

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)
<p>Emergency Management Arrangements</p> <p>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.</p>	<p>Agency Role Statements</p> <p>The Agency Role Statements document the roles and responsibilities each agency undertakes during mitigation, response (including relief) and recovery phases of emergency management.</p>
<p>Emergency Management Phase – Mitigation</p> <p>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.</p>	<p>Participating Agencies for Mitigation Activities</p> <p>Based on the Emergency Risks in Victoria report, Table 8 outlines participating agencies for mitigation activities against each of the 15 emergency risks</p>
<p>Emergency Management Phase – Planning</p> <p>The EM phase for planning as described in this section, includes the requirement to prepare</p>	

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.

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.

Emergency Management Phases - Recovery

Control and Support Agencies for Response

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

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

Relief Coordination Arrangements

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

Recovery Coordination Arrangements

State Emergency Management Plan

Interactive and functional PDF

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.

SEMP Roles and Responsibilities (web-based)

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).

Recovery

This Recovery section (table 13–18) serves as a guide for agencies involved in recovery. It details the range and types of assistance, and the providers of each, to support community recovery. Refer to the SEMP for an explanation of recovery concepts and arrangements.

The information shown is in summary form. This guide does not prevent other organisations from providing recovery services, including activities or additional services. Depending on the needs associated with the event, other government organisations, such as community service organisations, may support and deliver recovery services in addition to or alongside the Recovery Lead Agencies (ReCLAs) (refer to REMPs and MEMPs for regional and local recovery arrangements as they may differ from those listed in tables 14–18). However, all recovery services must be managed under the established recovery coordination arrangements.

Recovery tier coordination responsibilities are:

- for state recovery coordination: Emergency Recovery Victoria
- for regional recovery coordination: Emergency Recovery Victoria
- for municipal recovery coordination: Municipal councils¹

Recovery coordination operates at both tier level and activity level.

- Tier level coordination is responsible for oversight of all recovery environments and associated activities
- Activity level coordination (Recovery Coordinating Agency (RecCA)) is responsible for overseeing the delivery of recovery services by ReCLAs and Recovery Support Agencies (RecSAs).

Recovery is undertaken across four environments, Social, Economic, Built and Natural, that provide a framework within which recovery can be planned, reported, monitored and evaluated. The environments and their areas of activity can be adapted to meet the needs of people and communities affected, such as consideration for Aboriginal Culture and Healing.

Within the four environments, there are 15 areas of activity. These activities are interrelated across the recovery environments (table 13) and describe a community need. Each activity has recovery services – programs, services and products – that assist in community recovery. Every recovery service has a Recovery Lead Agency (ReCLA), often with several other agencies (Recovery Support Agencies (ReSAs)) supporting them (tables 14–18). The consequences of the emergency and community needs will determine if the recovery service is required. In some cases, the ReCLA reflects existing legislative responsibilities or arrangements in practice/on the ground², and if at any time the service extends beyond the ReCLA capability or capacity to deliver, it is escalated to the RecCA.

Table 1: Four recovery environments and 14 areas of activity

Recovery Environment	Activity	Recovery Coordinating Agency
----------------------	----------	------------------------------

¹ Refer to Municipal Emergency Management Plans for local emergency recovery arrangements as they may differ from those listed in the Recovery coordination tables (tables 14-18). Municipal councils recovery coordination responsibilities include local level coordination for the 2019-20 Eastern Victorian Bushfires

² Where Municipal councils are listed as the ReCLA, this is a local level function and escalation can still occur to the RecCA if required.

Social	Housing and accommodation	DFFH
	Individual and household financial assistance	DFFH
	Psychosocial support	DFFH
	Health and medical assistance	DH
Economic	Local economies	DJPR
	Businesses	DJPR
	Agriculture	DJPR
Built	Energy services	DELWP
	Public telecommunications	DJPR
	Reticulated water and wastewater services	DELWP
	Transport	DoT
	Buildings and assets	Activity leads
Natural	Natural environment, public land and waterways	DELWP
	Threatened ecosystems and species	DELWP

Table 2: Recovery coordination: For services across all environments

Lead and support agencies for recovery services that occur across the recovery environments. These are coordinated at the relevant tier level.

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Community information	ERV	EMV Municipal Councils
Public health advice	DH	Municipal councils
Formation, leadership and support of municipal recovery committees	Municipal councils	ERV
Provision and staffing for recovery/information centres	Municipal councils	ARC
Provision and management of community recovery services	Municipal councils	ERV
Organisation of state-led public appeals	DPC	ARC
Coordination of spontaneous volunteers ³ (including for relief)	ERV (strategic ⁴)	ARC Volunteering Victoria

³ The coordination of spontaneous volunteers may also occur during the response (including relief) phase of an incident

⁴ 'Strategic' relates to the broad strategy for spontaneous volunteers and not the management of spontaneous volunteers in response to an event

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Management of donated goods (including for relief)	ERV	Salvation Army

Table 3: Recovery coordination: Social environment

Lead and support agencies for recovery services, within recovery activities that occur across the social environment. The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing.

Housing and accommodation (DFFH)

Assist people displaced by the emergency to access temporary accommodation, and return to permanent housing as soon as possible

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Support securing interim accommodation	DFFH	Community housing agencies Municipal councils
Advice to councils on interim accommodation standards for displaced people	DH	
Survey and make a determination regarding occupancy of damaged residential buildings (when safe to do so)	Municipal councils	
Transition to permanent housing	DFFH	Community housing agencies

Individual and household financial assistance (DFFH)

Assist households to minimise the financial impact of the emergency by providing advice and financial assistance where eligible

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
DFFH Personal Hardship Assistance Program – re-establishment assistance	DFFH	EMV
Australian Government Disaster Recovery Financial Assistance	EMV as lead gov't liaison	Services Australia
Link insurance advice or information to relevant recovery activities	ICA	Victoria Legal Aid VMIA

Psychosocial support (DFFH)

Support the emotional, spiritual, cultural, psychological and social needs of affected people

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach	DFFH	ARC Municipal councils VCC EM
Family violence services and information	DFFH (Family Safety Victoria)	Mental health services Private providers Specialist family violence services
Mental health services and information	DH	Mental health services Private providers
Support in emergencies caused by criminal acts	Victim Support Agency	VCC EM
Support and advice to aid schools and early childhood services	DET	
Referrals to psychosocial support services for primary producers and animal owners	DJPR	DFFH VFF
Support for the bereaved	VIFM	Coroners Court of Victoria DH VCC EM

Health and medical assistance (DH)

Ensure that health and medical emergency responses are coordinated and appropriate

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Advice on wellbeing in recovery	DH	ARC DFFH Municipal councils VCC EM
Primary and acute health services	DH	DH-funded health care services Other primary & acute health services & agencies

Table 4: Recovery coordination: Economic environment

Lead and support agencies for recovery services, within recovery activities that occur across the economic environment. The economic environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy

Local economies (DJPR)

Mitigate the impact of emergencies on economic activity in affected communities

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Implement available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies	EMV	DJPR DPC RAC
Implement approved actions and projects to assist economic recovery	DJPR	Municipal councils
Encourage and bring forward the resumption of local trade and economic activity	DJPR	Municipal councils
Implement marketing/public relations and industry product development activities to assist affected tourism regions and businesses to recover	DJPR	Municipal councils Regional Tourism Boards Visit Victoria
Monitor broad economic impacts and consequences	DJPR	Municipal councils

Businesses (DJPR)

Information, advice and support to businesses to facilitate good decision making and assist their recovery

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Assist businesses to access available information and advice following an emergency	DJPR	Municipal councils
Information and advice to small businesses to support decision making and encourage return to business	DJPR	Municipal councils
Implement available financial assistance under the DRFA to assist small businesses' recovery	EMV	DJPR DPC RAC
Implement funded activities to support business recovery	DJPR	Municipal councils
Provide opportunities for the enhancement of knowledge and skills within small businesses	DJPR	Municipal councils
Coordinate the insurance industry response, information, advice and government liaison	DTF	ICA VMIA

Agriculture (DJPR)

Assist the agriculture sector to recover and minimise long term social and economic impact on primary producers and other animal owners

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Deliver recovery programs and advice to primary producers, and rural land managers and other animal businesses	DJPR	ERV DTF Municipal councils VFF
Implement available financial assistance under the DRFA to assist primary producers' recovery	EMV	DJPR DPC RAC
Provide technical advice to primary producers and rural land managers on re-establishment or alternative strategies	DJPR	
Assist farmers repair and restore fences damaged by bushfire or suppression activities	DELWP CFA	

Table 5: Recovery coordination: Built environment

Lead and support agencies for recovery services, within recovery activities that occur across the built environment. The built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.

Energy services (DELWP)

To build resilience within the energy sector from emergencies and minimise the impact on Victoria's economy and communities

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Electricity services assets reinstatement and return to reliable supply	DELWP lead gov't liaison	AEMO Electricity companies ESV
Gas services assets reinstatement and return to reliable supply	DELWP lead gov't liaison	AEMO ESV Gas companies and other pipeline companies
Restoration of liquid fuel supply	DELWP lead gov't liaison	Fuel companies Pipeline companies

Public Telecommunications (DJPR)

To build resilience within the telecommunications sector from emergencies and minimise the impact on Victoria's economy and communities

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Public telecommunications assets reinstatement and return to reliable supply	DJPR lead gov't liaison	Telecommunications carriers

Reticulated water and wastewater services (DELWP)

Replacement of essential water used for bushfire firefighting operations

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Recovery and rehabilitation of reticulated water supply	DELWP Water corporations	
Restoration of reticulated wastewater (sewerage) services	DELWP Water corporations	
Replacement of essential stock and domestic water used for bushfire firefighting operations	CFA DELWP	Water corporations

Transport (DoT)

To build resilience within the transport sector from emergencies and minimise the impact on Victoria's economy and communities

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Restoration of access to airports	DoT lead gov't liaison	Airport owners and operators Other agencies and businesses as required
Restoration of port infrastructure	DoT lead gov't liaison	Port Managers Other agencies and businesses as required
Undertaking the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels	DELWP (fire) DoT (arterial) Municipal councils (local)	Infrastructure operators VMIA (DELWP, DoT) VicTrack (rail crossings, rail corridor networks)
Restoration of tram, bus, rail services	DoT	Transport operators VMIA

Buildings and assets (Activity leads)

Management of risk and facilitating restoration of buildings and assets

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Coordination of approved state-led or supported clean-up of residential property	ERV	DJPR EPA Municipal councils VBA WorkSafe Vic ⁵
Provision of financial assistance to municipal councils for the restoration of essential municipal assets	EMV	
Undertaking the assessment, restoration, clean-up and rehabilitation of public buildings and assets (e.g. roads, bridges, sporting facilities, public amenities, station buildings, schools, hospitals) where an agency is the owner or manager of that respective building or asset	Respective asset owner or managing agency	DJPR (sporting facilities, public amenities, station buildings) DoT (roads, bridges) DET (schools) EPA Municipal councils
Building advice and information to residents	VBA	Municipal councils
Administration of insurance claims for state assets	VMIA	
Insurance and claims management advice and support for Departments and participating agencies during an emergency	VMIA	
Provide policy and regulatory settings, issues resolution and support for land use planning, building and heritage to facilitate rebuilding for housing, local businesses, and public buildings and services	DELWP	Municipal councils VBA

Table 6: Recovery coordination: Natural environment

Lead and support agencies for recovery services, within recovery activities that occur across the natural environment. The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage/loss; and national parks, cultural and heritage sites.

Natural environment, public land and waterways (DELWP)

⁵ WorkSafe can provide occupational health and safety advice of a general nature. This advice may direct duty holders to the relevant provisions of any legislation administered by WorkSafe, and to any guidance material published by WorkSafe with respect to particular obligations. However, WorkSafe cannot provide advice on how legislation should be applied in any specific circumstance, and the advice provided by WorkSafe does not constitute legal advice. Duty holders should seek their own independent advice on how the requirements of WorkSafe-administered legislation should be applied

Manage consequence and mitigate risk to the natural environment on public land

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Undertake erosion control on public land to help manage risk to public safety, natural and cultural assets and values, and infrastructure	Relevant land manager	CMAs Melbourne Water
Rehabilitate, restore and reinstate public land and assets directly responsible for managing	DELWP/PV	CMA VMIA
Coordinate the clean-up for fish death event due to natural causes on public waterways (non-commercial fish populations and excluding disease outbreaks)	DELWP EPA ⁶ Parks Victoria	CMAs/Melbourne Water VFA
Provide advice and information services to municipal councils and delegated public land managers and community groups	CMAs DELWP	EPA
Survey and protect threatened bird, marsupial, aquatic and plant species	DELWP	CMAs PV
Develop and implement protection activities to support ecosystem recovery and regeneration	DELWP	CMAs PV
Monitor the rehabilitation of injured wildlife	DELWP	PV
Waste pollution management strategies	DELWP	EPA
Protection and rehabilitation of cultural and heritage sites	DELWP PV	DPC

Threatened ecosystems and species (DELWP)

Service	Recovery lead agencies (RecLAs)	Recovery support agencies (RecSAs)
Scientific and technical advice on interventions, response plans and targeted interventions to maintain species diversity and presence within an ecosystem	DELWP	PV Zoos Victoria

⁶EPA will initially lead the investigation to determine the cause of a fish death event, in accordance with EPA publication 1793 Interim Response Guide for Fish Death Events. Refer to Natural and Cultural Heritage Rehabilitation core capability (critical task 18.4), for more information.

