4.5
Volunteer Search and Rescue Organisations	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

Public Order and Community Safety core capability

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

Critical Task Table 5: Agency roles mapped to the VPF, by critical tasks within the Public Order and Community Safety core capability

Critical Task 5.1: Secure the affected area.

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

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

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

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

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

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

Agency	Activity	Additional alignment to critical tasks
DoT	Address safety of staff, passengers and the impacted community	
ESV	Gas: • Develop and administer regulations and codes to ensure gas safety and associated risks are minimised to as far as practicable through: review, monitor and audit compliance program of appliances, gas equipment, gas components, gas installations, gas related services and the conveyance, sale, supply, measurement, control and use of gas with the specified safety standards or accepted gas safety cases; and enforce compliance where regulated entities place communities at risk	1.1, 1.2, 1.3, 21.2
	Electricity: • Develop and administer regulations and codes to ensure electricity safety and associated risks are minimised to as far as practicable through reviewing, monitoring and auditing the compliance of electrical infrastructure, electrical installations, electrical equipment and vegetation with the specified safety standards, accepted electricity safety management schemes or prescriptive legislation; and enforce compliance where regulated entities place communities at risk	1.1, 1.2, 1.3, 21.2
	Pipelines: • Develop and administer Regulations to ensure safety of pipeline construction and operation and associated risks are minimised to as far as practicable through review, monitor and audit compliance program of pipeline construction and operations with the specified safety standards and accepted construction and operational safety management plans; and enforce compliance where regulated entities place communities at risk	1.1. 1.3
	Pipelines: • Intervene as required as the 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	
	Gas: • 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, 11.1, 11.3
	Electricity: • Exercise powers conferred to ESV to issue directions to make safe of an electricity situation	3.1, 3.2, 3.5, 11.1, 11.3
	Pipelines: • 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	11.3
VFA	Enforce regulations relating to shark attractants	5.1
	Enforce provisions under the *Fisheries Act 1995* prohibiting bringing into Victoria, possession, transporting or release of declared noxious aquatic species	1.3, 16.4, 16.5
VicPol	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

Building Community Resilience core capability

Building community safety and resilience includes working together at the local level. Communities can strengthen their lifelines by better connecting and working together with appropriate support from organisations. Build on combined community and organisational strengths across all phases of an emergency through the below critical tasks.

Critical Task Table 6: Agency roles mapped to the VPF, by critical tasks within the Building Community Resilience core capability

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

Agency	Activity	Additional alignment to critical tasks
DET	Provide advice and suggested resources to non-government schools	4.5
BoM	Contribute to community awareness activities related to meteorological and hydrological phenomena and warning systems	1.2
LSV	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, 6.4
Services Australia	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, 14.4, 15.4, 15.5, 20.6
VicPol	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

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

Agency	Activity	Additional alignment to critical tasks
ARC	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, 6.4
LSV	Provide expert advice on aquatic risk management systems and water safety signage	2.1, 4.5

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

Agency	Activity	Additional alignment to critical tasks
FRV and CFA	Reduce the number of fires and hazardous incidents through broadening community awareness and preparedness to minimise the impact of an emergency on the community	2.1
DELWP	Energy - provide advice to communities on the installation and restoration of energy supplies that enhance resilience and mitigate the reliance on main energy supplies following an emergency	6.4, 6.6, 19.8

Agency	Activity	Additional alignment to critical tasks
St John Ambulance Australia (Vic)	Promote and provide community first aid training through public education in schools, workplaces and to the public	2.1, 4.5
Volunteer Search and Rescue Organisations	Broaden community awareness and preparedness to minimise the impact of an emergency on the community	

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

Agency	Activity	Additional alignment to critical tasks
ARC	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
AV	Engage with communities to build resilience in preventing and managing emergencies, through targeted and general education programs	1.4, 1.5, 6.5
CFA	Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	
CMAs	Prioritise regional flooding issues in cooperation with local government, VICSES and the community	1.5
	Support community education and involvement on flooding issues	
DELWP	Energy - provide advice to communities on the installation and restoration of energy supplies that enhance resilience and mitigate the reliance on main energy supplies following an emergency	6.3, 6.6, 19.8
FRV	Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	
LSV	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
VICSES	Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs	

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

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

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

Agency	Activity	Additional alignment to critical tasks
DELWP	Energy - provide advice to communities on the installation and restoration of energy supplies that enhance resilience and mitigate the reliance on main energy supplies following an emergency	6.3, 6.4, 19.8
ERV	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 incorporate initiatives that build community resilience where-ever this is possible	1.1

Fire Management and Suppression core capability

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

Critical Task Table 7: Agency roles mapped to the VPF, by critical tasks within the Fire and Management Suppression core capability

Critical Task 7.1: Reduce incidence and consequence of fire.

Agency	Activity	Additional alignment to critical tasks
CFA	Protect life, property and the environment from the effects of fire, accidents and other hazards through suppression of uncontrolled fires	7.2
CityLink	Ensure tunnels have redundant fire detection and suppression systems	7.2
DELWP	Fire - plan and deliver programs to reduce the risk of bushfire in state forest, national parks and protected public lands	1.3
ESV	Develop and administer regulations and codes that monitor and ensure the prevention and mitigation of bushfires that arise out of incidents involving electric lines or vegetation close there to	1.1
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through the suppression of uncontrolled fires	3.1, 7.2
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through investigation into the causes of fire	4.4, 4.6
Parks Victoria	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
	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)	
	Fire suppression: • activities in parks and reserves managed by PV in the FRV Fire District • activities in parks and reserves managed by PV in the Country Area of Victoria under the direction of CFA • on public land in Victoria (Fire Protected Area): provide staff and equipment to support DELWP	3.2, 7.2
	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, 18.2

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

Agency	Activity	Additional alignment to critical tasks
Airservices	Control agency for aircraft inflight emergencies and rescue and firefighting at designated airports	3.1, 12.3
	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	3.1, 3.2

Agency	Activity	Additional alignment to critical tasks
	• Wildfire suppression on or in the vicinity of the airport	
	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
CFA	Control agency for response: • fire on private land within Country Area Victoria • 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, rail, aircraft, industrial, road, and building structures	3.1, 12.3
	Protect life, property and the environment from the effects of fire, accidents and other hazards through suppression of uncontrolled fires	7.1
CityLink	Ensure tunnels have redundant fire detection and suppression systems	7.1
DELWP	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
FRV	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, rail, aircraft and industrial, road, Urban Search and Rescue (USAR), confined space, trench, low-high angle and tunnel, and building structures	3.1, 12.3
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through: • the suppression of uncontrolled fires	3.1, 7.1
Parks Victoria	Fire suppression: • activities in parks and reserves managed by PV in the FRV Fire District • activities in parks and reserves managed by PV in the Country Area of Victoria under the direction of CFA • on public land in Victoria (Fire Protected Area): provide staff and equipment to support DELWP	3.2, 7.1

Critical Task 7.3: Coordinate deployment of local, state, national and international people and resources.

Agency	Activity	Additional alignment to critical tasks
EMV	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	7.3
ESTA	Dispatch appropriate emergency response resources and support them with situational awareness information through operational communication networks	3.2, 12.4, 14.4
Services Australia	Implement agreements with States, Territories and Commonwealth agencies, and outline the arrangements in place with States, Territories and Commonwealth agencies for the provision of support services 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, 12.4, 14.4

Fatality Management core capability

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

Critical Task Table 8: Agency roles mapped to the VPF, by critical tasks within the Fatality Management core capability

Critical Task 8.1: Oversee all coronial investigations of fatalities.

Agency	Activity	Additional alignment to critical tasks
Coroners Court	Exercise as necessary the coroner's statutory powers to the investigate the scene of a reportable death or fire	8.3
	Commence the coronial investigation process	3.1
VicPol	Support other agencies in coronial investigations	3.2, 8.5

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

Agency	Activity	Additional alignment to critical tasks
VICSES	Provide key support for search and rescue on land and water evacuations and incidents involving mass casualties	3.2, 5.2, 12.1, 12.3
VIFM	Respond to requests from Department of Foreign Affairs and Trade (DFAT) and Australian Federal Police (AFP) regarding fatality incidents overseas	3.1, 3.2
	Coordinate the management of deceased persons (including multi-fatality incidents) for the Victorian State Coroner including liaison with funeral service providers	3.2, 8.7

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

Agency	Activity	Additional alignment to critical tasks
Coroners Court	Exercise as necessary the coroner's statutory powers to the investigate the scene of a reportable death or fire	8.1
VicPol	Support other agencies in provision of personnel	3.2, 12.4
VIFM	Undertake Disaster Victim Identification procedures including forensic pathology, anthropology, odontology, radiology and molecular biology (DNA)	4.4, 11.3
	Provide support for Disaster Victim Identification	8.3

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

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

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

Agency	Activity	Additional alignment to critical tasks
Coroners Court	Facilitate the transportation of deceased persons to a coronial mortuary	8.4, 14.5
	Lead agency to identify deceased persons and determine the cause and circumstances of death	
ESV	Gas: • contribute expertise and technical specialists to support or lead the investigation of gas related incidents • contribute expertise and technical specialists to support or lead the investigation of electricity related incidents	11.1, 19.1
VicPol	Support other agencies in coronial investigations	3.2, 8.1
VIFM	Assist emergency response agencies with the investigation of a range of death scenes including mass fatality emergencies	3.2

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

Agency	Activity	Additional alignment to critical tasks
VIFM	Recovery Lead Agency (RecLA) to communicate with the families of deceased persons	3.1

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

Agency	Activity	Additional alignment to critical tasks
VIFM	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

Critical Transport core capability

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

Critical Task Table 9: Agency roles mapped to the VPF, by critical tasks within the Critical Transport core capability

Critical Task 9.1: Secure disaster area.

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

Critical Task 9.2: Establish physical access for responders.

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

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

Agency	Activity	Additional alignment to critical tasks
Airservices	Through ANS: • designate and assist with the management of temporary aviation Restricted Areas in the vicinity of an emergency operation	
CityLink	During an emergency CityLink will if first responders at a scene, initiate incident management procedures (such as traffic management and access) until control agency on site	3.1, 9.1, 9.2
	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, 9.5, 9.7
Citylink, Eastlink and Lendlease	Assist with on-going management of traffic on the arterial network if the Link is not available for use	9.7, 19.6, 19.7
DoT	Assist with the management of road links during emergencies, including route selection, emergency traffic management, escorting, route conditions advice and control	9.2, 9.4, 9.5
Ports Victoria	Identify and enact alternative shipping routes, when established ones are no longer safe to use	
VicPol	Responsible for traffic management – in consultation with the control agency and other expert advice	3.1, 3.2, 5.3

Critical Task 9.4: Coordinate alternate public transport provision.

Agency	Activity	Additional alignment to critical tasks
Airservices	Through ANS: • undertake actions in accordance with the Airport Emergency Plan at Melbourne, Essendon, Moorabbin and Avalon airports – in addition to the normal control of aircraft and the aircraft movement areas (at various times) at those airports	4.6
DoT	Provide transport closure and condition information to the media and public	2.3, 4.5
DoT	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, 9.5

Critical Task 9.5: Clear debris from critical routes.

Agency	Activity	Additional alignment to critical tasks
CityLink	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, 9.7
DoT	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
	Assess, restore, clear and rehabilitate DoT managed public buildings and assets (e.g. roads, bridges, rail, public amenities)	9.6, 9.7, 19.1, 19.3, 19.7

Agency	Activity	Additional alignment to critical tasks
Municipal Councils	When safe to do so, provide support to the incident and/or regional control centres, through clearance of blocked drains and local roads	19.7
VicTrack	Identify and remove or reduce risks on rail reserves, other than operational corridors allocated to transport franchise operators or leased to third parties	

Critical Task 9.6: Undertake engineering / safety assessments.

Agency	Activity	Additional alignment to critical tasks
DoT	Maintain community safety and confidence through provision of warnings, facilitating network repairs and maintaining, identifying and mitigating transport related risks	2.3, 4.4
	Recovery Lead Agency (RecLA) to undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels	9.7, 19.7
	Assess, restore, clear and rehabilitate DoT managed public buildings and assets (e.g. roads, bridges, rail, public amenities)	9.5, 9.7, 19.1, 19.3, 19.7
VicTrack	Provide professional engineering and technical advice to control agencies (public transport telecommunications, communications, level crossings and infrastructure)	3.2

Critical Task 9.7: Undertake temporary remediation works.

Agency	Activity	Additional alignment to critical tasks
CityLink	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
Citylink, Eastlink and Lendlease	Assist with on-going management of traffic on the arterial network if the Link is not available for use	9.3, 19.6, 19.7
DoT	Recovery Lead Agency (RecLA) to undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels	9.6, 19.7
	Assess, restore, clear and rehabilitate DoT managed public buildings and assets (e.g. roads, bridges, rail, public amenities)	9.5, 9.6, 19.1, 19.3, 19.7

Logistics and Supply Chain Management core capability

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

Critical Task Table 10: Agency roles mapped to the VPF, by critical tasks within the Logistics and Supply Chain Management core capability

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

Agency	Activity	Additional alignment to critical tasks
ADF	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
DELWP	Energy: • 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, 19.6
	• 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
	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, 19.6
DJCS	Provide resources to support relief centres, where possible	3.2, 15.2
DJPR	Key support agency for the (vast) majority of resources for response to a disruption to essential services are within relevant industry sectors	3.2
DoT	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
Foodbank	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, 10.3
	Support and liaise with ARC, ADF and other partner agencies in their relief and recovery efforts through the provision of logistical support where possible	3.2, 10.3
	Provide additional volunteers and staff to assist in the increase in demand for services provided by Foodbank Victoria including logistical support, food relief operations and administration	3.2, 10.2, 10.3

Agency	Activity	Additional alignment to critical tasks
LSV	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, 12.1, 12.3
Parks Victoria	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
Salvation Army	Provide refreshments to emergency management personnel	
	Assist in the provision of catering to emergency management personnel and affected persons	10.2, 15.2
Telstra	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
VFA	Key support agency to provide boats and operators to assist in emergency response and logistics	3.2, 9.2
Volunteer Search and Rescue Organisations	Provide specialised search and rescue equipment	10.3, 10.4

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

Agency	Activity	Additional alignment to critical tasks
DELWP	Energy - report on the impacts (loss and damage) to energy supply infrastructure to inform immediate priorities and recovery programs, including the restoration and supply of essential services	10.1, 11.1, 11.2, 19.4, 19.7
DJPR	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, 10.3, 15.2, 15.7
Foodbank	Lead, with the support of partner agencies and charity partners, the identification of essential supplies for distribution to affected communities	3.2
	Provide additional volunteers and staff to assist in the increase in demand for services provided by Foodbank Victoria including logistical support, food relief operations and administration	3.2, 10.1, 10.3
	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, 10.3, 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	15.2, 20.5
	Coordinate, supply and distribute the Breakfast in Schools Program for participating schools as required	3.2, 15.2, 15.5, 20.4
Salvation Army	Assist in the provision of catering to emergency management personnel and affected persons	10.1, 15.2

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

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

Agency	Activity	Additional alignment to critical tasks
DJPR	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, 15.2, 15.7
Foodbank	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	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	10.1, 10.3
	Coordinate logistical arrangements for the provision of materials from Foodbank Victoria's warehouses and managed facilities to support responder agencies and throughout affected communities	
	Provide additional volunteers and staff to assist in the increase in demand for services provided by Foodbank Victoria including logistical support, food relief operations and administration	3.2, 10.1, 10.2
	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, 15.2
NBN Co	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
Volunteer Search and Rescue Organisations	Provide specialised search and rescue equipment	10.1, 10.4

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

Agency	Activity	Additional alignment to critical tasks
EPA	Provide technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by applying and enforcing the *Environment Protection Act*, including: • manage systems for the transport of priority waste from generation to disposal	16.8

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

Impact Assessment core capability

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

Critical Task Table 11: Agency roles mapped to the VPF, by critical tasks within the Impact Assessment core capability

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

Agency	Activity	Additional alignment to critical tasks
AEMO	Provide information and advice to the control agency regarding the impact of an emergency on electricity supply or gas and formulate management strategies in relation to incidents that threaten the technical integrity of the generation and transmission system (system security incidents)	3.2, 4.6, 11.2
	Coordinate and direct the gas and electricity industry to respond to a system security emergency	11.3
AV	Under the SHERP, AV will represent Health as a member of the Emergency Management Team, and report on patient numbers and health impacts	3.2
CityLink	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
CMAs	Assess all river waterway damage that poses a threat to the stability of river systems	18.1, 18.2
DELWP	Energy: • report on the impacts (loss and damage) to energy supply infrastructure to inform immediate priorities and recovery programs, including the restoration and supply of essential services	10.1, 10.2, 11.2, 19.4, 19.7
	Wildlife welfare arising from emergency events - provide advice to government and emergency agencies regarding impacts of animal welfare for wildlife	3.1, 3.2, 4.5
DJCS	Provide advice, information and assistance to individuals, communities and funded agencies and councils about relevant DJCS services	15.2
DJPR	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, 11.2
	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, 17.5
EMV	Support the EMC to coordinate data collection and state impact assessment processes	3.2, 11.2, 11.3
ESTA	Conduct immediate, operational enquiries on persons, vehicles and locations for VicPol	3.2
ESV	Gas - 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, 11.3
	Gas - Contribute expertise and technical specialists to support or lead the investigation of gas related incidents	8.5, 19.1
	Electricity - Exercise powers conferred to ESV to issue directions to make safe of an electricity situation	3.1, 3.2, 3.5, 5.4, 11.3
	Electricity - Contribute expertise and technical specialists to support or lead the investigation of electricity related incidents	8.5, 19.1
	Pipelines - Contribute expertise and technical specialists to support and/or conduct investigation of pipeline related incidents	19.1

Agency	Activity	Additional alignment to critical tasks
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through: initial impact assessment at the request and in support of, the state requirements	
Melbourne Water	Provide advice and support to the control agency and other response agencies regarding the impact of an incident or emergency (including pollution to waterways) within Melbourne Water's waterway management district	3.2, 16.1
Municipal Councils	Coordination of local level relief activities, and lead agency to coordinate of secondary impact assessment	11.3
	Coordinate local level recovery activities, and lead agency to coordinate post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment)	11.2, 11.3
	Recovery Lead Agency (RecLA) to survey and make a determination regarding occupancy of damaged residential buildings (when safe to do so)	11.2
NOPSEMA	Investigate accidents, occurrences and other circumstances that may affect occupational health and safety, well integrity and environmental management of offshore petroleum operations and offshore greenhouse gas well operations and environmental management of greenhouse gas storage activities	4.4, 21.1
Ports Victoria	Identify and gather any actionable shipping information, such as damage sustained, current situation and possible risks, to provide to emergency services for response activities	3.2, 11.3
VBA	Facilitate and participate in building and plumbing inspections of affected buildings with relevant agencies and industry experts as required to determine building safety and recovery requirements	19.1, 19.2
	Undertake building inspection activities to determine building safety post event	
	Undertake inspections, investigations and audits to ensure compliance with relevant legislation during response/ recovery and input to any proposed process facilitation	19.1, 19.2, 21.1
VFA	Key support agency 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	3.2, 11.3, 16.1, 16.2, 16.3
VICSES	Provide continuous protection of life, property and the environment from the effects of flood and storm, accidents and other hazards through initial impact assessment at the request and in support of, the state requirements	
VMIA	Provide claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.2, 11.3, 17.2, 17.3
WorkSafe Victoria	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
	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,	4.4, 11.3

Agency	Activity	Additional alignment to critical tasks
	during and after an incident, and providing consistent and meaningful impact assessment data through a coordinated process to decision makers	

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

Agency	Activity	Additional alignment to critical tasks
AEMO	Provide information and advice to the control agency regarding the impact of an emergency on electricity supply or gas and formulate management strategies in relation to incidents that threaten the technical integrity of the generation and transmission system (system security incidents)	3.2, 4.6, 11.1
DELWP	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, 18.1
	Dam safety - manage escalated response activities to minimise the impact on the community and the environment from dam safety	3.1, 11.3
	Energy • 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
	Energy: • report on the impacts (loss and damage) to energy supply infrastructure to inform immediate priorities and recovery programs, including the restoration and supply of essential services	10.1, 10.2, 11.1, 19.4, 19.7
	Surveying and protecting threatened ecosystems, native plants and animals: • relief coordination of surveying and protecting threatened ecosystems, native plants and animals	
DJPR	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
Eastlink and Lendlease	Provide information concerning the commercial issues	4.5, 4.6, 17.1, 17.2
EMC	Coordinate data collection and impact assessment processes	11.3
EMV	Support the EMC to coordinate data collection and state impact assessment processes	3.2, 11.1, 11.3
EPA	As a technical support agency 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	2.3, 4.4, 4.5, 18.2, 18.4
ICA	Support Local and State Government to coordinate insurance damage assessments and expedite claims processing for insured residents and businesses to access financial and accommodation benefits	11.3

Agency	Activity	Additional alignment to critical tasks
Municipal Councils	Coordinate local level recovery activities, and lead agency to coordinate post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment)	11.1, 11.3
	Recovery Lead Agency (RecLA) to survey and make a determination regarding occupancy of damaged residential buildings (when safe to do so)	11.1
VMIA	Provide claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.1, 11.3, 17.2, 17.3
	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, 11.3

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

Agency	Activity	Additional alignment to critical tasks
AEMO	Coordinate and direct the gas and electricity industry to respond to a system security emergency	11.1
CMAs	Support response agencies through the provision of advice on emergency stabilisation and other activities to arrest river breakaways, and the removal of debris accumulation threatening structural stability of public assets in consultation with expert advice	3.2, 18.4
	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)	
DELWP	Dam safety - manage escalated response activities to minimise the impact on the community and the environment from dam safety	3.1, 11.2
EMC	Coordinate data collection and impact assessment processes	11.2
EMV	Support the EMC to coordinate data collection and state impact assessment processes	3.2, 11.1, 11.2
ESV	Gas - 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
	Electricity - 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
	Pipelines - 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
ICA	Support Local and State Government to coordinate insurance damage assessments and expedite claims processing for insured residents and businesses to access financial and accommodation benefits	11.2
Melbourne Water	Provide advice and support to DELWP for any dam safety event	3.2
Municipal Councils	Coordination of local level relief activities, and lead agency to coordinate of secondary impact assessment	11.1
	Coordinate local level recovery activities, and lead agency to coordinate post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment)	11.1, 11.2
NBN Co	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

Agency	Activity	Additional alignment to critical tasks
Ports Victoria	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
VFA	Key support agency 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	3.2, 11.1, 16.1, 16.2, 16.3
VIFM	Undertake Disaster Victim Identification procedures including forensic pathology, anthropology, odontology, radiology and molecular biology (DNA)	4.4, 8.3
VMIA	Provide claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.1, 11.2, 17.2, 17.3
	Provide insurance and insurance market insights advice during an emergency	17.1
	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
	• the state through advice to the relevant Minister on insurance implications for emergencies	4.5, 4.6
WorkSafe Victoria	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

Search and Rescue core capability

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

Critical Task Table 12: Agency roles mapped to the VPF, by critical tasks within the Search and Rescue core capability

Critical Task 12.1: Conduct search operations to locate persons.

Agency	Activity	Additional alignment to critical tasks
ADF	During an emergency event or incident involving ADF aircraft or vessels, as detailed in the National Search and Rescue Manual, ADF is the responsible control agency, in conjunction with state Police and the AMSA	3.1, 12.3
LSV	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, 12.3
	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, 12.3
Parks Victoria	Search and rescue on land and in Victorian waters, particularly those managed by PV, under the direction of VicPol	3.2
VICSES	Provide key support for Urban Search and Rescue (USAR) capability across Victoria in accordance with state arrangements	3.2, 12.3
	Provide key support for search and rescue on land and water evacuations and incidents involving mass casualties	3.2, 5.2, 8.2, 12.3
VicPol	Control agency for search and rescue on land and Victorian waters, other than for ADF ships and planes	3.1, 12.3
Volunteer Search and Rescue Organisations	Support agency to VicPol for land, water and transport search and rescue	3.2, 12.3

Critical Task 12.2: Coordinate spontaneous volunteers.

Agency	Activity	Additional alignment to critical tasks
	No activities identified	

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

Agency	Activity	Additional alignment to critical tasks
ADF	During an emergency event or incident involving ADF aircraft or vessels, as detailed in the National Search and Rescue Manual, ADF is the responsible control agency, in conjunction with state Police and the AMSA	3.1, 12.1

Agency	Activity	Additional alignment to critical tasks
Airservices	Control agency for aircraft inflight emergencies and rescue and firefighting at designated airports	3.1, 7.2
CFA	Control agency for response: • fire on private land within Country Area Victoria • 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, rail, aircraft, industrial, road, and building structures	3.1, 7.2
	Protect life, property and the environment from the effects of fire, accidents and other hazards through rescue of persons from other emergencies, including fire; road, rail and aircraft accidents; industrial accidents and other emergencies (including provision of steep and high angle rescues)	
	Provide key support for: • Mines Rescue capability across Victoria in accordance with state arrangements • tunnel and trench rescue incidents • USAR capability across Victoria in accordance with state arrangements	3.2
DJPR	Key support agency for rescue: mine/quarry and lift, crane, scaffolding or amusement structure	12.3
FRV	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, rail, aircraft and industrial, road, Urban Search and Rescue (USAR), confined space, trench, low-high angle and tunnel, and building structures	3.1, 7.2
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through: rescue of persons from fire, road, rail and aircraft accidents, industrial accidents and other emergencies	3.1
LSV	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
	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
VicPol	Control agency for: • rescues in mines or quarries and caves	3.1
	• search and rescue on land and Victorian waters, other than for ADF ships and planes	3.1, 12.1

Agency	Activity	Additional alignment to critical tasks
VICSES	Control agency for: • storm, flood, landslide, tsunami and earthquake • accidents involving building collapse • rescue incidents involving rail, aircraft and industrial, road, and building structures	3.1
	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
	Provide key support for Urban Search and Rescue (USAR) capability across Victoria in accordance with state arrangements	3.2, 12.1
	Provide key support for: • search and rescue on land and water evacuations and incidents involving mass casualties	3.2, 5.2, 8.2, 12.1
	• swift water rescue and maritime incidents across the state	3.2
Volunteer Search and Rescue Organisations	Support agency to VicPol for land, water and transport search and rescue	3.2, 12.1

Critical Task 12.4: Coordinate the deployment of interstate, national and international people and resources.

Agency	Activity	Additional alignment to critical tasks
AMSA	Manager of the National Plan for Maritime Environmental Emergencies including management of oil spill response equipment stockpiles, an aerial dispersant capability and a national team of trained responders and emergency managers	16.5
ESTA	Dispatch appropriate emergency response resources and support them with situational awareness information through operational communication networks	3.2, 7.3, 14.4
FRV VICSES	Provide continuous protection of life, property and the environment 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
Services Australia	Implement agreements with States, Territories and Commonwealth agencies, and outline the arrangements in place with States, Territories and Commonwealth agencies for the provision of support services 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, 14.4
VicPol	Support other agencies in provision of personnel	
		3.2, 8.3

Health Protection core capability

Promotes and protects the public health of Victorians by monitoring notifiable diseases and responding to any disease outbreaks in order to control and minimise the risk of infection. This includes regulating the safety of food, drinking water and human environmental health hazards such as radiation, legionella and pesticides. Includes informing the community and health providers about public health risks and promoting behaviours and strategies to mitigate and avoid risk. It also includes the development of national policies, standards and strategies to promote improvements in public health generally and supports the health system to respond to national public health risks.

Critical Task Table 13: Agency roles mapped to the VPF, by critical tasks within the Health Protection core capability

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

Agency	Activity	Additional alignment to critical tasks
EPA	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, 13.2, 13.5
	As a technical support agency 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, 13.2
DH	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	13.2, 13.3, 13.4, 13.5
	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, 13.2, 13.3, 13.4, 13.5
	Recovery Lead Agency (RecLA) responsible to maintain community access to primary and acute health services through DH funded health care services and other primary and acute health services	13.3, 14.6, 14.8

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

Agency	Activity	Additional alignment to critical tasks
EPA	Provide a technical support agency role through approvals under the *Environment Protection Act*	4.6, 13.3
	As a technical support agency: • provide expert advice to the Chief Health Officer on the risks of pollution and waste on public health, as required	4.5, 4.6, 13.3
	• 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, 13.5
	• 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
	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, 13.5
DH	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, 13.3, 13.4, 13.5
	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, 13.3, 13.4, 13.5
	Reduce preventable death, illness and disability in all health emergencies and other emergencies with potential health impacts	13.3, 13.4, 13.5

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

Agency	Activity	Additional alignment to critical tasks
DH	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, 13.5
	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	13.1, 13.2, 13.4, 13.5

Agency	Activity	Additional alignment to critical tasks
	• contaminated drinking water supplies • radiation	
	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, 13.4, 13.5
	Reduce preventable death, illness and disability in all health emergencies and other emergencies with potential health impacts	13.2, 13.4, 13.5
	Undertake a technical support role for blue green algae bloom event, providing expert public health advice to DELWP	
	Recovery Lead Agency (RecLA) responsible to: • maintain community access to primary and acute health services through DH funded health care services and other primary and acute health services	13.1, 14.6, 14.8
	• 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, 13.4, 13.5
EPA	Provide a technical support agency role through approvals under the *Environment Protection Act*	4.6, 13.2
	As a technical support agency 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

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

Agency	Activity	Additional alignment to critical tasks
DH	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, 13.5
	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, 13.5
	Reduce preventable death, illness and disability in all health emergencies and other emergencies with potential health impacts	13.2, 13.3, 13.5
	Recovery Lead Agency (RecLA) responsible to:	4.5, 13.3, 13.5

Agency	Activity	Additional alignment to critical tasks
	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	
ESTA	Provide clinical triage and pre-ambulance life support advice via the telephone and access to specialist referral services as required for medical emergencies	14.2, 14.4, 14.8

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

Agency	Activity	Additional alignment to critical tasks
DH	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
	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
	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
	Reduce preventable death, illness and disability in all health emergencies and other emergencies with potential health impacts	13.2, 13.3, 13.4
	Recovery Lead Agency (RecLA) responsible to 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
EPA	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
	As a technical support agency 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

Health Emergency Response core capability

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

Critical Task Table 14: Agency roles mapped to the VPF, by critical tasks within the Health Emergency Response core capability

Critical Task 14.1: Identify existing and developing health risks.

Agency	Activity	Additional alignment to critical tasks
AV	Provide health support to other agencies, where appropriate	3.2, 14.2, 14.7
	Provide health support to patients undergoing decontamination	14.2, 14.4, 14.7, 16.9
	Respond to requests for pre-hospital emergency care	14.2, 14.4
	Relief coordinating agency (RelCA) for relief health and medical assistance and first aid	14.8, 15.2, 15.4
DJPR	Key support agency for illness foodborne	3.2
LSV	Provide first aid and other medical response support services to AV (as co-responder/emergency medical responder)	3.2, 14.2
	Relief Support Agency (RelSA) to provide support to lead agencies for pre hospital care for people affected by emergencies	3.2, 14.2

Critical Task 14.2: Assess patients.

Agency	Activity	Additional alignment to critical tasks
Airservices	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 first aid services on or in the vicinity of designated airports	3.2
AV	Provide health support to other agencies, where appropriate	3.2, 14.1, 14.7
	Provide health support to patients undergoing decontamination	14.1, 14.4, 14.7, 16.9
	Provide pre-hospital clinical care	14.3, 14.7, 14.8
	Respond to requests for pre-hospital emergency care	14.1, 14.4
	Relief Lead Agency (RelLA) to Coordinate and provide pre-hospital care to people affected by emergencies	3.1, 14.8
CFA	Provide key support for EMR from designated stations to relevant events to support AV	3.2, 14.4
ESTA	Provide clinical triage and pre-ambulance life support advice via the telephone and access to specialist referral services as required for medical emergencies	13.4, 14.4, 14.8
	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through EMR to relevant, as defined, events to support AV within the FRV Fire District	3.2, 14.4
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through EMR to relevant, as defined, events to support AV within the FRV Fire District	3.2, 14.4
LSV	Provide first aid and other medical response support services to AV (as co-responder/emergency medical responder)	3.2, 14.1

Agency	Activity	Additional alignment to critical tasks
	Relief Support Agency (RelSA) to provide support to lead agencies for health and medical relief (first aid) assistance measures	3.2, 14.7
	Relief Support Agency (RelSA) to provide support to lead agencies for pre hospital care for people affected by emergencies	3.2, 14.1
St John Ambulance Australia (Vic)	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	14.4, 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	14.4, 14.7
	Provide first aid and medical services support to community within the scope of SHERP	15.2
	Support agency for the provision of first aid and medical services to other emergency service agencies and public	3.2, 14.7
	Relief Support Agency (RelSA) for AV and DH with first aid and medical services within the scope of the SHERP	3.2, 14.7

Critical Task 14.3: Establish primary patient treatment points.

Agency	Activity	Additional alignment to critical tasks
AV	Provide pre-hospital clinical care	14.2, 14.7, 14.8
	Triage patients and determine treatment priority	14.2, 14.7
	Relief Lead Agency (RelLA) to establish field primary care clinics or other health relief assistance measures as directed by the State Health Commander	3.1, 14.4, 15.1, 15.2
LSV	Relief Support Agency (RelSA) to provide support to lead agencies for the establishment and resourcing of field primary care clinics	3.2, 14.4

Critical Task 14.4: Deploy specialised resources as required.

Agency	Activity	Additional alignment to critical tasks
AV	Provide health support to patients undergoing decontamination	14.1, 14.2, 14.7, 16.9
	Under the SHERP, AV will: • activate other key SHERP position holders or mobile specialist teams	3.2, 14.6, 14.8
	• deploy a Health Commander to direct the operational health response	3.1, 3.2, 14.5, 14.6, 14.8
	Relief Lead Agency (RelLA) to establish field primary care clinics or other health relief assistance measures as directed by the State Health Commander	3.1, 14.3, 15.1, 15.2
CFA	Provide key support for EMR from designated stations to relevant events to support AV	3.2, 14.2

Agency	Activity	Additional alignment to critical tasks
DH	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
	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, 14.6, 14.8
	Access additional resources for the provision of appropriate care during an emergency with major health consequences	14.6
ESTA	Dispatch appropriate emergency response resources and support them with situational awareness information through operational communication networks	3.2, 7.3, 12.4
	Provide clinical triage and pre-ambulance life support advice via the telephone and access to specialist referral services as required for medical emergencies	13.4, 14.2, 14.8
	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
FRV	Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through: • EMR to relevant, as defined, events to support AV within the FRV Fire District	3.2, 14.2
	• deploy a Health Commander to direct the operational health response	3.1, 3.2, 14.5, 14.6, 14.8
LSV	Relief Support Agency (RelSA) to provide support to lead agencies for the establishment and resourcing of field primary care clinics	3.2, 14.3
	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, 15.5
Services Australia	Implement agreements with States, Territories and Commonwealth agencies, and outline the arrangements in place with States, Territories and Commonwealth agencies for the provision of support services 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
	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
	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, 15.4, 15.5, 20.6
St John Ambulance Australia (Vic)	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, 14.7
	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, 14.7
	Provide community transport services	15.2

Critical Task 14.5: Undertake and coordinate patient transport.

Agency	Activity	Additional alignment to critical tasks
AV	Under the SHERP, AV will:	3.1, 14.6, 14.8
	• assemble and lead the Health Incident Management Team	
	• deploy a Health Commander to direct the operational health response	3.1, 3.2, 14.4, 14.6, 14.8
	• initially notify receiving hospitals of patients	3.4, 14.6, 14.8
	• support the Evacuation Manager in evacuating vulnerable people	3.2, 5.2, 14.6
Coroners Court	Facilitate the transportation of deceased persons to a coronial mortuary	8.4, 8.5
St John Ambulance Australia (Vic)	Support AV by providing non-emergency patient transport as a licenced operator	3.2

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

Agency	Activity	Additional alignment to critical tasks
AV	Transport and distribute patients to appropriate medical care	14.5, 14.8
	Under the SHERP, AV will:	3.2, 14.4, 14.8
	• activate other key SHERP position holders or mobile specialist teams	
	• assemble and lead the Health Incident Management Team	3.1, 14.5, 14.8
	• deploy a Health Commander to direct the operational health response	3.1, 3.2, 14.4, 14.5, 14.8
	• initially notify receiving hospitals of patients	3.4, 14.5, 14.8
	• support the Evacuation Manager in evacuating vulnerable people	3.2, 5.2, 14.5
DH	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, 14.8
	Access additional resources for the provision of appropriate care during an emergency with major health consequences	14.4
	Recovery Lead Agency (RecLA) responsible to 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, 14.8

Critical Task 14.7: Provide treatment and ongoing medical care.

Agency	Activity	Additional alignment to critical tasks
AV	Provide health support to other agencies, where appropriate	3.2, 14.1, 14.2
	Provide health support to patients undergoing decontamination	14.1, 14.2, 14.4, 16.9

Agency	Activity	Additional alignment to critical tasks
	Provide pre-hospital clinical care	14.2, 14.3, 14.8
	Triage patients and determine treatment priority	14.2, 14.3
LSV	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
St John Ambulance Australia (Vic)	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
	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
	Support agency for the provision of first aid and medical services to other emergency service agencies and public	3.2, 14.2
	Relief Support Agency (RelSA) for AV and DH with first aid and medical services within the scope of the SHERP	3.2, 14.2

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

Agency	Activity	Additional alignment to critical tasks
AV	Coordinate Public Access Defibrillation programs, and Community Emergency Response Teams	1.2, 3.3, 3.5
	Provide pre-hospital clinical care	14.2, 14.3, 14.7
	Transport and distribute patients to appropriate medical care	14.5, 14.6
	Under the SHERP, AV will: • activate other key SHERP position holders or mobile specialist teams	3.2, 14.4, 14.6
	• assemble and lead the Health Incident Management Team	3.1, 14.5, 14.6
	• deploy a Health Commander to direct the operational health response	3.1, 3.2, 14.4, 14.5, 14.6
	• initially notify receiving hospitals of patients	3.4, 14.5, 14.6
	Relief coordinating agency (RelCA) for relief health and medical assistance and first aid	14.1, 15.2, 15.4
	Relief Lead Agency (RelLA) to coordinate and provide pre-hospital care to people affected by emergencies	3.1, 14.2
DH	Provide a State and Regional Health Coordination response during an emergency with major health consequences	3.1
	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	14.4, 14.6, 14.8
	Recovery Lead Agency (RecLA) responsible to 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
ESTA	Provide clinical triage and pre-ambulance life support advice via the telephone and access to specialist referral services as required for medical emergencies	13.4, 14.2, 14.4

Relief Assistance core capability

The provision of well-coordinated, integrated and timely assistance to meet the immediate health, wellbeing, financial and essential needs of affected communities, during and immediately after an emergency event.

Critical Task Table 15: Agency roles mapped to the VPF, by critical tasks within the Relief Assistance core capability

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

Agency	Activity	Additional alignment to critical tasks
AV	Relief Lead Agency (RelLA) to establish field primary care clinics or other health relief assistance measures as directed by the State Health Commander	3.1, 14.3, 14.4, 15.2
DFFH	Relief Coordinating Agency (RecCA) of emergency shelter, emergency financial assistance and psychosocial support.	15.3, 15.4
	Relief Lead Agency (RelLA) responsible to arrange emergency shelter and accommodation for displaced households when requested by municipal councils	
LSV	Provide emergency evacuation/relief centres at the lifesaving clubs	15.1
Municipal Councils	Coordination of local level relief activities, and lead agency to establish and manage emergency relief centres to shelter members of the community displaced by an emergency	
	Recovery Lead Agency (RecLA) to establish and manage recovery centres to provide recovery information to the emergency impacted community	4.5
Salvation Army	As appropriate, make available any Salvation Army service during an emergency to assist persons affected (e.g. personal support, emergency accommodation, transport)	10.2, 15.2, 15.3, 20.2, 20.7

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

Agency	Activity	Additional alignment to critical tasks
ADF	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
ARC	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	
	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	15.3
	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, 15.3
AV	Relief coordinating agency (RelCA) for relief health and medical assistance and first aid	14.1, 14.8, 15.4

Agency	Activity	Additional alignment to critical tasks
	Relief Lead Agency (RelLA) to 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
CityLink	Facilitate steps to ensure the physical and mental wellbeing of all customers and company personnel involved in the emergency	15.3, 20.1
CityLink, Eastlink and Lendlease	Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in emergencies	15.3, 20.1
DELWP	Reticulated water and wastewater (sewerage) services - Oversee recovery for the restoration of water and wastewater services in reticulated areas	
	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 relief drinking water supplies to affected areas and may request support from water corporations	15.2
	Recovery Lead Agency (RecLA) to:	
	• recover and rehabilitate reticulated water services. Water corporations lead recovery to restore services and DELWP oversee activities undertaken by water corporations	19.4, 19.7
	• 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	19.4, 19.7
DET	Provide advice and support to early childhood services and non-government schools when required	3.2, 4.5
	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, 15.3, 20.1
DJPR	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, 15.7
DJCS	Provide advice, information and assistance to individuals, communities and funded agencies and councils about relevant DJCS services	11.1
	Provide resources to support relief centres, where possible	3.2, 10.1
Foodbank	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
	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
	Co-lead agency with the Salvation Army to provide essential material aid (non-food items) to emergency affected persons specifically key personal care items including toilet paper, soap, sanitary supplies	10.2, 20.5
	Coordinate, supply and distribute the Breakfast in Schools Program for participating schools as required	3.2, 10.2, 15.5, 20.4
Municipal Councils	Support DELWP to provide relief drinking water to eligible households in non-reticulated areas	
NBN Co	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, 19.7
Salvation Army	Assist in the provision of catering to emergency management personnel and affected persons	10.1, 10.2
	Primary support agency at state level for provision of material needs (including bedding and clothing) to affected persons	10.2

Agency	Activity	Additional alignment to critical tasks
	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	
	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	
	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, 15.3, 20.2, 20.7
St John Ambulance Australia (Vic)	Provide first aid and medical services support to community within the scope of SHERP	14.2
	Provide community transport services	14.5
Water Corporations	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
WorkSafe Victoria	Ensure injured workers impacted by the emergency event are identified during the claims process to expedite provision of required supports and a timely response to their claim	

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

Agency	Activity	Additional alignment to critical tasks
ARC	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	15.3
	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
CityLink, Eastlink and Lendlease	Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in emergencies	15.2, 20.1
DET	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, 20.1
DFFH	Relief Coordinating Agency (RecCA) of emergency shelter, emergency financial assistance and psychosocial support.	15.1, 15.4
	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	
DJCS	Coordinate outreach justice services, such as births, deaths and marriages and community work group resources as required for recovery.	
Municipal Councils	Coordination of local level relief activities, and lead agency to provide community relief support referrals to relevant agencies	
Salvation Army	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, 20.2, 20.7
VCC-EM	Provide psychosocial support including emotional spiritual care under the SHERP	

Agency	Activity	Additional alignment to critical tasks
	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, 20.1, 20.6
Water Corporations	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

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

Agency	Activity	Additional alignment to critical tasks
Australian Government Department of Home Affairs	The Commonwealth provide financial assistance to state and territory governments, individuals and organisations to prepare for, and recover from, bushfires	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	20.3
	EMA administer the Australian Government's disaster recovery payments, including the Australian Government Disaster Recovery Payment and the Disaster Recovery Allowance	20.3
AV	Relief coordinating agency (RelCA) for relief health and medical assistance and first aid	14.1, 14.8, 15.2
DFFH	Relief Coordinating Agency (RecCA) of emergency shelter, emergency financial assistance and psychosocial support.	15.1, 15.3
	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	
DJPR	Recovery Support Agency (RecSA) to support EMV to implement available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies	3.2
EMV	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	17.2
	Recovery Lead Agency (RecLA) to: • administer the Victorian Natural Disaster Financial Assistance scheme, in accordance with the Commonwealth DRFA (as lead government liaison)	3.1
	• 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, 19.7
ERV	Coordinate state and regional recovery, including State and Commonwealth funding for recovery, as required	20.3
	Support design and/or administer recovery grants in coordination with Commonwealth, State and local government department and agencies, as required	20.3
RAC	Recovery Support Agency (RecSA) to EMV to implement available financial assistance under the DRFA to assist: • voluntary non-profit groups, communities and economies	17.1, 20.3

Agency	Activity	Additional alignment to critical tasks
	• small business owners • primary producers' recovery	
Services Australia	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, 15.5, 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
	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	20.3
	Disaster event priorities including provision of information and advice about Australian Government emergency payments and services for affected Australians	20.3. 20.5
Telstra	Where appropriate, Telstra provide relief packages for Telstra customers	17.5

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

Agency	Activity	Additional alignment to critical tasks
AV	Under the SHERP, AV will 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
CityLink	Assess community needs through the Customer assistance program and enact plans and adapt services, such as waiver fees, to assist the community	
ERV	Coordinate state and regional recovery, including lead in recovery planning, program management, engagements and operations to ensure wraparound services systems are easily available for affected people	1.3
Foodbank	Develop data systems to track and analyse emerging food insecurity trends	4.3, 4.4
	Coordinate, supply and distribute the Breakfast in Schools Program for participating schools as required	3.2, 10.2, 15.2, 20.4
Services Australia	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, 20.6
VCC-EM	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

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

Agency	Activity	Additional alignment to critical tasks
ARC	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
VFIM	Provide support for reconnection of family and friends	3.2
VicPol	Responsible for registration of evacuees – in conjunction with ARC	3.1, 3.2, 4.5

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

Agency	Activity	Additional alignment to critical tasks
DJPR	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, 16.1, 16.2
	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
	Recovery Coordinating Agency (RecCA) responsible for the recovery functional area coordination of local economies, businesses, agriculture and public telecommunications	17.1, 17.2
Municipal Councils	Relief Lead Agency (RelLA) to coordinate clean-up activities, including disposal of deceased animals (domestic, native and feral)	

Environmental Response core capability

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

Critical Task Table 16: Agency roles mapped to the VPF, by critical tasks within the Environmental Response core capability

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

Agency	Activity	Additional alignment to critical tasks
Airservices	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: initial hazardous materials response on or in the vicinity of designated airports	3.2, 16.7
DELWP	Recovery Lead Agency (RecLA) to: • 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 • coordinate waste pollution management strategies	4.3, 4.4, 4.5, 4.6, 16.2
DJPR	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, 16.2
Melbourne Water	Provide advice and support to the control agency and other response agencies regarding the impact of an incident or emergency (including pollution to waterways) within Melbourne Water's waterway management district	3.2, 11.1
VFA	Key support agency to: • respond to Blue-green algae blooms where these impact on fisheries and fishing	3.2, 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, 16.2, 16.3
	• responding to marine pest incursions	
	Key support agency to sample shellfish for marine biotoxin contamination	3.2, 16.2

Critical Task 16.2: Conduct monitoring and surveillance activities.

Agency	Activity	Additional alignment to critical tasks
DELWP	Recovery Lead Agency (RecLA) to: • 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

Agency	Activity	Additional alignment to critical tasks
DJPR	Promote resilience through monitoring and surveillance programs for agricultural and environmental pests and diseases that meet State and National trade needs	4.3
	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
EPA	As a technical support agency:	
	• respond to and assess reports of pollution from the community, industry, government agencies and emergency services	3.2, 4.4
	• provide environmental monitoring to inform the provision of advice in coordination with other support agencies	
LSV	Provide air and sea marine animal detection services in support of the VFA	3.2
NOPSEMA	Develop and implement effective monitoring and enforcement strategies to secure compliance for occupational health and safety, well integrity and environmental management in offshore petroleum operations and offshore greenhouse gas well operations and environmental management of greenhouse gas storage activities	1.3, 4.3
Parks Victoria	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
Ports Victoria	Monitor the movement and compliance with International Maritime Organisation (IMO) / AMSA and WorkSafe Victoria dangerous goods requirements through port waters	
VFA	Key support agency to: • respond to Blue-green algae blooms where these impact on fisheries and fishing	3.2, 16.1
	• 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, 16.3
	Key support agency for DH to respond to food contamination involving fish in Victorian waters	3.2, 16.3
	Key support agency to sample shellfish for marine biotoxin contamination	3.2, 16.1

Critical Task 16.3: Coordinate the delivery of diagnostic services.

Agency	Activity	Additional alignment to critical tasks
VFA	Key support agency 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	3.2, 11.1, 11.3, 16.1, 16.2

Agency	Activity	Additional alignment to critical tasks
	Key support agency for DH to respond to food contamination involving fish in Victorian waters	3.2, 16.2
Parks Victoria	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

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

Agency	Activity	Additional alignment to critical tasks
VFA	Enforce provisions under the *Fisheries Act 1995* prohibiting bringing into Victoria, possession, transporting or release of declared noxious aquatic species	1.3, 5.4, 16.5

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

Agency	Activity	Additional alignment to critical tasks
AMSA	Manager of the National Plan for Maritime Environmental Emergencies including management of oil spill response equipment stockpiles, an aerial dispersant capability and a national team of trained responders and emergency managers	16.5
Parks Victoria	Provide trained staff to respond through clean-up and containment of oil and chemical pollution incidents in the local ports of Port Phillip, Western Port and Port Campbell, and state waters under the direction of DoT, in liaison with or as their agents, and the EPA under the Victorian Marine Pollution Contingency Plan	3.2
VFA	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

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

Agency	Activity	Additional alignment to critical tasks
	No activities identified	

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

Agency	Activity	Additional alignment to critical tasks
Airservices	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 initial hazardous materials response on or in the vicinity of designated airports	3.2, 16.1
DJPR	Key support agency for wildlife affected by marine pollution	3.2
Parks Victoria	Provide trained staff and equipment to support response to oiled wildlife, in accordance with the Wildlife Response Plan for Oil Spills under the direction of DELWP or DoT through the Wildlife Response Plan for Marine Pollution Emergencies and/or the Marine Pollution Contingency Plan	3.2
	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

Critical Task 16.8: Dispose of contaminated waste.

Agency	Activity	Additional alignment to critical tasks
EPA	Provide technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by applying and enforcing the *Environment Protection Act,* including manage systems for the transport of priority waste from generation to disposal	10.4
Parks Victoria	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, 18.1, 18.4, 18.5

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

Agency	Activity	Additional alignment to critical tasks
AV	Provide health support to patients undergoing decontamination	14.1, 14.2, 14.4, 14.7

Economic Recovery core capability

Support the recovery and resilience of economic and business activities (including food and agriculture) to provide the community with jobs, goods and services, and higher living standards.

Critical Task Table 17: Agency roles mapped to the VPF, by critical tasks within the Economic Recovery core capability

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

Agency	Activity	Additional alignment to critical tasks
DJPR	Recovery Coordinating Agency (RecCA) responsible for the recovery functional area coordination of local economies, businesses, agriculture and public telecommunications	15.7, 17.2
	Recovery Lead agency (RecLA) responsible to: • work with municipal councils to implement appropriate actions and initiatives that encourage and bring forward the resumption of local economic activity	17.4, 17.5,
	• 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, 17.2, 17.5
	Recovery Support Agency (RecSA) to 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	17.1
Eastlink and Lendlease	Provide information concerning the commercial issues	4.5, 4.6, 11.2, 17.2
RAC	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, 20.3
VMIA	Provide insurance and insurance market insights advice during an emergency	11.3

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

Agency	Activity	Additional alignment to critical tasks
DJPR	Recovery Coordinating Agency (RecCA) responsible for the recovery functional area coordination of local economies, businesses, agriculture and public telecommunications	15.7, 17.1
	Recovery Lead agency (RecLA) responsible to:	4.5, 17.1, 17.5

Agency	Activity	Additional alignment to critical tasks
	• 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	
	• 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, 17.4, 17.5
	• assist business and industry to access information, advice and support following an emergency.	17.4
	• provide information and advice to small businesses to support decision making and, where appropriate, encourage a return to business	17.4
	• work to develop and implement funded activities to support business recovery.	17.4
	• 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	17.4, 17.5
Eastlink and Lendlease	Provide information concerning the commercial issues	4.5, 4.6, 11.2, 17.1
EMV	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
	Recovery Lead Agency (RecLA) to 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	20.3
VMIA	Provide 24/7 emergency claims support and the engagement with a third party to provide assistance during an emergency	4.5, 17.3
	Provide claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.1, 11.2, 11.3, 17.3

Critical Task 17.3: Coordinate insurance industry information and advice.

Agency	Activity	Additional alignment to critical tasks
DTF	Recovery Lead Agency (RecLA) to coordinate insurance industry response, advice and information to government	3.1
ICA	Support Local and State Government to brief governments on insurance coverage, claims lodgement and estimated economic impact of disaster events	4.5, 4.6
VMIA	Provide services to the Victorian government on risk and insurance issues and trends	2.1, 4.5
	Provide insurance for the Emergency Resource Providers Support Scheme for response preparedness to enable use of private resources for emergency response	3.2
	Provide 24/7 emergency claims support and the engagement with a third party to provide assistance during an emergency	4.5, 17.2

Agency	Activity	Additional alignment to critical tasks
	Provide claims management, loss adjuster and claims preparation support during and after an emergency	4.5, 11.1, 11.2, 11.3, 17.2
	Recovery Support Agency (RecSA) in providing insurance and claims support and assistance to the following agencies (and all other insured entities) to aid: • DELWP, DoT and their related infrastructure to undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels • 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
	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	
	Provide insurance and claims support and assistance to the following agencies (and all other insured entities) to aid DET and DH to the extent any state schools or state health services are impacted	3.2, 4.5

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

Agency	Activity	Additional alignment to critical tasks
DJPR	Recovery Lead agency (RecLA) responsible to: • 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
	• work with municipal councils to implement appropriate actions and initiatives that encourage and bring forward the resumption of local economic activity	17.1, 17.5,
	• assist business and industry to access information, advice and support following an emergency.	17.2
	• provide information and advice to small businesses to support decision making and, where appropriate, encourage a return to business	17.2
	• work to develop and implement funded activities to support business recovery.	17.2
	• 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, 17.5
Melbourne Water	Lead the delivery of the following recovery activities: • support the recovery and rehabilitation of areas directly impacted by the failure of Melbourne Water's assets or systems	18.4

Critical Task 17.5: Deliver targeted intervention strategies if required.

Agency	Activity	Additional alignment to critical tasks
DJPR	Recovery Lead agency (RecLA) responsible to:	4.5, 17.1, 17.2
	• 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	
	• 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
	• 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, 17.4
	• provide opportunities for the enhancement of knowledge and skills within small business to support business recovery and resilience	
	• 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
	• 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, 17.4
	• 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	
	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
Telstra	Where appropriate, Telstra provide relief packages for Telstra customers	15.4
	Un-meter customer access to key websites such as state fire authorities, emergency services, BoM, etc.	3.5

Natural and Cultural Heritage Rehabilitation core capability

Protect natural values and cultural heritage values through appropriate planning, mitigation, response, and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post-disaster community priorities and best practices. This process is to be undertaken in compliance with applicable environmental and heritage preservation laws, along with consultation with all affected communities, including Victoria's First Peoples and Traditional Owner groups.

Critical Task Table 18: Agency roles mapped to the VPF, by critical tasks within the Natural and Cultural Heritage Rehabilitation core capability

Critical Task 18.1: Identify natural heritage values and cultural heritage values at risk in affected areas, in consultation with all affected communities, including Victoria's First Peoples and Traditional Owner groups.

Agency	Activity	Additional alignment to critical tasks
CMAs	Assess all river waterway damage that poses a threat to the stability of river systems	11.1, 18.2
DELWP	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
	• 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, 18.2
	• relief coordination of surveying and protecting threatened ecosystems, native plants and animals	11.2, 18.2, 18.6
Parks Victoria	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, 18.4, 18.5

Critical Task 18.2: Undertake assessment of risk posed to natural and cultural heritage values, in consultation with all affected communities, including Victoria's First Peoples and Traditional Owner groups.

Agency	Activity	Additional alignment to critical tasks
CMAs	Assess all river waterway damage that poses a threat to the stability of river systems	11.1, 18.1
	Lead agency responsible to develop and prioritise bushfire and flood recovery programs for CMA assets/waterways	
DELWP	Surveying and protecting threatened ecosystems, native plants and animals: • develop response options for key ecosystems and species	1.1, 1.3, 4.4,

Agency	Activity	Additional alignment to critical tasks
	• 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
	• relief coordination of surveying and protecting threatened ecosystems, native plants and animals	11.2, 18.1, 18.6
	Surveying and protecting threatened ecosystems, native plants and animals: Recovery Coordinating Agency (RecCA) for threatened ecosystems and species, and Recovery Lead Agency (RecLA) to undertake targeted interventions to maintain ecosystems and threatened species	18.4, 18.5, 18.6,
EPA	As a technical support agency 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	2.3, 4.4, 4.5, 11.2, 18.4
Parks Victoria	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

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

Agency	Activity	Additional alignment to critical tasks
CFA	Recovery Lead Agency (RecLA) to replace essential stock and domestic water taken from private landholders during bushfire firefighting operation activities	18.4
CMAs	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.	18.5, 19.3
	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	
DELWP	Surveying and protecting threatened ecosystems, native plants and animals: • Recovery Coordinating Agency (RecCA) for threatened ecosystems and species, and Recovery Lead Agency (RecLA) to develop and implement response activities to support ecosystem recovery and regeneration	
Melbourne Water	Provide emergency works to alleviate flooding and clearance of waterways and drainage assets after flooding has occurred	

Critical Task 18.4: Coordinate and undertake natural values rehabilitation works, in consultation with all affected communities, including Victoria's First Peoples and Traditional Owner groups.

Agency	Activity	Additional alignment to critical tasks
CFA	Recovery Lead Agency (RecLA) to replace essential stock and domestic water taken from private landholders during bushfire firefighting operation activities	18.3

Agency	Activity	Additional alignment to critical tasks
CMAs	Support response agencies through the provision of advice on emergency stabilisation and other activities to arrest river breakaways, and the removal of debris accumulation threatening structural stability of public assets in consultation with expert advice	3.2, 11.3
	Support DELWP to deliver its recovery activities to implement balanced bushfire and flood recovery programs consistent with funding allocated	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	
	Implement bushfire and flood damage restoration programs for bushfire and flood affected waterways	
DELWP	Wildlife welfare arising from emergency events: • Relief Coordinating Agency (RelCA) for animal welfare, including Relief Lead Agency (RelLA) to coordinate response and respond to wildlife welfare arising from emergencies	3.1, 3.2
	Recovery Lead Agency (RecLA) to: • 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	19.3
	• support the resilience of public land assets managed directly by DELWP, PV and CMAs	19.3
	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 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.	
	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	18.6, 18.7
	Surveying and protecting threatened ecosystems, native plants and animals: Recovery Coordinating Agency (RecCA) for threatened ecosystems and species, and Recovery Lead Agency (RecLA) to undertake targeted interventions to maintain ecosystems and threatened species	18.2, 18.5, 18.6,
	Wildlife affected by marine and freshwater pollution: • rehabilitate wildlife following veterinary assessment and working in conjunction with rehabilitators	
	• provide advice on appropriate management and release of wildlife from rehabilitation	4.5, 4.6
	Wildlife welfare arising from emergency events: • provide advice on appropriate management and release of wildlife from rehabilitation	4.5, 4.6
	• rehabilitate wildlife following veterinary assessment and work in conjunction with rehabilitators	
DJCS	Community Corrections Services can support in the clean-up and restoration of communities, including waterway restoration, weed eradication, large-scale tree planting, countering soil erosion, rubbish collection, fence maintenance and other community projects	18.5, 19.4
DPC	Support the protection and management of Aboriginal cultural heritage on public land	18.5
	Recovery Support Agency (RecSA) for the protection and rehabilitation of Aboriginal cultural heritage on public land affected by emergencies and associated activities	18.5

Agency	Activity	Additional alignment to critical tasks
EPA	As a technical support agency 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	2.3, 4.4, 4.5, 11.2, 18.2
Melbourne Water	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.	
	Lead the delivery of the following recovery activities: • fish death clean-ups where the fish death event is on a water corporation managed water body.	
	• support the recovery and rehabilitation of areas directly impacted by the failure of Melbourne Water's assets or systems	17.4
	• 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	18.6
Parks Victoria	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, 18.5
Water Corporations	Lead fish death clean-ups where the fish death event is on a water corporation managed water body at a local or regional scale.	

Critical Task 18.5: Coordinate and undertake cultural heritage values rehabilitation works, in consultation with all affected communities, including Victoria's First Peoples and Traditional Owner groups.

Agency	Activity	Additional alignment to critical tasks
CMAs	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, 19.3
DELWP	Surveying and protecting threatened ecosystems, native plants and animals: Recovery Coordinating Agency (RecCA) for threatened ecosystems and species, and Recovery Lead Agency (RecLA) to undertake targeted interventions to maintain ecosystems and threatened species	18.2, 18.4, 18.6
DJCS	Community Corrections Services can support in the clean-up and restoration of communities, including waterway restoration, weed eradication, large-scale tree planting, countering soil erosion, rubbish collection, fence maintenance and other community projects	18.4, 19.4
DPC	Support the protection and management of Aboriginal cultural heritage on public land	18.4

Agency	Activity	Additional alignment to critical tasks
	Recovery Support Agency (RecSA) for the protection and rehabilitation of Aboriginal cultural heritage on public land affected by emergencies and associated activities	18.4
Parks Victoria	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

Critical Task 18.6: Establish recovery monitoring of natural and cultural heritage values, in consultation with all affected communities, including Victoria's First Peoples and Traditional Owner groups.

Agency	Activity	Additional alignment to critical tasks
DELWP	Surveying and protecting threatened ecosystems, native plants and animals relief coordination of surveying and protecting threatened ecosystems, native plants and animals	11.2, 18.1, 18.2
	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, 18.7
	Surveying and protecting threatened ecosystems, native plants and animals: • Recovery Coordinating Agency (RecCA) for threatened ecosystems and species, and Recovery Lead Agency (RecLA) to undertake targeted interventions to maintain ecosystems and threatened species	18.2, 18.4, 18.5
Melbourne Water	Lead the delivery of the following recovery activities 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	18.6

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

Agency	Activity	Additional alignment to critical tasks
DELWP	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
VFA	Liaise with DJPR or other control agencies for relief or recovery activities affecting the fishing or aquaculture industries	3.2

Built Recovery core capability

To restore critical and community infrastructure and establish safe areas during and following an emergency, ensuring the provision of facilities and services to support and benefit communities[2].

Critical Task Table 19: Agency roles mapped to the VPF, by critical tasks within the Built Recovery core capability

Critical Task 19.1: Undertake technical assessments for critical infrastructure.

Agency	Activity	Additional alignment to critical tasks
AEMO	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	19.4, 19.7
CityLink	Ensure long term operability of infrastructure, through the asset strategy and planning framework, including assessments and restoration when required	1.3, 19.2, 19.5
DELWP	Energy - coordinate intelligence to inform strategies and decision making for the safe and timely restoration of energy supplies to the community	19.4, 19.8
	Lead agency responsible to - assess, restore, clear and rehabilitate DELWP managed public buildings and assets (e.g. roads, bridges, public amenities)	19.7
DJPR	Key support agency for critical infrastructure damage or disruption for the public communications sector	
DoT	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
	Assess, restore, clear and rehabilitate DoT managed public buildings and assets (e.g. roads, bridges, rail, public amenities)	9.5, 9.6, 9.7, 19.3, 19.7
ESV	Gas - Contribute expertise and technical specialists to support or lead the investigation of gas related incidents	8.5, 11.1
	Electricity - Contribute expertise and technical specialists to support or lead the investigation of electricity related incidents	8.5, 11.1
	Pipelines - Contribute expertise and technical specialists to support and/or conduct investigation of pipeline related incidents	11.1
	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)	19.7, 19.8

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[2] *Note: Residential properties are the responsibility of the owner, however individuals and communities are supported regarding residential property loss through personal and social support.*

Agency	Activity	Additional alignment to critical tasks
	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)	19.7, 19.8
Telstra	Identify sites that may be at risk and potential consequences of loss of asset	1.3, 1.5
VBA	Facilitate and participate in building and plumbing inspections of affected buildings with relevant agencies and industry experts as required to determine building safety and recovery requirements	11.1, 19.2
	Undertake inspections, investigations and audits to ensure compliance with relevant legislation during response/ recovery and input to any proposed process facilitation	11.1, 19.2, 21.1
VicPol	Assess, restore, clean and rehabilitate VicPol owned or managed buildings or assets (e.g. public amenities, station buildings etc.)	3.1, 19.2, 19.4, 19.7

Critical Task 19.2: Undertake technical assessments for community infrastructure.

Agency	Activity	Additional alignment to critical tasks
CFA	Assess, restore, clear and rehabilitate CFA managed public buildings and assets	19.3, 19.4, 19.7
	Recovery Lead Agency (RecLA) to assist farmers to repair and restore fences damaged by bushfire or suppression activities	19.4, 19.7
CityLink	Ensure long term operability of infrastructure, through the asset strategy and planning framework, including assessments and restoration when required	1.3, 19.1, 19.5
DET	Lead agency to assess, restore, clear and rehabilitate DET-managed public buildings and assets (e.g. public amenities, schools)	3.1, 19.3, 19.7
DFFH	Lead agency responsible to assess, restore, clear and rehabilitate DFFH managed public buildings and assets.	19.3, 19.4
DH	Lead agency responsible to assess, restore, clear and rehabilitate DH managed public buildings and assets	19.3, 19.4
DJCS	Lead agency to assess, restore, clear and rehabilitate DJCS managed public buildings and assets	19.4, 19.7
DJPR	Lead agency responsible to assess, restore, clear and rehabilitate DJPR managed public buildings and assets (e.g. public amenities)	19.3, 19.4
FRV	Assess, restore, clear and rehabilitate FRV managed public buildings and assets	19.3, 19.4, 19.7
Melbourne Water	Lead the delivery of the following recovery activities: • restore, clear and rehabilitate public buildings and assets managed within Melbourne Water's portfolio	19.7
	• assess, restore, clear and rehabilitate Melbourne Water managed public buildings and assets (e.g. public amenities)	19.3, 19.7
Parks Victoria	Assess, restore, clear and rehabilitate PV managed public buildings and assets (e.g. roads, bridges, public amenities)	19.3, 19.4, 19.7
VBA	Facilitate and participate in building and plumbing inspections of affected buildings with relevant agencies and industry experts as required to determine building safety and recovery requirements	11.1, 19.1
	Undertake inspections, investigations and audits to ensure compliance with relevant legislation during response/ recovery and input to any proposed process facilitation	11.1, 19.1, 21.1
VicPol	Assess, restore, clean and rehabilitate VicPol owned or managed buildings or assets (e.g. public amenities, station buildings etc.)	3.1, 19.1, 19.4, 19.7
VICSES	Assess, restore, clear and rehabilitate VICSES-managed public buildings and assets (e.g. public amenities, unit buildings)	19.3, 19.4, 19.7

Critical Task 19.3: Undertake stabilisation and remediation works.

Agency	Activity	Additional alignment to critical tasks
AV	Lead Agency to restore, clear and rehabilitate public buildings and assets managed within AV's portfolio	3.1, 19.7
CFA	Assess, restore, clear and rehabilitate CFA managed public buildings and assets	19.2, 19.4, 19.7
CMA	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
CityLink	Assess, restore and/or reconstruct CityLink to return to full operations, on the provision that resourcing and safety have been verified	19.4, 19.7
DELWP	Recovery Lead Agency (RecLA) to: • 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
	• support the resilience of public land assets managed directly by DELWP, PV and CMAs	18.4
DET	Lead agency to assess, restore, clear and rehabilitate DET-managed public buildings and assets (e.g. public amenities, schools)	3.1, 19.2, 19.7
DFFH	Lead agency responsible to assess, restore, clear and rehabilitate DFFH managed public buildings and assets.	19.2, 19.4
DH	Lead agency responsible to assess, restore, clear and rehabilitate DH managed public buildings and assets	19.2, 19.4
DJPR	Lead agency responsible to assess, restore, clear and rehabilitate DJPR managed public buildings and assets (e.g. public amenities)	19.2, 19.4
DoT	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, 19.7
Eastlink	Restoration and/or reconstruction of EastLink	19.4, 19.7
FRV	Assess, restore, clear and rehabilitate FRV managed public buildings and assets	19.2, 19.4, 19.7
Lendlease	Restore and /or reconstruct of Peninsula Link	19.4, 19.7
Parks Victoria	Assess, restore, clear and rehabilitate PV managed public buildings and assets (e.g. roads, bridges, public amenities)	19.2, 19.4, 19.7
Melbourne Water	Lead the delivery of the following recovery activities assess, restore, clear and rehabilitate Melbourne Water managed public buildings and assets (e.g. public amenities)	19.2, 19.7
Municipal Councils	When safe to do so, provide support to the incident and/or regional control centres through partial/full local road closures and determination of alternative routes	5.3
VICSES	Assess, restore, clear and rehabilitate VICSES-managed public buildings and assets (e.g. public amenities, unit buildings)	19.2, 19.4, 19.7
Water Corporations	Lead the delivery to restore, clear and rehabilitate public buildings and assets managed within water corporations' portfolio	19.7

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

Agency	Activity	Additional alignment to critical tasks
AEMO	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, 19.7
CFA	Assess, restore, clear and rehabilitate CFA managed public buildings and assets	19.2, 19.3, 19.7
	Recovery Lead Agency (RecLA) to assist farmers to repair and restore fences damaged by bushfire or suppression activities	19.2, 19.7
CityLink	Assess, restore and/or reconstruct CityLink to return to full operations, on the provision that resourcing and safety have been verified	19.3, 19.7
DELWP	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, 19.5, 21.1, 21.3
	Energy: • report on the impacts (loss and damage) to energy supply infrastructure to inform immediate priorities and recovery programs, including the restoration and supply of essential services	10.1, 10.2, 11.1, 11.2, 19.7
	• coordinate intelligence to inform strategies and decision making for the safe and timely restoration of energy supplies to the community	19.1, 19.8
	Recovery Lead Agency (RecLA) to: • assist farmers repair and restore fences damaged by bushfire or suppression activities, working with CFA	
	• recover and rehabilitate reticulated water services. Water corporations lead recovery to restore services and DELWP oversee activities undertaken by water corporations	15.2, 19.7
	• 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, 19.7
	• ensure replacement of essential stock and domestic water taken from private landholders during firefighting operations is replaced as co-lead with CFA	
	Recovery Lead Agency (RecLA) to: • recover and rehabilitate reticulated water services. Water corporations lead recovery to restore services and DELWP oversee activities undertaken by water corporations	15.2, 19.7
	• 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, 19.7
	• ensure replacement of essential stock and domestic water taken from private landholders during firefighting operations is replaced as co-lead with CFA	
DFFH	Lead agency responsible to assess, restore, clear and rehabilitate DFFH managed public buildings and assets.	19.2, 19.3
DH	Lead agency responsible to assess, restore, clear and rehabilitate DH managed public buildings and assets	19.2, 19.3

Agency	Activity	Additional alignment to critical tasks
DJCS	Lead agency to assess, restore, clear and rehabilitate DJCS managed public buildings and assets	19.2, 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
DJPR	Lead agency responsible to assess, restore, clear and rehabilitate DJPR managed public buildings and assets (e.g. public amenities)	19.2, 19.3
Eastlink	Restoration and/or reconstruction of EastLink	19.3, 19.7
FRV	Assess, restore, clear and rehabilitate FRV managed public buildings and assets	19.2, 19.3, 19.7
Lendlease	Restore and /or reconstruct of Peninsula Link	19.3, 19.7
Melbourne Water	Lead the delivery of the following recovery activities 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, 19.7
Parks Victoria	Assess, restore, clear and rehabilitate PV managed public buildings and assets (e.g. roads, bridges, public amenities)	19.2, 19.3, 19.7
VicPol	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, 19.7
VICSES	Assess, restore, clear and rehabilitate VICSES-managed public buildings and assets (e.g. public amenities, unit buildings)	19.2, 19.3, 19.7

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

Agency	Activity	Additional alignment to critical tasks
CityLink	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
CMA	Support DELWP to deliver its recovery activities to implement balanced bushfire and flood recovery programs consistent with funding allocated	18.4
DELWP	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, 21.1, 21.3
ERV	Deliver state coordinated recovery programs where no other government portfolio has accountability, as directed by government, or there is an evidenced gap in capability and capacity	
VMIA	Assist departments and participating bodies to establish programs to act as insurer for, or provide insurance services, and ultimately resilience, to departments and participating bodies	4.6

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

Agency	Activity	Additional alignment to critical tasks
Citylink, Eastlink and Lendlease	Assist with on-going management of traffic on the arterial network if the Link is not available for use	9.3, 9.7, 19.7
DELWP	Energy • 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
	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
Melbourne Water	Implement plans and procedures for the continuity of services in the event of a threat or impact to Melbourne Water's reticulated water supply systems, dams, reticulated wastewater (sewerage) systems, waterways and drainage assets	1.3, 1.5
VicTrack	Repair, recover and provide alternative public transport telecommunications services in times of system outages, other than services managed by DoT or transport franchise operators	19.7

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

Agency	Activity	Additional alignment to critical tasks
AEMO	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
AV	Lead Agency to restore, clear and rehabilitate public buildings and assets managed within AV's portfolio	3.1, 19.3
CFA	Assess, restore, clear and rehabilitate CFA managed public buildings and assets	19.2, 19.3, 19.4
	Recovery Lead Agency (RecLA) to assist farmers to repair and restore fences damaged by bushfire or suppression activities	19.2, 19.4
CityLink	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
Citylink, Eastlink and Lendlease	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
DELWP	Energy:	10.1, 10.2, 11.1, 11.2, 19.4

Agency	Activity	Additional alignment to critical tasks
	• 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	
	Lead agency responsible to - assess, restore, clear and rehabilitate DELWP managed public buildings and assets (e.g. roads, bridges, public amenities)	19.1
	Recovery Lead Agency (RecLA) to:	
	• 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
	• 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
DET	Lead agency to assess, restore, clear and rehabilitate DET-managed public buildings and assets (e.g. public amenities, schools)	3.1, 19.2, 19.3
DJCS	Lead agency to assess, restore, clear and rehabilitate DJCS managed public buildings and assets	19.2, 19.4
DJPR	Recovery Lead agency (RecLA) responsible to 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
DoT	Recovery Lead Agency (RecLA) to undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels	9.6, 9.7
	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
Eastlink	Restoration and/or reconstruction of EastLink	19.3, 19.4
EMV	Recovery Lead Agency (RecLA) to 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
ESV	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, 19.8
	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, 19.8
FRV	Assess, restore, clear and rehabilitate FRV managed public buildings and assets	19.2, 19.3, 19.4
Lendlease	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
	Restore and /or reconstruct of Peninsula Link	19.3, 19.4
Melbourne Water	Lead the delivery of the following recovery activities:	
	• 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
	• 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)	
	• restore, clear and rehabilitate public buildings and assets managed within Melbourne Water's portfolio	19.2
	• assess, restore, clear and rehabilitate Melbourne Water managed public buildings and assets (e.g. public amenities)	19.2, 19.3

Agency	Activity	Additional alignment to critical tasks
NBN Co	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
Parks Victoria	Assess, restore, clear and rehabilitate PV managed public buildings and assets (e.g. roads, bridges, public amenities)	19.2, 19.3, 19.4
Telstra	Provide priority fault restoration of Telstra services for response agencies	
VBA	Participate in recovery building and plumbing activities with other responsible agencies, such as EMV and ERV	19.8
VicPol	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
VICSES	Assess, restore, clear and rehabilitate VICSES-managed public buildings and assets (e.g. public amenities, unit buildings)	19.2, 19.3, 19.4
VicTrack	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
	Support DJPR to assist with telecommunications asset reinstatement	3.2
	Support DoT to restore tram, bus, rail services	3.2
Water Corporations	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
	Lead the delivery to restore, clear and rehabilitate public buildings and assets managed within water corporations' portfolio	19.3

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

Agency	Activity	Additional alignment to critical tasks
CityLink, Eastlink and Lendlease	Participate on a Community Recovery Committee, if required	20.6
DELWP	Energy: • coordinate intelligence to inform strategies and decision making for the safe and timely restoration of energy supplies to the community	19.1, 19.4
	• 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
VBA	Participate in recovery building and plumbing activities with other responsible agencies, such as EMV and ERV	19.7
	Support planning and related approvals for temporary accommodation and rebuilding as required	

Social Recovery core capability

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

Critical Task Table 20: Agency roles mapped to the VPF, by critical tasks within the Social Recovery core capability

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

Agency	Activity	Additional alignment to critical tasks
ARC	Equip 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	20.4
CityLink	Facilitate steps to ensure the physical and mental wellbeing of all customers and company personnel involved in the emergency	15.2, 15.3
DET	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
DFFH	Recovery Coordinating Agency (RecCA) responsible for the recovery functional area coordination of housing and accommodation, psychosocial support, individual and household assistance	20.2, 20.3
	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 • coordinate the provision of mental health services and information and targeted psychosocial support	
Eastlink and Lendlease	Facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in emergencies	15.2, 15.3
ESV	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
	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
VCC-EM	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, 20.6
	• provide DFFH and activating agencies regular reports on community wellbeing, needs and issues	20.5

Critical Task 20.2: Provide housing / accommodation options.

Agency	Activity	Additional alignment to critical tasks
DFFH	Recovery Coordinating Agency (RecCA) responsible for the recovery functional area coordination of housing and accommodation, psychosocial support, individual and household assistance	20.1, 20.3
	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	
DH	Recovery Lead Agency (RecLA) responsible to provide advice on accommodation standards for interim accommodation of displaced people, when requested by councils	
Municipal Councils	Relief Lead Agency (RelLA) to coordinate the housing of displaced and lost/stray companion animals, with support from the Victorian Farmers Federation, Australian Veterinary Association and RSPCA	
Salvation Army	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, 20.7

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

Agency	Activity	Additional alignment to critical tasks
ARC	Recovery Support Agency (RecSA) to support DJCSto organise public appeals when requested, through collecting monetary donations for state-led public appeals	3.2
Australian Government Department of Home Affairs	The Commonwealth provide financial assistance to state and territory governments, individuals and organisations to prepare for, and recover from, bushfires	15.4
	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
	EMA administer the Australian Government's disaster recovery payments, including the Australian Government Disaster Recovery Payment and the Disaster Recovery Allowance	15.4
DFFH	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
	Recovery Lead Agency (RecLA) responsible to administer income-tested re-establishment payments through the Personal Hardship Assistance Program, to help eligible households re-establish as quickly as possible	
DPC	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	
	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	
	Recovery Support Agency (RecSA) to EMV to implement available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies	

Agency	Activity	Additional alignment to critical tasks
EMV	Recovery Lead Agency (RecLA) to 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	17.2
	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	3.2
ERV	Coordinate state and regional recovery, including State and Commonwealth funding for recovery, as required	15.4
	Support design and/or administer recovery grants in coordination with Commonwealth, State and local government department and agencies as required	15.4
RAC	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
Services Australia	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
	Disaster event priorities include: • continuity of Australian Government payments and services for existing customers	
	• provision of information and advice about Australian Government emergency payments and services for affected Australians	15.4, 20.5

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

Agency	Activity	Additional alignment to critical tasks
ARC	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
DH	Recovery Coordinating Agency (RecCA) responsible for the recovery functional area coordination of health and medical assistance	
Foodbank	Coordinate, supply and distribute the Breakfast in Schools Program for participating schools as required	3.2, 10.2, 15.2, 15.5

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

Agency	Activity	Additional alignment to critical tasks
ARC	Support municipal councils through advice, guidance and connections to individuals and organisations that can provide additional support to affected persons	3.2

Agency	Activity	Additional alignment to critical tasks
DFFH	Recovery Lead Agency (RecLA) responsible to 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	
DH	Recovery Lead Agency (RecLA) responsible to provide advice on wellbeing in recovery through 'whole-of-health' advice, information and assistance to community	
ERV	Coordinate state and regional recovery, including engage with communities, local governments, State Government departments and agencies, the Commonwealth Government and non-government organisations to ensure appropriate recovery supports are in place and are well integrated to meet community needs	3.2, 20.6
Foodbank	Co-lead agency with the Salvation Army to provide essential material aid (non-food items) to emergency affected persons specifically key personal care items including toilet paper, soap, sanitary supplies	10.2, 15.2
Municipal Councils	Recovery Lead Agency (RecLA) to provide and manage community recovery services and activities	
Services Australia	Disaster event priorities include provision of information and advice about Australian Government emergency payments and services for affected Australians	15.4, 20.3
VCC-EM	Recovery Support Agency (RecSA) to provide DFFH and activating agencies regular reports on community wellbeing, needs and issues	20.1

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

Agency	Activity	Additional alignment to critical tasks
CFA	Support the Controller by providing assistance and advice to individuals, families and communities affected by fire or other incidents (as described)	
DFFH	Recovery Lead Agency (RecLA) responsible to coordinate plans when requested, to assist households to prepare for the transition to permanent housing	
Eastlink and Lendlease	Participate on a Community Recovery Committee, if required	19.8
ERV	Coordinate state and regional recovery, including engage with communities, local governments, State Government departments and agencies, the Commonwealth Government and non-government organisations to ensure appropriate recovery supports are in place and are well integrated to meet community needs	3.2, 20.5
	Support the establishment and operation of community recovery hubs, linking locals to practical recovery supports as required	3.3
FRV	Support the controller by providing post incident assistance and advice to persons impacted by fire and other emergencies	4.5
Salvation Army	Provide support to community safety activities	3.2
Services Australia	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

Agency	Activity	Additional alignment to critical tasks
VCC-EM	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
VICSES	Support the Controller by providing assistance and advice to individuals, families and communities who have been affected by flood, storm, tsunami, earthquake of landslide	

Critical Task 20.7: Provide bereavement support for communities.

Agency	Activity	Additional alignment to critical tasks
DH	Recovery Lead Agency (RecLA) responsible to provide mental health services and information	
	Recovery Support Agency (RecSA) for Coroners Court of Victoria to promote mental health information and services available to support bereaved families	
Salvation Army	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

Assurance and Learning core capability

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

Note: All agencies undertake assurance and learning activities as required, and these activities should align to the principles in the Lessons Management Framework (link to: https://www.emv.vic.gov.au/how-we-help/reviews-and-lessons-management/lessons-management-framework-em-learn)

Critical Task Table 21: Agency roles mapped to the VPF, by critical tasks within the Assurance and Learning core capability

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

Agency	Activity	Additional alignment to critical tasks
AEMO	Coordinate Victorian Electricity Emergency Committee and Gas Emergency Management Consultative Forum emergency exercises	1.6, 21.3
	Prepare gas emergency procedures, in consultation with government, ESV and industry	1.2, 1.6, 21.3
ATSB	Assist where required with transport safety data recording, analysis and research, as well as foster safety awareness, knowledge and action	2.1, 4.4, 21.2
	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, 21.2
	Issue public reports on investigations, safety issues and reports on remedial safety actions	2.1, 4.5, 4.6, 6.5, 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, 21.2, 21.4, 21.5
CityLink	Participate in a post incident review/debrief	
CMA	Monitor and report on performance of regional floodplain management strategies	
DELWP	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, 21.3
	Wildlife welfare arising from emergency events: • develop policy, programs and training for responding to wildlife welfare during emergencies	21.1
DFFH	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	
DoT	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, 21.2, 21.3
Emergency Broadcasters	Participate in emergency debrief forums, particularly regarding public information and media issues	2.4

Agency	Activity	Additional alignment to critical tasks
EMV	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	
	Coordinate state level learning activities in collaboration with all relevant agencies, including real-time monitoring, debriefing and reviewing	
	Coordinate, collect, analyse and communicate reporting on sector performance, in collaboration with all relevant agencies	
EPA	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*	
ERV	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	21.2
	Oversee whole of government recovery progress towards recovery outcomes	
ESTA	Provide information or insight based on ESTA's Emergency communications information assets for post-incident review	
Foodbank	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
	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, 21.2
NOPSEMA	Investigate accidents, occurrences and other circumstances that may affect occupational health and safety, well integrity and environmental management of offshore petroleum operations and offshore greenhouse gas well operations and environmental management of greenhouse gas storage activities	4.4, 11.1
TSV	Collect, analyse and report on safety data and performance	4.4, 21.2
	Conduct safety audits of transport operators and determine compliance with safety requirements	4.4,
	Investigate incidents and accidents for compliance with transport safety legislation and take enforcement action as appropriate	4.4, 21.2, 21.3
VBA	Undertake inspections, investigations and audits to ensure compliance with relevant legislation during response/ recovery and input to any proposed process facilitation	11.1, 19.1, 19.2
	Capture insights from activities to inform future response and review regulatory improvement opportunities to mitigate similar future emergency events	21.3
VicPol	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

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

Agency	Activity	Additional alignment to critical tasks
ATSB	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

Agency	Activity	Additional alignment to critical tasks
	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
	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, 21.4, 21.5
AV	Undertake post incident debrief of the pre-hospital response and identify areas for improvement	
DFFH	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	21.3, 21.4
DoT	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, 21.3
EMV	Coordinate the collation and analysis of observations from various sources to identify lessons, in collaboration with all relevant agencies	
ESV	Gas: • Develop and administer regulations and codes to ensure gas safety and associated risks are minimised to as far as practicable through: review, monitor and audit compliance program of appliances, gas equipment, gas components, gas installations, gas related services and the conveyance, sale, supply, measurement, control and use of gas with the specified safety standards or accepted gas safety cases; and enforce compliance where regulated entities place communities at risk	1.1, 1.2, 1.3, 5.4
	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
ERV	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
Foodbank	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
TSV	Collect, analyse and report on safety data and performance	4.4, 21.1
	Investigate incidents and accidents for compliance with transport safety legislation and take enforcement action as appropriate	4.4, 21.1, 21.3

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

Agency	Activity	Additional alignment to critical tasks
AEMO	Coordinate Victorian Electricity Emergency Committee and Gas Emergency Management Consultative Forum emergency exercises	1.6 21.1
	Prepare gas emergency procedures, in consultation with government, ESV and industry	1.2, 1.6, 21.1

Agency	Activity	Additional alignment to critical tasks
ATSB	Issue public reports on investigations, safety issues and reports on remedial safety actions	2.1, 4.5, 4.6, 6.5, 21.1, 21.5
CityLink	Update the Emergency Risk Management Plan with findings and recommendations from any major event including annual exercises	1.3, 21.5
DELWP	Energy - 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
DFFH	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, 21.4
DoT	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
EMV	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	
TSV	Investigate incidents and accidents for compliance with transport safety legislation and take enforcement action as appropriate	4.4, 21.1, 21.2
VBA	Capture insights from activities to inform future response and review regulatory improvement opportunities to mitigate similar future emergency events	21.1

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

Agency	Activity	Additional alignment to critical tasks
ATSB	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, 21.5
DFFH	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

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

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

Agency	Activity	Additional alignment to critical tasks
Coroners Court	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
DFFH	Establish and maintain contemporary DFFH state-level relief and 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
EMV	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	

Acronyms

Acronym	Explanation
ABCB	Australian Building Code Board
ABCC	Australian Building and Construction Commission
ADF	Australian Defence Force
AEMO	Australian Energy Market Operator
AFP	Australian Federal Police
AMSA	Australian Maritime Safety Authority
ANS	Air Navigation Services
AQUAPLAN	Australian National Strategic Plan for Aquatic Animal Health
ARC	Australian Red Cross
ARFFS	Aviation Rescue Fire Fighting Services
ATSB	Australian Transport Safety Bureau
AUSASSISTPLAN	Australian Government Overseas Assistance Plan
AUSVETPLAN	Australian Veterinary Emergency Plan
AV	Ambulance Victoria
BoM	Bureau of Meteorology
CA	Control agency
CES	Chief Environmental Scientist
CFA	Country Fire Authority
CHO	Chief Health Officer
CMA	Catchment Management Authority
COAG	Council of Australian Governments
COMDISPLAN	Australian Government Disaster Response Plan
Coroners Court	Coroners Court of Victoria
CPR	Cardiopulmonary Resuscitation
CSIRO	Commonwealth Scientific and Industrial Research Organisation
DACC	Defence Aid to the Civil Community
DELWP	Department of Environment, Land, Water and Planning
DET	Department of Education and Training
DFACA	Defence Aid to the Civil Authority
DFAT	Department of Foreign Affairs and Trade
DFFH	Department of Families, Fairness and Housing
DJCS	Department of Justice and Community Safety
DJPR	Department of Jobs, Precincts and Regions
DH	Department of Health
DoD	Department of Defence

Acronym	Explanation
DoT	Department of Transport (including Head, Transport for Victoria)
DPC	Department of Premier and Cabinet
DRFA	Disaster Recovery Funding Arrangements
DTF	Department of Treasury and Finance
EM	Emergency Management
EMA	Emergency Management Australia
EMC	Emergency Management Commissioner
EMLO	Emergency Management Liaison Officer
EMR	Emergency Medical Response
EMV	Emergency Management Victoria
EPA	Environment Protection Authority
ERV	Emergency Recovery Victoria
ESTA	Emergency Services Telecommunications Authority
ESV	Energy Safe Victoria
FFMVic	Forest Fire Management Victoria
FRV	Fire Rescue Victoria
HIA	Housing Industry Association
ICA	Insurance Council of Australia Ltd
ICC	Incident Control Centre
JOSS	Joint Operations Support Staff
LSV	Life Saving Victoria
MEMPC	Municipal Emergency Management Planning Committee
MOU	Memorandum of Understanding
NBN Co	National Broadband Network Company
NHVR	National Heavy Vehicle Regulator
Non SAR	Non Search and Rescue
NOPSEMA	National Offshore Petroleum Safety and Environmental Management Authority
OIE	World Organisation for Animal Health
PLANTPLAN	Australian Emergency Plant Pest Response Plan
PV	Parks Victoria
RAC	Rural Assistance Commissioner
RCC	Regional Control Centre
RecCA	Recovery Coordinating Agency
RecLA	Recovery Lead Agency
RecSA	Recovery Support Agencies
RelCA	Relief Coordinating Agency

Acronym	Explanation
RelLA	Relief Lead Agency
RelSA	Relief Support Agency
RSA	Response Support Agency
RSPCA	Royal Society for the Prevention of Cruelty to Animals
Salvation Army	Salvation Army – Victorian Emergency Services
SCC	State Control Centre
SCM	State Consequence Manager
SCRC	State Crisis and Resilience Council
SEMP	State Emergency Management Plan
SERC	State Emergency Relief Coordinator
SHERP	State Health Emergency Response Plan
SRC	State Response Controller
SReC	State Recovery Coordinator
Telstra	Telstra Corporation Limited
TfV	Transport for Victoria
TSV	Transport Safety Victoria
USAR	Urban Search and Rescue
VBA	Victorian Building Authority
VCC EM	Victorian Council of Churches Emergencies Ministry
VFA	Victorian Fisheries Authority
VFF	Victorian Farmers Federation
VicPol	Victoria Police
VICSES	Victoria State Emergency Service
VIFM	Victorian Institute of Forensic Medicine
VMIA	Victorian Managed Insurance Authority
VPF	Victorian Preparedness Framework
WICEN	Wireless Institute Civil Emergency Network

Role statements

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

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