



City of **LAUNCESTON**

City of Launceston Municipal Emergency Management Plan

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1 Overview

1.1 Glossary

The following terms that are used in this plan are particular to the Launceston municipal area. All terms are consistent with the Tasmanian Emergency Management Plan (TEMP)

The *Emergency Management Act 2006* uses shortened forms for a number of titles (e.g. Municipal Committee for Municipal Emergency Management Committee), this practice is applied in this plan.

Table 1 Terms

Term	In the context of this plan this means,
Affected Area Recovery Committee	A group established under the authority of <i>The Act</i> to assist Councils with longer-term recovery. It may also be referred to as a Recovery Taskforce (especially when its membership comprises State Government representatives).
Australasian Inter-Service Incident Management System	The system for the management of all incidents, imminent or actual, occurring in the natural or built environment; or for the many other activities that emergency management agencies, and those that support them, may have to deal with.
Combined area	Two or more municipal areas determined by the Minister to be a combined area under section 19 of the <i>Emergency Management Act 2006</i>
Command	The internal direction of an organisation's resources in an emergency
Control	The overall direction and management of response/recovery activities for an emergency. The authority for control can be established in legislation or in an emergency plan and includes tasking and coordinating other organisations resources to meet the needs of the situation (ie control operates horizontally across organisations)
Coordination	The systematic acquisition and application of resources (workers, equipment, goods and services) during response/recovery. Coordination can operate vertically within an organisation (as a function of command), as well as horizontally across organisations (as a function of control).
Debrief	A meeting of stakeholders to review the effectiveness of response/recovery operations
Deputy Municipal Coordinator	Deputy Municipal Emergency Management Coordinator appointed under section 23 of the <i>Emergency Management Act 2006</i> . According to Section 23 the Deputy Municipal Coordinator is a ministerial appointment in each municipal area and can act for the Municipal Coordinator when the Municipal Coordinator is: <ul style="list-style-type: none">• Absent from duty or Tasmania

Term	In the context of this plan this means,
	<ul style="list-style-type: none"> • Unable to perform the Municipal Coordinator duties (permanently) OR • Temporarily not appointed (e.g. has resigned)
Emergency	Further defined by the <i>Emergency Management Act 2006</i> . Simply explained, an event that endangers, destroys or threatens to endanger or destroy human life, property or the environment, or causes or threatens to cause injury or distress to persons; and requires a significant response from one or more of the statutory services.
Emergency Centres	<p>Emergency Coordination Centre: A generic term for any facility or location where an identified group or team meets to coordinate measures to address the consequences of an emergency. The work at Emergency Coordination Centres can be agency-specific or community focused. This means multiple centres may be active for a single emergency, and they may be co-located with other centres depending on the situation (eg an Emergency Operations Centre). Municipal, Regional and State Emergency Management Committees manage the Emergency Coordination Centres that are focused on community-wide consequence management.</p> <p>Emergency Operations Centre: A generic term for any facility or location where an identified group or team meets to give direction for agency-specific work related to an emergency.</p> <p>This includes the acquisition and allocation of resources required by the agency. The way Emergency Operations Centres are used can vary depending on the situation.</p> <p>Incident Control Centre: The location from which the Response Management Authority exercises Control of response operations for an emergency.</p>
Emergency Management	As defined in the <i>Emergency Management Act 2006</i> . Simply explained emergency management is the framework that provides for planned and coordinated measures that reduce vulnerabilities and enhance capacities to withstand emergencies; as well as cope with, and recover from their impacts.
Emergency Management Worker	A member of a statutory service, whether for payment or other consideration or as a volunteer; or an authorised officer; or a person who does or omits to do any act in the assistance of, or under the direction or control of, an authorised officer; further defined by the <i>Emergency Management Act 2006</i> .
Emergency Management Plan	A document required by the <i>Emergency Management Act 2006</i> that describes governance and coordination arrangements and assigned responsibilities for; a geographic area, identified hazard, or function relevant to Tasmanian emergency management. It includes descriptions of processes that provide for safe and effective operations for emergency situations
Emergency Power and Special	A power specified in Schedule 1 or Schedule 2 of the <i>Emergency Management Act 2006</i> .

Term	In the context of this plan this means,
Emergency Power	
Emergency risk management	Emergency risk management is a process which involves dealing with risks to the community arising from emergency events.
Evacuation Centre	An identified location for persons of an affected area to be temporarily accommodated. This includes the provision of basic services to meet affected people's immediate personal needs.
Hazard	A place, structure, source or situation that may potentially endanger, destroy or threaten to endanger or destroy human life, property or the environment further defined by the <i>Emergency Management Act 2006</i> .
Incident Controller	Appointed for every incident and is responsible and accountable for all functions of incident management.
Municipal Chairperson	The person determined by Council, under section 21(2) of the <i>Emergency Management Act 2006</i> to be the Municipal Chairperson
Municipal Committee	A Municipal Emergency Management Committee established under section 20 of the <i>Emergency Management Act 2006</i> .
Municipal Social Recovery Coordinator	From the <i>Emergency Management Act 2006</i> . A council worker who is authorised to coordinate, manage and advise on aspects of municipal social recovery arrangements.
Municipal Coordinator	A person appointed as a Municipal Emergency Management Coordinator under section 23 of the <i>Emergency Management Act 2006</i> .
Premises/property	Includes land, any structure and a part of premises, further defined by the <i>Emergency Management Act 2006</i> .
Preparedness	Planned and coordinated measures so safe and effective response and recovery can occur
Prevention and mitigation	Planned and coordinated measures that eliminate or reduce the frequency and/or consequences of emergencies
Public Information	Provide timely and accurate public information in order to protect and reassure the community
Recovery	A coordinated process of supporting emergency affected communities in the reconstruction of physical infrastructure and restoration of emotional, social, economic, environmental and physical wellbeing.
Recovery centre	An identified location for affected persons to access information and assistance after an emergency has occurred. A range of Government and Non Government Organisations operate from recovery centres, can also be referred to as "One Stop Shop".
Regional Emergency Management Committee	A Regional Emergency Management Committee established under section 14 of the <i>Emergency Management Act 2006</i> .
Regional Controller	The Regional Emergency Management Controller appointed under section 17 of the <i>Emergency Management Act 2006</i> . Section 17 requires the Regional Controller function to be either:

Term	In the context of this plan this means,
	<ul style="list-style-type: none"> • A police commander determined by the Commissioner of Police and the State Controller OR • A person appointed by the Minister
Regional Social Recovery Coordinator	A nominated State Government worker who is authorised to coordinate the delivery of social recovery services within a region, in collaboration with Municipal Social Recovery Coordinators and their deputies.
Response	Planned and coordinated measures that resolve emergencies
Standard Operating Procedures (SOP)	A set of directions detailing what actions are to be taken, as well as how, when, by whom and why, for specific events or tasks.
State Controller	<p>The State Emergency Management Controller appointed under section 10 of the <i>Emergency Management Act 2006</i>.</p> <p>Section 10 requires the State Controller function to be either:</p> <ul style="list-style-type: none"> • The Head of Agency for the Department of Police and Emergency Management OR • A person appointed by the Minister
State of Emergency	A state of emergency declared under section 42 of the <i>Emergency Management Act 2006</i> .
Support Agency	<p>Assisting: Assisting Support Agencies have specific capabilities or resources that complement the Primary Support Agency in delivering the relevant support function.</p> <p>Primary: Organisations that are responsible for the delivery and/or coordination of specific functional capabilities as agreed with Management Authorities. Primary Support Agencies command their own resources in coordination with the Management Authority, as required.</p>
Validation	Activities that are conducted to assess or review the effectiveness of emergency management arrangements. Standard validation activities include exercises, operational debriefs, workshops, and reviews.
Worker	A generic term used to describe people who perform defined functions for an organisation or system, including staff, volunteers, contractors and consultants.

Table 2 Acronyms

Acronym	Stands for
AARC	Affected Area Recovery Committee
AIDR	Australian Institute of Disaster Resilience
AIIMS	Australasian Inter-service Incident Management System
AGD	Attorney-General's Department
AT	Ambulance Tasmania
BoM	Bureau of Meteorology
CoL	City of Launceston
DHHS	Department of Health and Human Services
DMC	Deputy Municipal Coordinator
DoE	Department of Education
DoJ	Department of Justice
DPAC	Department of Premier and Cabinet
DPFEM	Department of Police, Fire and Emergency Management
DPIPWE	Department of Primary Industries, Parks, Water and Environment
DSG	Department of State Growth
DTF	Department of Treasury and Finance
EA	Emergency Alert
ECC	Emergency Coordination Centre
EMP	Emergency Management Plan
EOC	Emergency Operations Centre
ERM	Emergency Risk Management
IC	Incident Controller
ICC	Incident Control Centre
IMT	Incident Management Team
GIS	Geographic Information System
LECC	Launceston Emergency Coordination Centre
LMEMC	Launceston Municipal Emergency Management Committee
MAST	Marine and Safety Tasmania
MC	Municipal Emergency Management Co-ordinator
MSRC	Municipal Social Recovery Coordinator
NGO	Non Government Organisation
NREMC	Northern Region Emergency Management Committee
PPRR	Prevention and Mitigation, Preparedness, Response and Recovery

Acronym	Stands for
Regional Controller	Regional Emergency Management Controller/Police Commander, Northern District
Regional Manager	Regional Manager, State Emergency Service, North
SEMC	State Emergency Management Committee
SES	State Emergency Service
SOP	Standard Operating Procedure
TASPOL	Tasmania Police
TEIS	Tasmanian Emergency Information Service
TEMP	Tasmanian Emergency Management Plan
TFS	Tasmania Fire Service
THS	Tasmanian Health Service
TRRA	Tasmanian Relief and Recovery Arrangements
WH&S	Work Health and Safety

1.2 Overview

1.3 Introduction

This plan seeks to establish the commitments of various organisations involved in emergency management within the City of Launceston (CoL) area. This will enable the coordinated; prevention and mitigation of, preparedness for, response to, and recovery from emergencies. The plan does not include the detailed procedures maintained by each emergency service and supporting organisation which describe how they will provide their particular services in a range of different emergency scenarios.

Emergencies can and do occur in the Launceston area. Accordingly, effective planning processes must be in place. This planning aims to:

- reduce risk and where possible prevent emergencies from occurring;
- ensure community preparedness for events that do occur;
- facilitate an effective response toward combating emergency events as they occur;
- initiate and lead a full recovery to normal community life in as short a time-frame as possible; and
- ensure the lessons learned from each emergency are incorporated into ongoing management review processes.

This plan represents the highest level of emergency management planning documentation within the municipality. Operational documentation which sit as sub-plans to this plan are included in the associated documents section of this plan.

1.3.1 Authority

The authority for the development, maintenance and implementation of this plan rests with the *Emergency Management Act 2006*. In accordance with the requirements of this Act, the State Emergency Management Controller is the approving authority for the plan. The Launceston Municipal Emergency Management Committee (LMEPMC) is responsible for ensuring the adequacy and ongoing maintenance of the plan. The plan must be reviewed at least once every two years.

1.3.2 Aim

The aim of this plan is to detail the emergency management arrangements for the municipal area of Launceston.

1.3.3 Objectives

The objectives of this plan are to:

- Enable the effective management of emergency events that occur within the CoL area;

- Clearly detail the individual and collective roles, responsibilities and contact details for emergency management officers within the CoL area;
- Define a protocol for operating outside the CoL area - ie mutual support with neighbouring council authorities;
- Identify liaison and communication channels between response management authorities and supporting agencies with appropriate feedback mechanisms to ensure effective working relationships;
- Identify the avenues of access to additional levels of support at the regional, state and federal levels;
- Define the CoL emergency management structure and role; and
- Establish a continuous risk assessment review program

1.3.4 Scope and Application

The scope of this plan is restricted to emergency events that have the following characteristics:

- Events that occur or are likely to occur within the municipal area of Launceston or could impact on this area via neighbouring municipalities; and
- Events which can be managed within the capability of local emergency management structures.

With regards to the latter point, City of Launceston Social Recovery Plan articulates Council's capacity regarding vulnerable persons in emergencies.

These arrangements are intended to be scalable and flexible so they can be adapted as required.

The Municipal Coordinator may activate the response and recovery elements of this plan. In addition, direction and/or advice to activate these arrangements may be provided by the:

- Regional Emergency Management Controller (Regional Controller)/Police Commander, Northern Region; or
- Regional Manager, State Emergency Service (Northern Region).

The TFS Northern Regional Chief and Regional Medical Coordinator (Northern Region) would request activation through the Regional Manager SES (North) or Regional Controller.

Other communications may occur between responsible officers from other State Government agencies and the Municipal Coordinator, but coordination for formal activation of arrangements is best achieved by working with the Regional Controller/SES Regional Manager.

Additional/more detailed arrangements for specific hazards or function for this municipal area are described in Associated Plans etc and these are listed in Appendix 5.1 'Associated Documents'.

1.3.5 Context Statement

The municipality of Launceston occupies an area of 1,420 square kilometers and based on the 2016 census has a population of approximately 65,270. The municipality of Launceston is made up of both urban and rural communities.

Launceston is the third oldest city in Australia and is situated at the confluence of the Tamar, North Esk and South Esk River systems in Northern Tasmania. The Tamar River is Australia's longest navigable tidal estuary. Greater Launceston has a population of around 100,000. Launceston is a flood prone municipality. Major floods have taken place in 1828, 1852, 1863, 1893, 1929, 1969 and 2016. Major flooding occurred in 1929, and in this flood approximately 4,000 people were made homeless overnight.

Flooding holds the potential for significant economic and social impacts upon the area of the suburb of Invermay and its residents, with flow on effects for the greater Launceston area, Tasmania and potentially, the need for support at Federal level. For example, if a similar flood to that of 1929 occurred today it may affect around 640 homes in the flood area. Major roads would be closed. The entire Invermay area could remain inaccessible with service interruptions that might prevent the occupation of homes and businesses. Potentially approximately 3000 residents and 270 commercial properties would be affected. Invermay also contains the significant sites of University of Tasmania Stadium, Queen Victoria Museum and Art Gallery and the University of Tasmania's Inveresk campus.

Storms, flash flooding, earthquake, bushfire and landslip are also identified natural hazards affecting the Launceston community, with a severe storm event affecting the suburb of Summerhill in December 2001. During this event 114 houses and associated structures sustained damage in a fifteen to twenty minute period.

Launceston hosts infrastructure of regional significance including:-

- Queen Victoria Museum and Art Gallery located within the Inveresk Precinct
- University of Tasmania Stadium located within the Inveresk Precinct
- University of Tasmania
- Launceston Aquatic Centre
- Launceston General Hospital
- Mowbray Racecourse
- Launceston Showgrounds
- Launceston Waste and Transfer station

In terms of transport the following provide the principal gateway to the municipality of Launceston:-

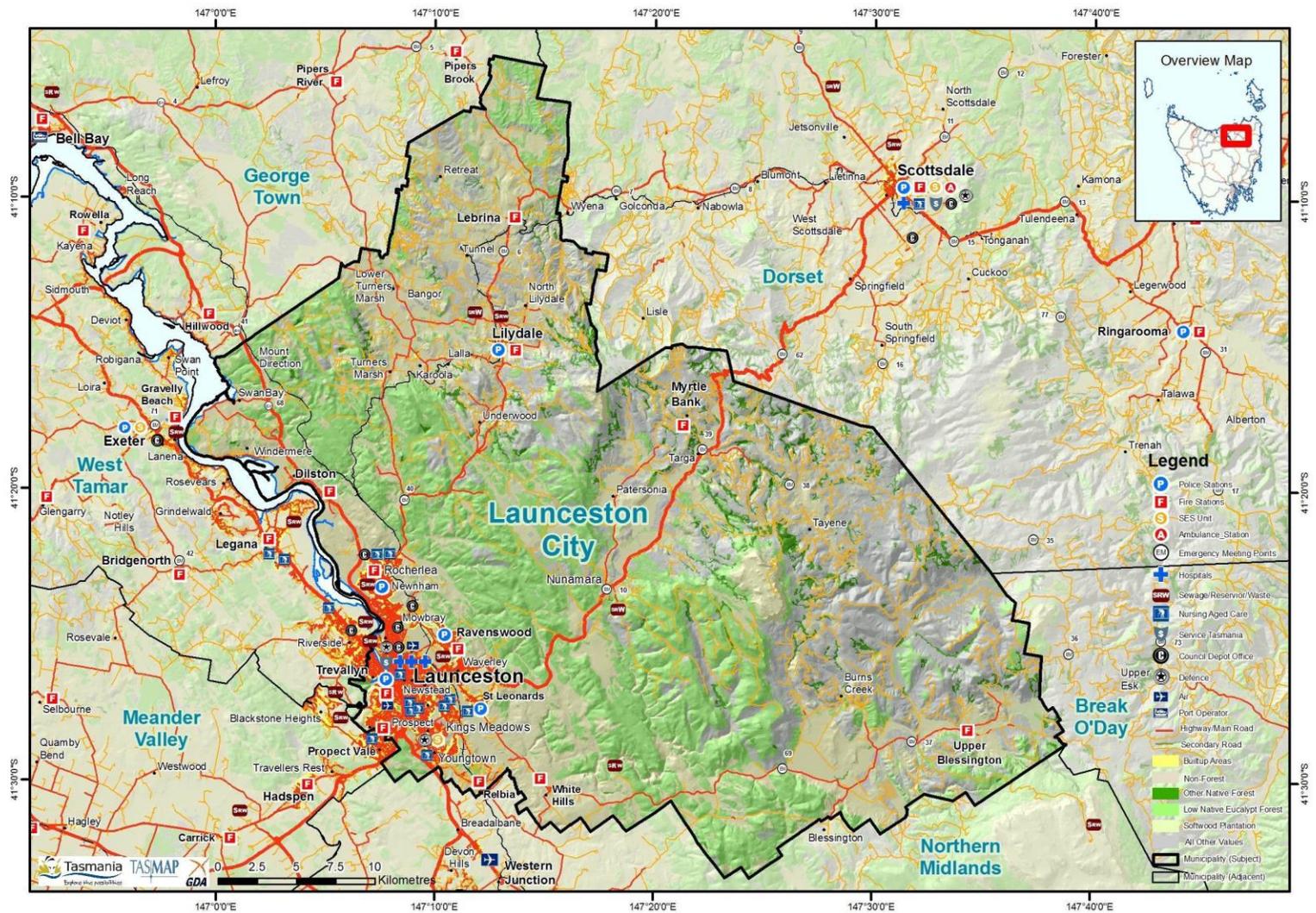
- West Tamar Highway
- East Tamar Highway
- Midland Highway

- Bass Highway
- Tasman Highway

Launceston also has the Cataract Gorge Reserve which is the heartbeat of Launceston, central to lifestyle and holds significant natural values to be protected and maintained. It covers 192 hectares, and is just a 15-minute walk from the city centre. It is home to a large diversity of plants and animals that live in the bushland and waterways. There are numerous walking trails with lookouts, as well as the world's longest single span chairlift, suspension bridge and an open air swimming pool.

The City of Launceston (CoL) and local emergency service agencies are committed toward ensuring community safety through effective emergency management planning.

FIGURE 1 Launceston Municipal boundary map



2 Governance and Management

This section records how municipal emergency management is governed and managed, and who is involved: that is, three levels of government with a focus on the main municipal roles.

2.1 Roles of Government and Emergency Management Partners

In Australia, the three spheres of government (Commonwealth, State and local) work in partnership to achieve safer, sustainable communities through robust emergency management arrangements. The Tasmanian Emergency Management Plan provides a summary of the different roles of government for emergency management. Non-Government Organisations, industry/professions, communities and individuals complement the work of Governments for emergency management.

At municipal level, councils have a central role in coordinating and facilitating a range of emergency management activities for all hazards, as well as resourcing specific council responsibilities for emergency management.

The Municipal Committee is pivotal in meeting these requirements.

2.1.1 The Legal Framework for Emergency Management

In Tasmania powers and authorities for emergency management are provided in the *Emergency Management Act 2006* (The Act). The Act provides a flexible emergency management system including emergency powers for appointing personnel for emergency management functions, such as Municipal Coordinators, Deputy Municipal Coordinators and Municipal Chairpersons.

Supporting responsibilities for council functions and powers are specified in the *Local Government Act 1993* and the accompanying *Local Government (Building and Miscellaneous Provisions) Act 1993*, including:

- a. providing for the health, safety and welfare of the community
- b. representing and promoting the interests of the community
- c. providing for the peace, order and good government of the municipal area

2.1.2 Emergency Powers and Declarations

Powers related to specific hazards and/or functions are specified by State legislation or national arrangements (in some instances, Australian government legislation can also provide authority).

The *Emergency Management Act 2006* provides additional powers for Regional Controllers, the State Controller, the Minister and the Premier to authorise and/or direct authorised officers to take action for the protection of life, property and the environment. There are three powers established by the Act:

- a. risk assessment powers - authorised by the State Controller (s.36)

- b. Emergency powers - authorised by the State Controller (s.40)
- c. Special emergency powers (under a declared state of emergency) - authorised by the Premier. In this instance, emergency powers are automatically conferred on Regional Controllers (s.42).

These powers can be used at any time, provided that the criteria set out in the Act are met. Municipal Coordinators provide advice to the Regional Controller or SES Regional Manager if they believe powers should be sanctioned.

Conversely, if powers under this Act are sanctioned, the Regional Controller or SES Regional Manager will help Municipal Coordinators perform the functions required of them. Any specified authorised officer, which may include the Municipal Coordinator, may need to implement the powers, as required by the authorisation.

2.2 Emergency Management Governance

The Tasmanian emergency management arrangements are broadly organised in 3 regions (North-West, Northern and Southern). Arrangements for Launceston are part of the Northern Region.

The LMEMC (as described in Section 3.2 of this plan 'Current Arrangements'), chaired by an elected Alderman of Council or his/her representative, and is supported by the Municipal Coordinator from City of Launceston.

The LMEMC maintains Terms of Reference which are reviewed approximately every two years, noted by the State Emergency Management Committee and made available to the community on the SES website, www.ses.tas.gov.au/Committees.

In Launceston a number of other committees and groups are part of the emergency management consultation framework. Although they operate independently, they provide reports and information to the Municipal Committee as agreed and are invited to participate in the review of this plan.

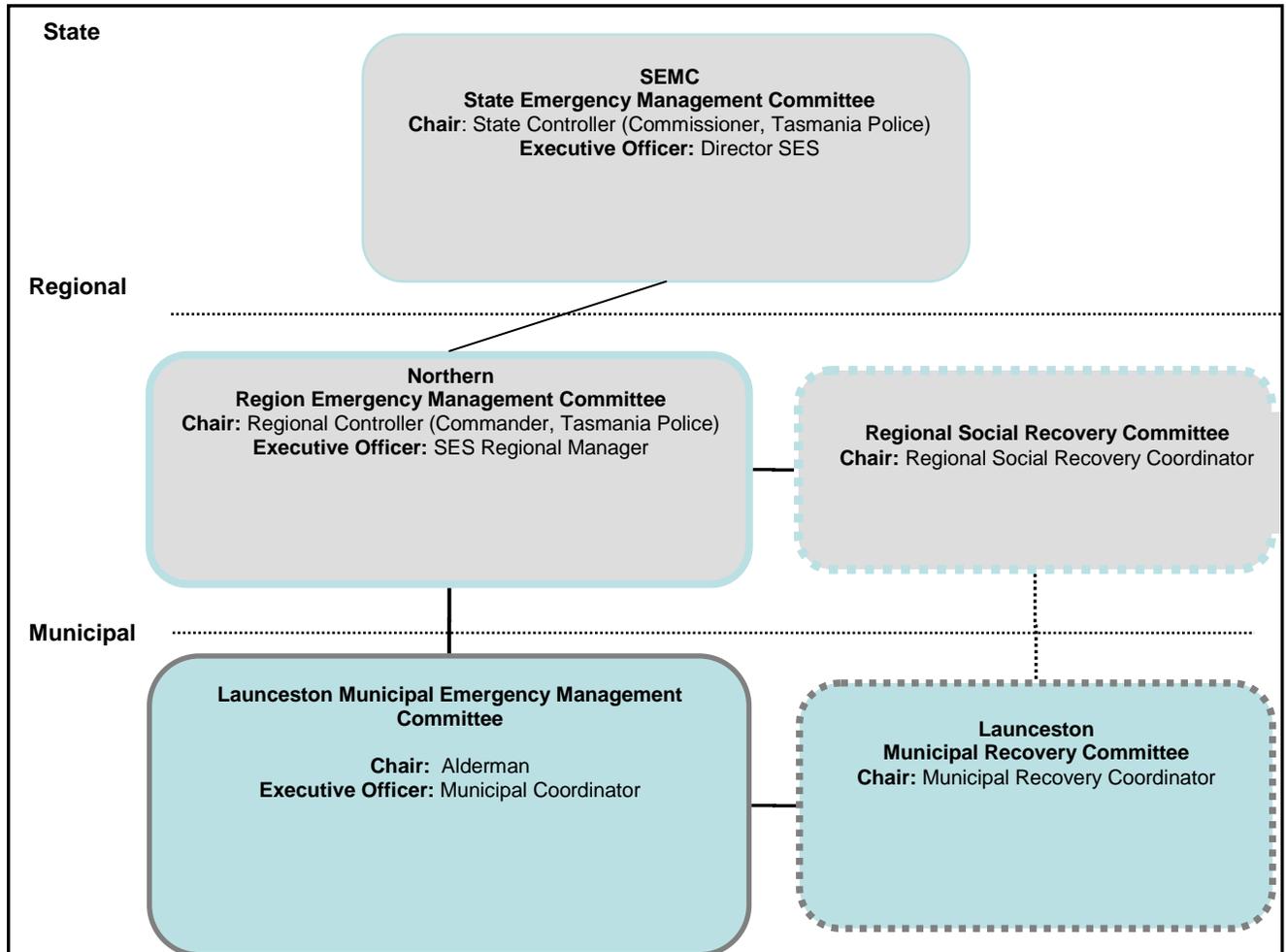
At municipal level, councils have a central role in coordinating and facilitating a range of emergency management activities for all hazards with the LMEMC, as well as resourcing specific council responsibilities for emergency management.

This committee is part of the Northern region. The Northern Region Emergency Management Committee has overarching responsibility for regional emergency management activities. The Municipal Coordinator represents each municipal area on the Regional Committee.

The Regional Committee is chaired by the Regional Controller and supported by the SES Regional Manager, as the Executive Officer, to oversee proceedings.

2.2.1 Emergency Management Governance for the Municipality of Launceston

FIGURE 2 Municipal Emergency Management Governance



2.2.2 Current Management Responsibilities

The following table summarises the responsibilities of Management Authorities and councils for hazards in Tasmania. This table is not intended to be exhaustive, and changes to it can be made by agreement through the consultation framework over the life of this plan and/or as required during emergencies. More details on comprehensive responsibilities are included in the regional plan.

Table 3 Hazard Management Summary

Row	Hazard	Response Management Authority	Council Support
1	Bio-security emergencies (includes exotic animal, plant and marine disease, and pest emergencies)	DPIPWE Biosecurity Tasmania	Property identification Road closures Local operations centres Access to disposal facilities Plant and machinery Recovery/Evacuation Centres
2	Earthquake	TASPOL	Property identification Road closures Local operations centres Building inspections Engineering assessments Plant and machinery Recovery/Evacuation Centres
3	Energy supply emergency (Includes: petroleum, gas, electricity. Excludes: energy infrastructure failures)	DSG	Property identification Local operations centres Advice on facilities requiring priority restoration
4	Energy supply emergency (includes: petroleum, gas, electricity. Excludes: energy infrastructure failures)	DSG	Property Identification Local operations centres Advice on facilities requiring priority restoration
5	Environmental emergency (including marine pollution and spills)	DPIPWE EPA Division	Infrastructure information including storm water and sewerage Providing plant and machinery
6	Fire-national parks and other reserves	DPIPWE Parks and Wildlife Service	Community information Plant and machinery
7	Fire-Permanent Timber Production Zone Land	Forestry Tasmania	Community Information Providing plant and machinery
8	Fire-urban, and privately managed rural land	TFS	Property identification Road closures Providing plant and machinery
9	Flood-dams	TASPOL (Assisted by dam owner)	Property identification Road closures

Row	Hazard	Response Management Authority	Council Support
			Local operations centres Community information Providing plant and machinery
10	Flood-rivers	SES	Property identification Road closures Local operations centres Public information in close consultation with SES Providing plant and machinery Recovery/Evacuation Centres
11	Launceston Flood Protection Scheme	City of Launceston TasWater SES TASPOL	Flood Warning. (Within area of Trevallyn Dam (South Esk River) to the Tamar River and Corra Linn (North Esk River) to the Tamar River). Response - flood gate and penstock closure Public information in close consultation with SES Levee Patrol Assist Tas Pol with road closures Recovery/Evacuation Centres
12	Food contamination	DHHS Environmental Health	Premises inspection Infection controls Community Information Property identification
13	Hazardous materials-chemical, liquid fuel, explosives (unintentional release of)	TFS	Property identification Road closures
14	Hazardous materials-radiological (unintentional release)	TASPOL	Property identification Road closures
15	Influenza pandemic	DHHS Population Health	Flu clinic facilities Community information
16	Infrastructure failure-buildings	TASPOL	Property identification Road closures Local operations centres Community information Providing plant and machinery

Row	Hazard	Response Management Authority	Council Support
17	Infrastructure failure - State roads and bridges (NB: includes transport disruption)	DSG Roads and Traffic Division	Local operations centres Community information Providing plant and machinery Alternative transport routes
18	Intentional violence (eg CBRN attacks, sieges, terrorist events)	TASPOL	Property identification Road closures Local operations centres Community information Providing plant and machinery
19	Landslip, landslide	TASPOL	Property identification Road closures Local operations centres Community information Providing plant and machinery
20	Public health emergency	DHHS Population Health	Premises inspection Infection controls Community Information Property identification
21	Space debris	TASPOL	Property identification Road closures Local operations centres Providing plant and machinery
22	Storm, high winds, tempest	SES	Property identification Road closures Local operations centres Providing plant and machinery
23	Transport crash-aviation (less than 1200m from the airport runway)	Initial response: Airservices Australia. Then: TASPOL	Community Information
24	Transport crash-aviation (more than 1200m from the airport runway)	TASPOL	Property identification Road closures Local operations centres

Row	Hazard	Response Management Authority	Council Support
			Providing plant and machinery
25	Transport crash: <ul style="list-style-type: none"> • marine (no environmental emergency) • railway • road vehicles 	TASPOL	Local operations centres Providing plant and machinery Road closures Alternative transport routes
26	Water supply contamination	DHHS Environmental Health TasWater	Property identification Road closures Local operations centres Providing plant and machinery Management of water carriers

At the signing of this plan, CoL resolved that it would, when requested, undertake to provide its own resources, where practicable and with the authorisation of the General Manager, to assist adjoining councils in combating emergency or disaster related events. Notably, this includes a commitment to provide staffing support in the Northern Region Emergency Coordination Centre when requested to do so by the Regional Controller North.

3 Emergency Management Arrangements

This Section describes the general arrangements for emergency management in the municipal area. It has four sub-sections

Prevention & Mitigation	The current focus of prevention and mitigation for municipal emergency management
Preparedness	What is done to be ready to respond to and manage community recovery, before an emergency occurs or is imminent
Response	What is done when an emergency occurs or is imminent
Recovery	What is done, in similar timeframes to response, to support recovery in the short and longer term for the four recovery elements: <ul style="list-style-type: none">• social;• infrastructure• economic;• environment

3.1 Prevention and Mitigation

This section describes the current focus of prevention and mitigation for municipal emergency management.

3.1.1 Overview

The Launceston Emergency Management Committee oversees a range of prevention and mitigation activities in collaboration with its municipal, regional and state emergency management partners.

3.1.2 Current Arrangements

3.1.2.1 Research

Through its membership, the Municipal Committee maintains an awareness of research for hazards and emergency management relevant to the municipal area. These hazards were described in Section 1 of this plan.

When new hazards are identified or additional research is warranted that has relevance for the municipal area, the Municipal Committee can seek funding and assistance from its emergency management partners to undertake it.

Findings of research that has relevance for the Municipal Committee's emergency management partners (including the community) are communicated/shared in a coordinated and appropriate way by committee members.

3.1.2.2 Business Continuity

Emergency management for Launceston is part of business continuity arrangements for the area and the region. As for protective security, each asset owner/service provider is responsible for maintaining systems, processes and resources to achieve an appropriate standard of business continuity.

Councils business continuity arrangements will be developed with consideration of the guidelines developed by the Local Government Association of Tasmania, Tasmania Police and the Department of Premier and Cabinet provide advice for State Government agencies.

The supply or redundancy of main services is particularly important for local emergency management operations and requires relationships and arrangements to be reviewed continually with asset owners or managers for the following areas, including but not limited to:

- a. Power supply
- b. Potable water
- c. Transport networks and alternative route planning
- d. Telecommunications public/environmental health standards

3.1.2.3 Land Use Planning

Land use planning responsibilities are identified in the *Land Use Planning and Approvals Act 1993* and largely at municipal level they are managed by council.

Land use planning schemes for Launceston are reviewed and updated on an ongoing basis to include improved preventative measures, which help mitigate the impact of emergencies on communities.

3.1.2.4 Risk Management

Each organisation is responsible for conducting risk assessments based on the findings of credible research, and, if necessary, incorporating the outcomes into their risk management programs and hazard registers. Risk assessment and risk management activities are completed in line with the Tasmanian Emergency Risk Assessment Guidelines (TERAG), AS/NZS ISO 31000:2009 and each participating organisation's relevant requirements or guides.

Appendix 5.2 summarises the current risk assessment findings and identifies the following general responsibilities for treatments:

- Council responsibility
- Partnership: combination of councils, State government agencies, industry, individuals
- State government agency, industry association, industry sector or individual
- Whole-of-government responsibility

3.2 Preparedness

This section describes what is done to be ready to respond and manage recovery, before an emergency occurs or is imminent.

3.2.1 Overview

Preparedness is managed in a collaborative manner between State Government, councils and their emergency management partners. CoL maintains appropriate standards of preparedness to ensure response and recovery are optimised.

As well as existing legislation for work health and safety and hazard/function specific responsibilities, the *Emergency Management Act 2006* identifies a number of additional responsibilities that are specific to preparedness at the municipal level including:

- a. council responsibilities for:
 - i providing resources and facilities for the management of emergencies in the municipal area in accordance with the municipal plan
 - ii making recommendations for the Municipal Coordinator and Deputy roles and providing a chairperson for the committee.
- b. the preparation and maintenance of a municipal emergency management plan for the municipal area
- c. establishment of a Municipal Emergency Management Committee
- d. State Emergency Service responsibilities:
 - i. Provide advice and services in accordance with emergency management plans
 - ii. Recruit, train and support a volunteer workforce

Support Agencies and owner/operators of specific facilities maintain processes and arrangements so that they are ready to:

- a. fulfill their roles in emergency management
- b. achieve 'business as usual' for as long as possible, as well as
- c. coordinate recovery and aid broader recovery efforts after the emergency, if required

3.2.2 Current Arrangements

City of Launceston is committed to a high standard of emergency management capability.

3.2.2.1 Municipal Emergency Management Committee

- Develop the Launceston Municipal Emergency Management Plan as the key strategic document for the management of risk to the community arising from

emergencies (this includes maintaining the Municipal Emergency Management Plan and any related municipal sub-plans);

- Recognise the value of community contributions in Emergency Management (EM) and promote community engagement as required;
- Develop a progressive review system which is implemented for all elements of Emergency Management and is based on continuous improvement principles;
- Define and adequately address all elements of PPRR (Prevention, Preparedness, Response and Recovery);
- Define the role and charter of the Launceston Municipal Emergency Management Committee
- The Municipal Committee has an important role in maintaining relationships so information is shared and effective arrangements are in place for emergency management.
- Coordinate/oversight the management of emergencies that affect the municipality and support neighbouring6 councils where able.
- Review the management of emergencies that have occurred in the municipality or combined area to identify and promote opportunities for improved emergency management. This can include assisting the Municipal Chairperson, Municipal Coordinators (emergency management and recovery) and other Municipal Committees, as well as reporting to the Regional Committee and proactively engaging with stakeholders to enhance municipal emergency management
- During emergency events, it is important that where possible normal management structures remain in place. This is important to ensure a seamless transition from normal Council operations to those required for an emergency event.
- The exception is that some staff (eg Municipal Coordinator and/or Deputy) may have special skills for managing the particular aspects of an emergency and are aware of the needs and management issues of emergency services, and regional emergency management arrangements.

3.2.3 Capacity and Capability

State government agencies and government owned businesses maintain their own capacity and capability arrangements. In the municipal context the following points are important:

- a. redundancy for council emergency management roles
- b. emergency management education and training for council workers
- c. maintaining the municipal emergency coordination centre
- d. maintaining basic systems so that resources can be requested and shared

3.2.3.1 Relief Arrangements for Council Emergency Management Roles

Primary Role	Usual Delegate
Municipal Chairperson	Elected Member
Municipal Coordinator	Deputy Municipal Coordinator

3.2.3.2 Education and Training

The Municipal Coordinator ensures general inductions for workers who have emergency management functions are undertaken. The Deputy Coordinator, SES Regional Manager and Regional Social Recovery Coordinator assist when necessary.

Validation activities, which are useful training opportunities, are conducted at various times by a range of stakeholders. Municipal committee members attend these and/or arrange for relevant people from their organization to participate where relevant.

3.2.3.3 Organisational EOCs

Emergency response organisations have *Emergency Operations Centres* (EOCs), which manage the command and coordination aspects of those organisations. These EOCs are activated by the individual agencies in accordance with their own procedures.

Functions of such EOCs include:

- Management of agency tasking, personnel and resources;
- Establishing and monitoring communication networks;
- Coordination of response operations;
- Management of requests for additional support;
- Coordination of logistical support for own personnel; and
- EOCs are typically operated from within facilities.

3.2.3.4 Launceston Emergency Coordination Centre (LECC)

The Launceston Emergency Coordination Centre is established by the Municipal Coordinator when required. It will be established at Town Hall, St John Street, Launceston. It is a facility for:

- coordinating council's response to emergency incidents with the potential to impact communities within the City of Launceston municipal boundaries.
- coordinating requests from response and recovery organisations for additional resources
- providing timely and accurate information relevant to the emergency, to the Response Management Authority, Regional Controller and local community.
- A summary of this facility and other important locations are included in the Appendices Section of this plan
- The Municipal Coordinator maintains Duty cards and procedures for use during operations; the versions that were current at the time this plan was issued are included in the Appendices Section of this plan. Duty cards are designed to be used in any combination with other centres, such as agency-

specific Emergency Operations Centres/the Regional Emergency Coordination Centre.

3.2.4 Location and Activation

During emergency situations or on other occasions considered necessary, operations within the Launceston Council municipal area will be coordinated from the Launceston Emergency Coordination Centre which will be established at the City of Launceston, Town Hall, St John Street, Launceston. The LECC may be activated by:

- Municipal Coordinator
- Council's General Manager
- Upon request of the Regional Controller, or representative
- Upon request of the SES Regional Manager, or representative

3.2.5 Public Enquiries

General warnings and information will be issued to the public as advised by the Municipal Emergency Management Coordinator. Procedures are maintained for use in the event of an emergency eg council maintains a procedure for its customer service centre to take emergency calls. Organisations represented on the Municipal Committee maintain their own contact points for general enquiries.

3.2.6 Warning systems

Emergency warning systems relevant to the Launceston Municipal area are:

- Flash and mainstream flooding; (BoM/SES)
- Severe weather (BoM)
- Earthquakes and tsunamis (BoM/TASPOL)
- Road conditions (BoM)
- Bushwalking conditions (BoM)
- Bushfire (TFS)
- Emergency Alert (all hazards) (TFS)
- Local ABC Radio (primary Support Agencies or response Management Authority)
- Flood Evacuation Siren - specific to suburb of Invermay (CoL/SES)
- TASALERT

Warnings of impending emergencies will be communicated to the public in consultation with the Management Authority in the most appropriate manner (eg. mail, broadcast media, door knocking). The Municipal Coordinator will assist response management

authorities where possible in initiating the provision of public warnings, contacting media and other support agencies as required.

3.2.7 Vulnerable Community Groups

Specific consideration is required in the development and dissemination of community information and warnings for groups with special needs (ie persons with visual/hearing impairments; persons from non-English speaking backgrounds). The following organisations can provide advice that may assist in the development and dissemination of messages for special needs groups:

- Migrant Resource Centre
- Tasmanian Interpretation Service
- Community service groups including non-government organisations (NGOs)
- Department of Health and Human Services
- Tasmanian Health Organisation
- Private Sector Hospitals
- Aged Care Facilities

3.2.8 Public Information Readiness

Response Management Authorities are responsible for maintaining Tasmanian Emergency Information System (TEIS) scripts about hazards in draft form so that they can be customised as required.

If possible, pre-prepared public information resources are tailored to inform all members of the municipal area about the emergency.

Specific arrangements for community warnings and public information are described in the Appendices Section of this plan.

3.2.9 Municipal Emergency Management Plans

The Municipal Committee is responsible for the preparation and maintenance of this plan, which is usually handled by the Municipal Coordinator. The plan is reviewed at least every two years after it was last approved.

The current version of this plan is available from Council's website, SES website and the Municipal Coordinator.

Each organisation represented on the Municipal Committee is responsible for maintaining their own plans and procedures and making sure they are aligned with the arrangements in this plan.

In addition, each management authority should familiarise themselves with the operating procedures of organisations who would be likely to assist them during an emergency event.

3.2.10 Validations and Performance Management

Validations are conducted as part of the emergency planning process to assess the effectiveness of emergency management arrangements. Validations include debriefs, exercises and other workshops/meetings.

Each member organisation must ensure that its processes and procedures are tested regularly and must participate in other validations when able.

Debriefs are conducted by each member organisation after exercises and operations. Combined debriefs for agreed operations are arranged by the Municipal or Regional Committee.

Lessons identified in debriefs are recorded and shared, if relevant, through the consultation framework.

The performance of municipal emergency management is progressively reviewed through debriefs and at committee meetings for the area and the region. If opportunities for improvement are identified, action is taken to address the situation on a risk basis.

3.2.11 Information Management

Systems for managing information during emergencies include prepared templates for:

- Situation Reports
- Operational logs
- Registration systems - spontaneous volunteers, public offers, affected groups eg businesses
- Resource allocation
- Recording expenditure
- Supporting impact assessments

During any emergency the provision of information to the public is critical. CoL has a vital role in ensuring this information service is both timely and effective. This information service will be a focus from which members of the community can establish the correct source of advice/information relating to the emergency. Whilst the service should not attempt to be the sole owner of information relating to the event, it must advise people as to the correct source, location and telephone number where detailed advice can be obtained. Information being sought by members of the public may involve recovery service matters such as food, clothing, accommodation, personal counselling, finance, insurance and the provision of essential services. It should be noted that this service is quite distinct from any MECC established and would, in effect, support any MECC in operation. The following information describes this CoL information service:

3.2.11.1 Role of the Information Service

To provide information to the public before, during, and after an emergency or disaster.

To advise the public of likely events and precautionary actions to be taken in advance of an anticipated emergency or disaster;

To advise the public of appropriate action for them to take or who to contact (ie response management authority) during an emergency event;

To advise the public as to the appropriate contacts for recovery management issues, either during or immediately following an emergency or disaster event.

3.2.11.2 Information Service Operation

Emergency telephone lines for dedicated use during an emergency situation within the council area can be acquired in a short period through Telstra. These lines should be power fail-safe and differ from the advertised council emergency hotline to prevent confusion. Any advertising of discrete numbers should only be made when an emergency situation looks like developing and would need to indicate that this referral service is related to the particular emergency.

The operation of the information service will be dependent on the information provided to it by the response management or support authorities. As there may be a number of possible scenarios, a proforma will be of assistance to information service operators. It is envisaged this would be completed each time the information service is activated.

With respect to the actual operation of the phone service it is intended that the phone would be linked with at least 2 or 3 other phones within the CoL area (if call busy divert and if no answer divert). The total number of operators may need to be varied in accordance with response activities and the number of calls to be processed. This will be the responsibility of the person charged with co-ordination of this Public Information Service.

3.2.12 Establishment and Staffing

The person nominated by the Municipal Coordinator to be the Information Service Coordinator, will be responsible for setting up the operations area and activating services in accordance with this plan. For the City of Launceston the Information Service Coordinator will normally be the Manager Customer Service.

The Public Information Service will operate from Town Hall, St John Street, Launceston. Officers nominated to staff the information service area are to be released from normal duties as required.

For the City of Launceston the Public Information Service will normally be staffed by employees from the Customer Service Team.

3.2.13 Administration Management

Each organisation involved in emergency management is responsible for its own administration (excluding the support available for operational management) prior to, during and after an emergency event or disaster. This includes raising and maintaining resources which would normally be available to that organisation for emergency response or recovery operations.

3.2.14 Resources

All organisations with emergency management responsibilities under this plan should maintain a current list of resources which can be utilised in response operations during an emergency event. It is not practical to list every item of equipment by organisation in this plan. Details of equipment availability can be obtained through contacting response management authorities or supporting organisations direct.

At times additional resources may be required outside the scope held or accessed by response management authorities, supporting organisations or council/s. Should this occur, requests can be forwarded to the SES outlining any resource assistance required. This enables a link into regional, state and/or federal resources. The financial implications relating to resource acquisition are detailed below.

3.2.15 Financial Administration

At the signing of this plan, the CoL resolved that:

- The Municipal Coordinator (or his/her delegated representative), in the event of an emergency, be authorised to expend funds up to \$50,000 on the acquisition and/or utilisation of urgently required resources. Funds expenditure over \$50,000 to be authorised by the General Manager.
- Such expenditure be authorised by the Municipal Coordinator through a special Emergency Order number; and
- The General Manager to be advised of all expenditure as soon as practicable by the Municipal Coordinator.

3.2.15.1 Financial Management

All organisations involved in emergency operations must maintain detailed records of expenditure incurred during or after an emergency event. This includes identifying those who are responsible for collating costs of response and community recovery efforts. Cost capture systems are aligned with the three components of the Tasmanian Relief and Recovery Arrangements (TRRA) and councils may request access to funds.

In the first instance, requesting organisations must always accept responsibility for charges relating to resource purchases and or hire. Reimbursement for such expenditure should then be investigated through state and federal channels, by each organisation.

3.2.16 Volunteer Registration

Volunteering Tasmania is able to assist in the registration and management of spontaneous volunteers during an emergency. Other organisations maintain and train volunteer elements within their workforce eg SES, TFS, AT. Some operations may not be suitable for untrained volunteers. This concept must be adhered to especially when volunteers may be in potentially hazardous surroundings eg structural collapse.

3.2.17 Community Education

Council recognises that public education programmes form an important mitigation activity and assist with increasing resilience within the Community. Council undertakes a number of community awareness activities throughout each year. As flooding constitutes the major threat within this municipality the current community education programme has a focus on flooding.

3.3 Response

This section describes the procedure when an emergency occurs or is imminent.

3.3.1 Overview

Clearly inform emergency stakeholders of response roles and responsibilities to reduce the community impact of emergency incidents and enhance recovery in a coordinated way. Broad responsibilities for hazards or functions are usually established in legislation, but the planning process also establishes arrangements that draw on these responsibilities in a practical, flexible and scalable way to reduce the threat to life, property or the environment.

The aim of this section of the LMEMP is to minimise the impacts of emergencies/emergency incidents on the Launceston community.

Priority of response and information handling will be in the following order:-

- Matters which ensure the immediate health and safety of members of the community
- Provision of services for the immediate crisis period (eg clothing, food and shelter of a temporary nature).

During an emergency event, many agencies may become involved in the provision of services to assist the community. Response management authorities can become fully committed to the response phase and it is often necessary to establish an emergency operations centre to consider higher level or peripheral issues which are removed from the actual response activities combating the emergency.

Emergency powers enable authorised action to be taken to assist in resolving emergencies. Primary powers and responsibilities are generally established in hazard-specific State legislation and then incorporated in hazard-specific plans. Additional powers are provided in the *Emergency Management Act 2006* and can be applied when the relevant criteria are met.

Overall emergency management authorities, such as the Regional Controllers, can assume control of an emergency.

This and other operational support issues for emergency events within the MOL are detailed below.

3.3.2 Command, Control and Coordination

3.3.2.1 All Hazards Response Arrangements & Escalation

When an emergency occurs, those who have the primary responsibility for protecting the life, property or environment that is being threatened usually carry out initial response actions at the emergency site. Control at the scene (and for the emergency generally) may alter during response as the situation changes. In such situations, Response Management Authorities (RMA's) can make requests to emergency personnel (eg

Municipal Coordinators; support agencies; etc) to provide information, advice and/or assistance.

The need for enhanced control, command and coordination increases as the situation escalates and as more organisations become involved in the response. I

In responding to emergencies impacting its community, The City of Launceston adheres to the Australasian Inter-Service Incident Management System (AIIMS). This system provides an effective and managed system for the control, command and coordination of emergencies. It is underpinned by 5 fundamental principles. These are:

1. Flexibility – managing emergencies requires a flexible, scalable and all-hazards approach.
2. Management by Objectives – a process where the Incident Controller (IC) manages the incident in accord to a suite of incident objectives outlining the desired outcomes of the incident.
3. Functional Management – An Incident Controller is appointed to every incident and is responsible and accountable for all of the functions of the incident (control; planning; intelligence; operations; public information; operations; logistics; finance).
4. Unity of Command – Each individual should report to only one supervisor. In the context of incident management, this principle is extended to the practice that there is only one Incident Controller for any incident and that they are responsible for directing and coordinating the actions of all resources with one set of objectives.
5. Span of Control – This relates to the number of groups or individuals that can be successfully managed by one person and recognises that effective management of personnel in emergencies is imperative in ensuring both staff and public safety. Supervision ratios ranging from 1:3

Per the Tasmanian emergency arrangements, support Agencies (including councils) are responsible for assisting Response Management Authorities. As such, councils can be requested to support response by making resources available. These requests are made by direct contact with the Municipal Coordinator as Council's Incident Controller. At this point, consideration is given to the practicalities of opening the Municipal Emergency Coordination Centre to coordinate resources and requests (if it isn't already open).

The General Manager is responsible for providing adequate staff and resources to operate the municipal coordination centre. The Municipal Coordinator is responsible for opening and managing the centre. Liaison Officers for responding agencies can support fellow workers at the emergency scene and provide advice to other agencies at Emergency Operations Centres/Emergency Coordination Centres and/or to senior managers who are monitoring the situation.

The SES Regional Manager usually assists and advises the Municipal Coordinator and/or Municipal Emergency Coordination Centre and is responsible for briefing the Regional Controller (and other stakeholders).

The SES Regional Manager is responsible for arranging regional support to councils, should this be required.

The Regional Controller can assume overall control of response and recovery operations (see Section 18 of the Act). Emergency powers from the *Emergency Management Act 2006* do not need to be sanctioned for this to occur.

3.3.3 Emergency Powers

Emergency powers are established in the *Emergency Management Act 2006*. The SES Regional Manager will coordinate activities on behalf of the Regional Controller when emergency powers are authorised.

3.3.4 Operational Communications

Timely and accurate communications between Response Management Authorities, support agencies and emergency stakeholders is critical to the effective management of emergencies.

Organisations involved in operational activities have dedicated communications resources, usually VHF or UHF radio networks, to maintain management control over their own resources during an emergency event. In addition, the response management authority may establish a control network to link each of the agencies involved in the operation. Mobile radio communications will become the primary form of communication should the emergency cause the loss of landline and mobile phone systems. If an emergency event escalates to require the activation of regional structures, the SES will establish a communications network to all organisations involved. This will enable ongoing situation reports to be provided to the Regional Controller in managing the emergency or disaster.

Situation reports also provide an important means of communications. These are usually prepared (and/or approved) by the Municipal Coordinator or her/his nominated delegate.

3.3.5 Resource Sharing & Coordination

Should additional resources be required, beyond those of the CoL, then neighbouring councils will be contacted for support. The Northern Regional SES Volunteer Unit may also be contacted for support.

3.3.6 Consequence Management

The Regional Controller's efforts are usually focused on consequence management (including public information strategies). Generally, this occurs in consultation with Regional Committee members and other relevant stakeholders acting as Liaison Officers and/or advisors and is coordinated by the SES Regional Manager. If further

assistance is required, the Regional Controller can make requests to other regions or to the State Controller.

The Response Management Authority handles offers of assistance from organisations that are not usually part of response arrangements (eg from the community, industry, celebrities, other regions/jurisdictions and interstate agencies), although these offers can be referred to the SES Regional Manager.

Figure 3 summarises the general command, control and coordination arrangements for hazards affecting the municipal area. These are model arrangements and are applied appropriately for each situation. Table 4 summarises typical response actions for all hazards and these are used or adjusted for each situation.

FIGURE 3 Response Management Structure

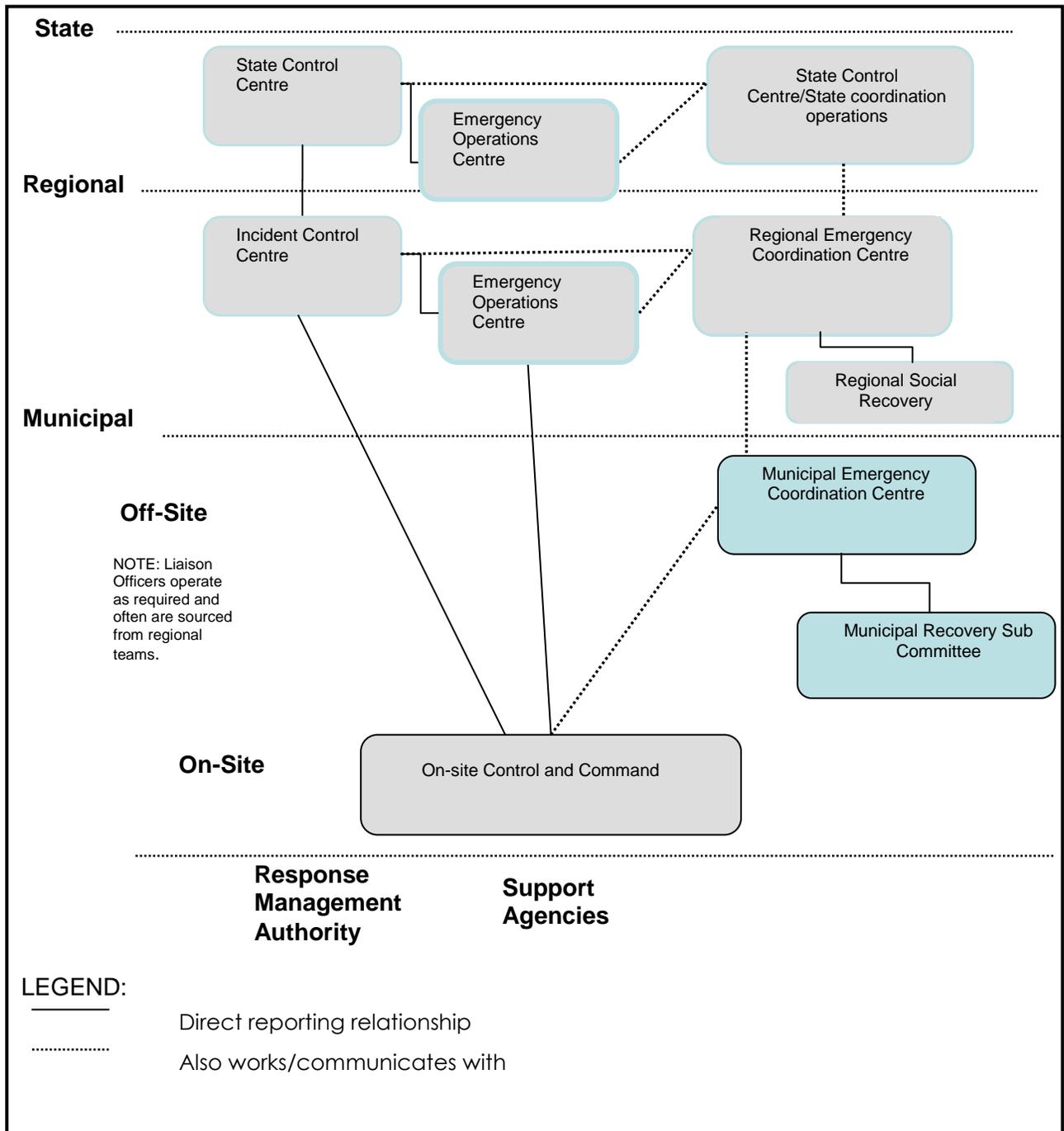


Table 4 All Hazards Response: Typical Actions

Phase	Response actions	Council considerations
1 Alert	<ul style="list-style-type: none"> • Monitor situation • Brief stakeholders 	<ul style="list-style-type: none"> • Advise Council stakeholders and committee • Monitor situation
2 Stand-by	<ul style="list-style-type: none"> • Prepare to deploy for Response • Arrange warnings (if relevant) • Update stakeholders • Nominate media/information officer and advise stakeholders 	<ul style="list-style-type: none"> • Update stakeholders (council, committee and Response Management Authority) and circulate latest version of contact list/Action Cards • Locate keys to centres, notify centre managers of the potential for use • Draft staff rosters for centres/tasks for next 24 hours • Locate supplies that are likely to be needed in the first few hours - stationery, references (plans, map books, contact lists), extra equipment (phones, lap tops, printers, tea/coffee). • Nominate media officer and advise response agencies
3 Respond	<ul style="list-style-type: none"> • Assess emergency scene • Establish command and control arrangements • Deploy resources and request extra assistance as required • Assess impacts and effectiveness of response strategies • Consider evacuation • Provide further warnings and public information as required • Provide Sit Reps and other operational information • Conduct impact assessments and provide updates 	<ul style="list-style-type: none"> • Establish and communicate coordination location for council resources/requests • Manage request for assistance/resources • Open and manage centres as required (eg assembly or evacuation centres) • Provide community with information • Ongoing assessment of impacts especially for power supply, potable water, transport disruption, public/environmental health conditions and community recovery needs • Update stakeholders and Regional Controller as required • Coordinate meals, relief/accommodation for council workers
2 Stand Down (including Recovery handover)	<ul style="list-style-type: none"> • Assess effectiveness of response actions • Plan for end of Response • Liaise with council/Regional Controller regarding the status of recovery operations and arrange 'hand over' as required 	<ul style="list-style-type: none"> • Confirm end of/close council operations for Response • Liaise with recovery workers and assess needs • Reinstate transport routes etc • Update stakeholders and Regional Controller and confirm ongoing points of

Phase	Response actions	Council considerations
	<ul style="list-style-type: none"> • Confirm end of/close Response and stand down • Collate logs, costs etc. and assess needs for re-supply 	<ul style="list-style-type: none"> contact • Close centres as agreed • Collate logs, costs etc. and assess needs for re-supply
5	Debrief <ul style="list-style-type: none"> • Conduct internal debrief/s • Participate in multi-agency debriefs as required and report to Regional Controller/Committee 	<ul style="list-style-type: none"> • Conduct council worker debrief • Arrange for committee debrief and report to Regional Controller/Committee

3.3.7 Warnings and Public Information

3.3.7.1 Community Warnings

Warnings are issued by the BoM for severe weather events. The TFS issue community alerts for fire with potential for community impacts. The SES issue community alerts for flood. These warnings are sent to media outlets (radio and television) and agreed stakeholders at state level for dissemination and issued on TasAlert and agency websites. Media outlets issue the warnings and they may also be preceded by the SEWS (Standard Emergency Warning Signal) in accordance with Tasmania's guidelines. These guidelines note that the Regional Controller can request SEWS is used.

CoL is responsible for interpretation and Flood Warning in the South Esk River from Trevallyn Dam to the Tamar River and in the North Esk River from Corra Linn to the Tamar River. Flood Warning is detailed in the CoL Flood Warning Plan. All other responsibility for Flood Warning outside these boundaries rests with Bureau of Meteorology (BoM).

Response Management Authorities are responsible for interpreting warnings and communicating the potential impacts and consequences to the community.

As articulated in the Launceston Evacuation Plan a flood warning siren will be activated in the Invermay area. Tasmania Police are the response management authority for this evacuation. SES Northern region maintain the flood warning siren, however Tasmania Police will give SES the authority to activate the siren should the need to evacuate the suburb of Invermay arise. Evacuation will take place following the prediction of major flooding or the possibility of flood levee failure. As articulated in the Invermay Flood Evacuation Plan, Evacuation Standby Notices will be delivered prior to the activation of the siren, and Tasmania Police and SES will also be in the Invermay area advising residents of the need to evacuate.

Council may support warning dissemination in accordance with their own responsibilities and/or assist other groups if requested by the:-

- Response Management Authority
- SES Regional Manager
- Regional Controller

Relevant Management Authorities and Support Agencies work together so that messages are consistent and coordinated.

'Emergency Alert' is a national capability that can send warning to landline and mobile telephones via voice and text messages in a geographic area (messages to non-Telstra mobiles are based on their billing address, not actual location). 'Emergency Alert' operates on a 'fee for service'. Cost recovery is coordinated at State level between TFS and the response Management Authority.

Warnings sent using the Emergency Alert system are coordinated by the response Management Authority and TFS. If council identifies a need to use the system, this is arranged with the SES Regional Manager.

Table 5 Summary of Warning Systems and Arrangements

Natural Hazards	Warning Type	Issuing Agency	Method
Flood			
Flood watch	An Alert, Watch or Advice of possible flooding, if flood producing rain is expected to happen in the near future. The general weather forecasts can also refer to flood producing rain.	BoM	Public: Media Emergency Services: SMS, telephone calls, emails, Fax
Flood alert	Warnings of 'Minor', 'Moderate' or 'Major' flooding in areas where the Bureau has installed specialised warning systems. In these areas, the flood warning message will identify the river valley, the locations expected to be flooded, the likely severity of the flooding and when it is likely to occur.	BoM	Public: Media Emergency Services: SMS, telephone calls, emails, Fax
Minor flood Warning	Causes inconvenience. Low-lying areas next to watercourses are inundated which may require the removal of stock and equipment. Minor roads may be closed and low-level bridges submerged.	BoM	Public: Media Emergency Services: SMS, telephone calls, emails, Fax
Moderate flood Warning	In addition to the above, the evacuation of some houses may be required. Main traffic routes may be covered. The area of inundation is substantial in rural areas requiring the removal of stock	BoM	Public: Media, Standby Evacuation Notice (Invermay Area). Social Media Emergency Services: SMS, telephone calls, emails, Fax
Major flood warning	In addition to the above, extensive rural areas and/or urban areas are inundated. Properties and towns are likely to be isolated and major traffic routes likely to be closed. Evacuation of people from flood affected areas may be required.	BoM	Public: Media, Social Media, doorknocking, flood evacuation siren Emergency Services: SMS, telephone calls, emails, Fax
Severe Weather			
Severe weather warnings	These warnings are provided when severe weather is expected that is not directly related to severe thunderstorms, tropical cyclones or bushfires. Examples include land gales, squalls, flash-flooding, dangerous surf or tides	BoM	Public: Media, Social Media Emergency Services: SMS, telephone calls, emails, Fax

Natural Hazards	Warning Type	Issuing Agency	Method
Damaging Winds	Gusts expected in excess of 100km/h (75km/h when wind is from the east or south ie an unusual direction), 'destructive' winds above 125 km/h	BoM	Public: Media, Social Media Emergency Services: SMS, telephone calls, emails, Fax
Abnormally high tides	Issued when tides are expected to be sufficiently high to cause damage to foreshore areas or disruption to foreshore and maritime activities (generally when water level expected to reach 40cm above normal spring tide level)	BoM	Public: Media, Social Media Emergency Services: SMS, telephone calls, emails, Fax
Flash flooding	Issued when rainfall rate over one hour is expected to exceed the 1 in 5 or 1 in 10 year return period	BoM	Public: Media, Social Media Emergency Services: SMS, telephone calls, emails, Fax
Severe thunderstorm warnings	Provided when thunderstorms are expected to produce dangerous or damaging conditions: Hail greater than 2cm diameter Wind gusts greater than 100 km/h Flash flooding tornadoes	BoM	Public: Media, Social Media Emergency Services: SMS, telephone calls, emails, Fax
Bushwalkers weather alert	Issued when conditions are likely to pose a danger to bushwalkers - generally cold, wet, windy weather	BoM	Public: Media, Social Media Emergency Services: SMS, telephone calls, emails, Fax
Ice and frost on roads	Road weather alerts - advise of potentially dangerous driving conditions eg fog, low visibility in heavy rain, gusty winds, widespread frost, snow	BoM	Public: Media, Social Media Emergency Services: SMS, telephone calls, emails, Fax
Fire			
Low - Moderate Fire Danger Rating (FDR 0-11)	Fires breaking out today can be controlled easily. There is little risk to people and property		Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone calls, emails, Fax
High Fire Danger Rating (FDR 12-24)	Fires breaking out today can be controlled. People in the path of a fire are unlikely to be killed or seriously injured if they take shelter. Well-prepared and actively defended homes		Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone

Natural Hazards	Warning Type	Issuing Agency	Method
	can offer safety during a fire.		calls, emails, Fax
Very High Fire Danger Rating (FDR 25-49)	Some fires breaking out today will spread rapidly and be difficult to control. There is a possibility that people in the path of a fire will be killed or seriously injured. Some homes may be destroyed. However, well-prepared and actively defended homes can offer safety during a fire		Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone calls, emails, Fax
Severe Fire Danger Rating (FDR 50-74)	Some fires breaking out today will spread rapidly and be uncontrollable. People in the path of a fire may be killed or seriously injured. Some homes are likely to be destroyed. However, well-prepared and actively defended homes can offer safety during a fire.		Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone calls, emails, Fax
Extreme Fire Danger (FDR 75-99)	Some fires breaking out today will spread rapidly and be uncontrollable. People in the path of a fire may be killed or seriously injured. Many homes are very likely to be destroyed. Only well-constructed, well-prepared and actively defended homes are likely to offer safety during a fire.		Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone calls, emails, Fax
Catastrophic Fire Danger Rating (FDR>100)	Some fires breaking out today will spread rapidly and be uncontrollable. There is a high likelihood that people in the path of a fire will be killed or seriously injured. Many homes are very likely to be destroyed. Even the best prepared homes will not be safe today.		Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone calls, emails, Fax
Total Fire Ban	Can be declared on days when the danger of fire is extremely high and when fires would be expected to develop rapidly and be extremely difficult to control. Usually a Total Fire Ban lasts for 24 hours	TFS	Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone calls, emails, Fax
Fire weather warning	Issued when the rating on the fire danger scale is expected to exceed thresholds agreed to with fire agencies ie when forest fire danger index exceeds 38 in Tasmania	BoM	Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone calls, emails, Fax
Advice	' Advice ' message - This will advise you that a fire has started but there is no immediate danger, and includes general information to keep you up to date with developments	TFS	Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone calls, emails, Fax
Watch and Act	' Watch and Act ' message - This represents a	TFS	Public: Media, Social

Natural Hazards	Warning Type	Issuing Agency	Method
	heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family		Media, TFS Website Emergency Services: SMS, telephone calls, emails, Fax
Emergency Warning	'Emergency Warning' - This will indicate that people in specific locations are in danger and need to take action immediately, as they will be impacted by fire. This message may be preceded by an emergency warning signal (a siren sound).	TFS	Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone calls, emails, Fax

3.3.7.2 Media

The local and regional media outlets assist to provide information to the public about emergencies. The Municipal Coordinator aims to provide comments through Council's nominated media officers, and these comments are limited to Council's role and response/recovery activities. Queries outside this scope are referred to the response Management Authority or the Regional Controller/SES Regional Manager.

The following principles apply to all media arrangements:

- An informed community is a resilient community, so timely and accurate information being provided to the media is a priority.
- Commentary is limited to matters related to Council's own role in response/community recovery.
- Comments outside Council's scope are referred to the response Management Authority in the first instance

When providing community messages the following is an effective model:

- What we know
- What we don't know
- What we are doing (the authorities)
- What we want you to do (the Community)

3.3.7.3 Public Information

Table 6 summarises the arrangements for providing information to the public regarding an emergency.

3.3.7.4 Tasmanian Emergency Information Service (TEIS)

Tasmania has a state call-centre capability known as the Tasmanian Emergency Information Service (TEIS), managed by the Telecommunications Management Division (TMD) of the Department of Premier and Cabinet. This service provides an initial point of contact for the community to access self-help information following an emergency.

The service is activated and deactivated by Service Tasmania on request from the State Controller, following the advice of Regional Controllers. It can also be activated by the Secretary of the Department of Premier and Cabinet (DPAC) at the request of a SEMAG member (usually for the response Management Authority or a major Support Agency for recovery functions). The decision to activate the service includes acceptance of a number of responsibilities including appointing:

- Liaison Officer to be located at the TEIS for the duration of the activation
- Supporting Information Manager

The service operates on a 'fee for service'.

If the Council or Municipal Coordinator requires the TEIS, a request is made to the SES Regional Manager who will consult with the Regional Controller.

If use of TEIS is approved, scripts are then developed, using a consultative approach.

Table 6 Summary of Public Information Arrangements

Row	Location	Scope of emergency information	Provided by:	Developed by:	Cleared by:	Distribution methods
1.	On-Site	The emergency and its known impact	Response Management Authority. Support agencies can advise about their own roles	Response Management Authority.	Response Management Authority.	Media Agency websites Emergency Alert
2.	EOC/ECC	Actions/responsibilities of the centre	Centre Coordinator	Centre Coordinator	Authorised Emergency Management Coordinator eg Municipal, Regional Controller	Media TEIS
3.	Other Centres Assembly, Evacuation	Actions/responsibilities of the centre	Centre Coordinator	Centre Coordinator	Centre Coordinator	Media TEIS
4.	Municipal area	Impact of the emergency on local community	Mayor	Council media officer	Council media officer	Media, council website TEIS, CALD, others
			Council Customer Service	Council media officer	Council media officer	Phone enquiries
5.	Within the region	Impact of the emergency on the region	Regional Controller	SES Regional Manager or delegate	Regional Controller	Media, council websites
			Response Management Authority	Media Officer	Response Management Authority, regional liaison	TEIS CALD, others
			Regional Social Recovery Coordinator	Regional Social Recovery Coordinator/Media Officer	SES Regional Manager or delegate for Regional Controller	
6.	Rest of the State	Impact of the emergency for the State, including Relief arrangements	State Controller	SES Director, TasPol Media Unit, Govt. Media Office	SES Director, TasPol Media Unit, Govt. Media Office	Media, agency or SCC website, TEIS
			Response Management Authority	Media Officer	State level officer for the response Manager Authority	CALD, others
			Premier/Minister	Govt. Media Office	Govt. Media Office	

3.3.8 Other Elements

3.3.8.1 Evacuation

Evacuation involves the movement of people to a safer location and their return. For evacuation to be effective it must be appropriately planned and implemented. Tasmania Police and Tasmania Fire Service have legislative power to order evacuation, although voluntary evacuation is the preferred strategy in emergencies. It is recognized that evacuation is a multi-agency responsibility that requires the participation and cooperation of several agencies/organisations. It is essential that coordination and communication is maintained across all stages of evacuation. The *Bushfire Evacuation Arrangements for Tasmania Fire Service and Tasmania Police 2013* provide interim guidance for conducting evacuations during a bushfire emergency for Tasmania Police (TASPOL), Tasmania Fire Service (TFS) and other stakeholders.

If the response Management Authority identifies a need for evacuation, the Municipal Coordinator can be contacted for assistance.

When evacuation plans involve significant changes to traffic flows over roads and bridges, the road owner/manager should be involved (i.e. council and/or DSG).

Councils maintain a register of facilities that could be used to provide services for displaced persons.

TFS also maintains a register of Evacuation Centre's and Nearby Safer Places for bushfires and will provide advice through the media and TFS website, if recommending that the community uses these.

Figure 1 illustrates the evacuation process as dictated by the State Evacuation Framework. A formal evacuation process does not prevent people in the community from making an independent decision to relocate in the appropriate circumstances.

Coordination

Tasmania Police plays a lead role in the evacuation process during an emergency. If time permits a Police Evacuation Coordinator may be appointed by a Police Commander to both coordinate the evacuation process with key agencies/organisations involved and to manage the withdrawal stage.

Decision

The decision to recommend the evacuation of people in and around at-risk areas, rests with the Incident Controller managing the emergency incident. The Incident Controller should consult with police and other experts.

Warning

It is the responsibility of the Incident Controller to issue evacuation warnings to all people, including vulnerable people in the community and special facilities in the affected area. Evacuation warnings should be prepared in consultation with Tasmania Police.

Withdrawal

The Police Evacuation Coordinator is responsible for managing the withdrawal of persons from an affected area.

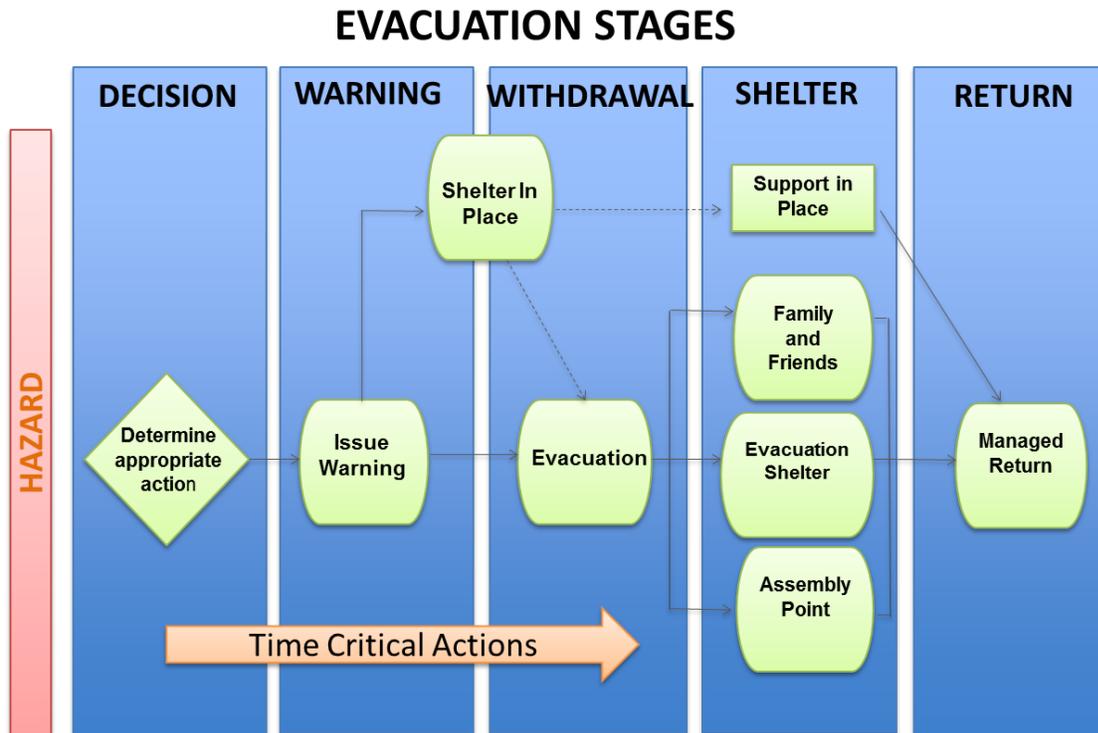
Shelter

Where the Incident Controller determines that emergency shelters are required, they will advise Tasmania Police of the location and type of sheltering arrangements established. Municipal Councils may be required to activate Evacuation Centres as part of an evacuation.

Return

The Incident Controller is responsible for the decision that evacuees can return if an area is sufficiently safe to do so, in consultation with Tasmania Police and other experts. The Police Evacuation Coordinator may be required to plan and manage the return of evacuees. Longer-term evacuees are managed by recovery agencies.

Figure 1 The Evacuation Process



3.3.8.2 Impact and Damage Assessments

The Response Management Authority is responsible for coordinating impact assessments and reporting them to other responding agencies and the relevant community recovery officers (municipal/regional). Council may be asked to assist with this work, particularly regarding impacts to Council infrastructure, assets and services.

Impact assessments cover:

- Housing/accommodation needs
- Power supply
- Potable water
- Transport networks and alternative route planning
- Telecommunications
- Public/environmental health standards

Where transport corridors also provide access for other networks (eg power, water, telecommunications), the asset managers/owners are involved in decision making if necessary.

GIS capabilities can assist to record the outcomes of assessments and support broader consequence management planning.

3.3.8.3 Registrations

Registration is an important system for recording relevant details of persons affected by emergencies or involved in emergency operations. Common groups requiring registration are:

- Affected persons (eg people who are evacuated/their families)
- Other stakeholder/affected groups (eg business)
- Spontaneous volunteers
- Witnesses
- Potential donors/sponsors (equipment, services, supplies).

The response Management Authority may begin registration and coordinate it. This can be supplemented by regional arrangements for ongoing coordination of registrations, such as regional recovery arrangements. Councils may be asked to help. Australian Red Cross may also coordinate use of the Register.Find.Reunite if activated by Tasmania Police or on request.

Registrations are shared regularly through the response phase, including with the SES Regional Manager and Regional Social Recovery Coordinator.

3.3.8.4 Debriefs

Immediately following an emergency, specific issues will invariably require investigation and discussion will begin to focus on the need for change, and to learn from the experience. All such matters are best considered, in the first instance, in a forum referred to as an Operational Debrief. The main objectives of an Operational Debrief are to:

- Acknowledge the input of all contributing organisations and individuals;
- Acquire constructive feedback from all involved on lessons learned;
- Identify where gaps exist in training and planning systems;
- Determine and program the best course of actions toward improving planning systems etc;
- Foster sound inter agency communication; and
- Identify a need for specific investigation of issues and further debriefing on an individual or organisational level

Key lessons identified are shared with stakeholders, including the Municipal Committee, SES Regional Manager and/or the Regional Social Recovery Coordinator.

The Municipal Committee is responsible for reviewing emergencies that are significant to the area. If appropriate and agreed this review is conducted by the Regional Committee so that lessons can be shared easily with emergency management partners.

3.3.9 Administration: Finance and Cost Capture

3.3.9.1 General

During an emergency the normal administrative and financial arrangements operated by council may be disrupted as a result of the emergency impacting on staff. The increased demands on staff to maintain normal services and contribute to council's role of responding to the emergency will impose conflicting requirements. During past incidents, councils have sought and obtained additional administrative support from other councils.

3.3.9.2 Funding Arrangements

Inner government agencies must comply with Treasurer's instructions when expending finances during emergency events. Other organisations such as Municipal Councils must comply with relevant legislative requirements, internal policies and accounting standards. It is essential that organisations concerned with expenditure relating to an emergency ensure that separate financial records are maintained not only for the purpose of subsequent audit certification and possible reimbursement, but also for other analyses.

3.3.9.3 Emergency Expenditure / Management Authority and Claims

To gain post-emergency financial support under the NDRRA and TRRA, Council is required to maintain accurate records of all expenditure relating to the emergency. Council has designated the responsibility for claims before an emergency and there is a well practised accounting process in place with the Corporate Services Directorate Finance Department.

Organisations involved in response are responsible for retaining all invoices/records of expenditure absorbing their own expenses. Some expenses may be recovered if State/Commonwealth relief arrangements are activated and records show the appropriate details.

Records related to Response are subject to the usual records management provisions and State archiving legislation and are treated accordingly. Logs, reports and briefings from Response and community recovery are collated progressively, and stored centrally for future reference.

Cost capture systems are established to align with the different types of eligible expenditure as follows:

Category A: Funds given to individuals and families to ease personal hardship or distress arising as a direct result of an emergency caused by a natural disaster.

Category B: Expenditure for the restoration of essential public assets and other acts of relief or restoration, including extraordinary costs of response operations during the emergency.

Costs covering staff salaries, wages and associated expenditure, (such as overtime and on-costs) are to be captured when agency or

council staff are redeployed from usual duties for the purposes of supporting response or recovery activities.

If claims are to be made for relief reimbursement under the Tasmanian Relief and Recovery Arrangements (TRRA), the Municipal Coordinator discusses the matter first with the SES Regional Manager. When appropriate, a written application will be developed and submitted to the Assistant Director Emergency Management or the DPAC Director, Office of Security and Emergency Management.

If the Premier announces relief, council collate records accordingly and apply for reimbursement. The SES Regional Manager may provide advice on request from councils.

3.3.9.4 Tasmanian Relief and Recovery Arrangements (TRRA)

Arrangements are in place at both a state and federal level for the provision of financial assistance to individuals/organisations affected by emergencies.

3.3.9.5 Resource Support (Regional, State and Commonwealth)

During an emergency affecting one or several council areas, resource support may be available from other councils, or via the SES Northern Region who can access Regional, State or Commonwealth resources. The availability of regional resources will be dependent on the extent of the emergency and other resource priorities. Resources from other regions may be deployed if the emergency has not impacted on those areas.

Council provides financial support to the State Emergency Service, Northern Region. This support is detailed in an Agreement between the SES and Council.

3.3.9.6 Defence Assistance

Defence Assistance to the Civil Community (DACC) is the provision of Defence resources during times of emergency.

- **DACC Category 1** - Relates to emergency assistance for a specific task in localised emergency situations when immediate action is necessary to save human life, alleviate suffering, prevent extensive loss of animal life, or prevent widespread loss or damage to property.

How to activate **DACC 1** or anything above **DACC 1** is classified as a regional emergency and is referred to in the Northern Regional Emergency Management Plan.

3.4 Recovery.

This section describes actions in similar timeframes to response to support recovery in the short and the longer term for the four recovery elements

3.4.1 Overview

Recovery is detailed in the City of Launceston Social Recovery Plan. Recovery activation will commence with notification of a significant event. The recovery period begins when initial response operations commence. After consultation with the Response Management Authority and other emergency management partners about the likely impact, recovery needs and capacity, the Municipal Coordinator or the Municipal Social Recovery Coordinator can activate local arrangements. The CoL Social Recovery Plan should be activated at this stage.

Recovery is managed initially in close collaboration with emergency response efforts and then, if needed, transitions into a longer term effort that is community-centred, enabling the community to actively participate in their own recovery. This can take time, and may even occur over a number of years.

Recovery requires a holistic approach, activities are planned and coordinated and include the following relevant elements:

- Social
- Economic
- Infrastructure
- Environmental

The Municipal Social Recovery Coordinator coordinates local social recovery activities and is supported by members from the Municipal Social Recovery Committee and the Regional Recovery Coordinators and Committee.

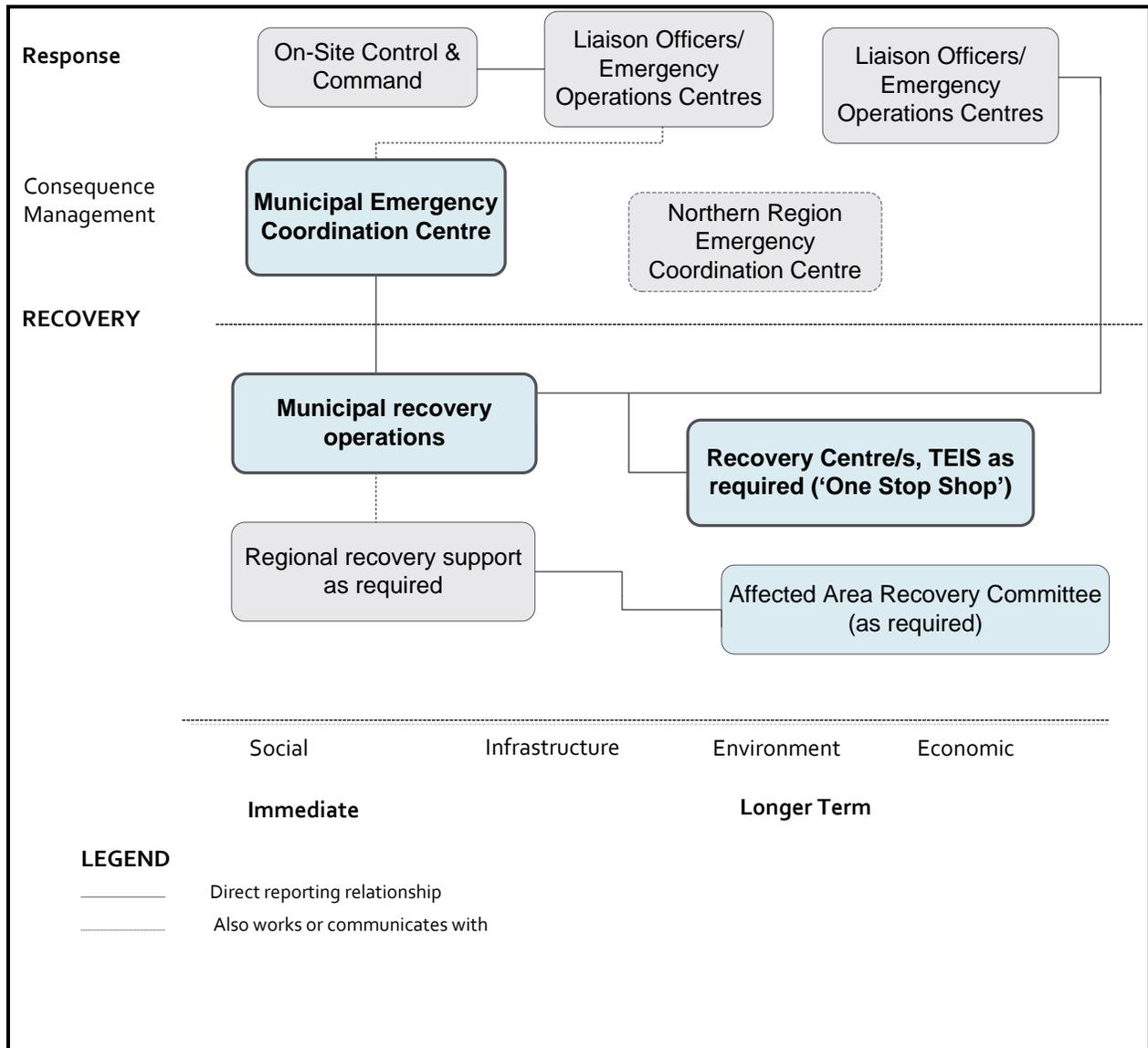
Typical considerations in community recovery include, but are not limited to:

- assessing recovery needs across the four elements and prioritising the actions required
- developing, implementing and monitoring the provision of recovery activities that are aligned as much as possible with the municipal long term planning and goals
- enabling communication with the community and community participation in decision making
- when possible, contributing to future mitigation requirements or improvements to planning requirements (eg through debrief processes).

3.4.2 Current Arrangements

There is a close relationship between response and recovery, spanning short to longer term activities. These arrangements are applied as required in each situation.

FIGURE 4 Recovery Management Arrangements



3.4.2.1 Short Term Arrangements

In the immediate aftermath of an emergency, recovery services are delivered or coordinated by council. Following consultation with the response Management Authority and other emergency management partners regarding the likely impact, recovery needs and capacity, local arrangements can be activated by the Municipal Coordinator or the SES Regional Manager.

Regional recovery coordination is activated by the SES Regional Manager at the request of council. This may follow specific advice from the response Management Authority and/or the Regional Controller.

Council is responsible for operating a facility that provides access to recovery services for the community (often called a 'One Stop Shop'). The places currently identified as suitable for recovery centres/recovery functions are summarised in the Launceston Social Recovery Plan.

These facilities are activated on the request or advice of:

- Municipal Coordinator
- Municipal Social Recovery Coordinator
- SES Regional Manager
- Regional Controller

'Self-help' information can be made widely available using the TEIS. In the context of municipal recovery, council would develop information for clearance through the channels appropriate for the event, including the Regional Social Recovery Coordinator or specific member of the Regional Community Recovery Committee.

Self-help information can be made widely available using the TEIS (arrangements described in Section 3 Response apply). In the municipal community recovery context, council would develop information for clearance through the channel appropriate for the event including the Regional Social Recovery Coordinator or specific members of the Regional Recovery Committee eg Centrelink member to confirm advice for people who may have lost employment due to an event.

Council is responsible for continuing impact assessments particularly as they relate to recovery. This work will inform appropriate governance structures for medium and long term recovery process.

3.4.2.2 Longer Term Arrangements

Recovery services are delivered, wherever possible, from recovery centres and councils may establish a community-based recovery group to manage recovery efforts. The Municipal Social Recovery Coordinator manages this group and arranges for updates to stakeholders and record keeping as required.

Affected Area Recovery Committees operate under the protection of the *Emergency Management Act 2006* when Regional/State Controller accepts the Terms of Reference developed by the committee. A model Terms of Reference for Affected Area Recovery Committee's is available at www.ses.tas.gov.au

The Affected Area Recovery Committee's role is to assist council by coordinating the recovery activities through information sharing and collective decision making. The typical membership of this committee is included in the model Terms of Reference and it is usually chaired by the Mayor, or representative of the affected council.

The Affected Area Recovery Committee usually develops a plan that:

- Takes account of councils long-term planning and goals
- Includes an assessment of the recovery needs and determines which recovery functions are still required
- Develops a timetable for completing the major functions
- Considers the needs of youth, aged, disabled and non-English speaking people
- Allows full community participation and access
- Allows for the monitoring of the progress of recovery
- Effectively uses the support of State and Commonwealth agencies
- Provides for the public access to information on the proposed programs and subsequent decisions and actions and
- Allows consultation with all relevant community groups

The committee is responsible for arranging and monitoring a communications program for the duration of the recovery program. It can include but is not limited to:

- Forums/information sessions for the community
- Debriefs for recovery workers
- Progress reports for council, the community, the SEMC, and other agency/organisation as agreed. As appropriate this includes progressive summaries/analysis of records (financial and information).

The Department of Premier and Cabinet can coordinate State Government agency recovery efforts to assist Affected Area Recovery Committees.

The following table summarises the main points for managing and coordinating recovery in the longer term:

Table 7 Recovery Summary

Element and Examples	Council Position	Affected Area Recovery Committee
Social		
<ul style="list-style-type: none"> • Emergency clothing and accommodation • Emergency catering • Personal Support • Emergency cash/grants relief 	<ul style="list-style-type: none"> • Municipal Social Recovery Coordinator (with social recovery partners eg NGO's DHHS) 	<ul style="list-style-type: none"> • DHHS
Economic		
<ul style="list-style-type: none"> • Long-term legal, insurance and financial problems • Disbursement of funds from appeals • Property restoration (urban/rural) • Stock assessment / destruction • Emergency feed for animals 	<ul style="list-style-type: none"> • Manager Corporate Services • Economic Development Officer • Manager Environmental Health 	<ul style="list-style-type: none"> • DEDTA with DTF • DPIPWE
Infrastructure		
<ul style="list-style-type: none"> • Priorities for the restoration of services and assets (power, water, telecommunications, transport networks/corridors) 	<ul style="list-style-type: none"> • Director Infrastructure Services • Manager Environmental Health 	<ul style="list-style-type: none"> • DIER • DHHS • Asset owners/managers (eg Telstra, Hydro, TasPorts, Aurora, Transend)
Environment		
<ul style="list-style-type: none"> • Impact assessments (environmental focus) • Environmental rehabilitation • Disposal of animal carcasses, plant material or other infected matter 	<ul style="list-style-type: none"> • Manager Environmental Health • Manager Infrastructure Operations 	<ul style="list-style-type: none"> • DPIPWE

4 Plan Administration

The issue of this plan is at the discretion of the Chairperson, Municipal Emergency Management Committee (LMEMC) and is controlled through the distribution list detailed in 4.2. This plan will be reviewed for accuracy, suitability and improvement opportunity by all members of the MEMC on two yearly basis. The plan will be re-confirmed by the State Emergency Management Controller at periods not exceeding two years as stipulated by Section 34 of the *Emergency Management Act 2006*.

This issue entirely supersedes the previous issue of this plan. Superseded issues should be destroyed, or clearly marked as superseded and removed from general circulation.

4.1 Plan Contact

This plan is maintained by

Municipal Coordinator
City of Launceston
Town Hall, St John Street
LAUNCESTON TAS 7250
Bev.Allen@launceston.tas.gov.au
PH: 03 6323 3224

4.2 Distribution List

This plan is issued electronically on the SES and CoL websites. After its approval advice of the updated plan, reissue and electronic location is provided to:

- Regional Emergency Management Committee
- Council
 - Mayor
 - Aldermen
 - General Manager
 - All Council Staff
- Municipal Emergency Management Committee
- SES Regional Manager

4.3 Review Requirements and Issue History

Issue No.	Year Approved	Comments/Summary of Main Changes
Version10	July 2001	Complete change from structure and content outlined in Issue 1 Version 9 of the plan.
Version 11	Dec 2003	Complete re-issue. Review of terminology, contacts and summarised addition of emergency risk management project results. Includes prior amendments to Version 10.
Version 12	2007	Minor amendments to contact details/phone numbers
Version 13	2010	Complete re-issue - new format.
Version 14	2013	Major update in line with TEMP
Version 15	2015	Minor amendments to contact details, Updated Associated Documents list in line with SES Website and current CoL plans
Version 16	2018	Minor amendments. Updated contact details

4.4 Consultation for this Issue

This issue was updated by the Municipal Coordinator following consultation with and approval of the Municipal Emergency Management Committee members consisting of:

- SES
- TFS
- AT
- Launceston General Hospital
- TASPOL
- DHHS
- TasNetworks

Over this period comment was invited from:

- SES Regional Manager
- SES Senior Planning and Education Officer

4.5 Communications Plan Summary

The process for approval and communication of this plan will be:

- Endorsed by MEM Committee
- Endorsed by Council
- Forwarded to Regional Controller for approval
- Forwarded to State Emergency Controller for approval
- Noted by the Regional Committee
- Posted on the SES website
- Posted on the Council website and made available in Emergency Room
- Stored on the iCloud

4.6 Validation of this Plan

Arrangements in this plan will be validated within the two-year review cycle by:

- Participating , if possible, in other municipal/regional exercises
- Conducting/participating in relevant debriefs

5 Appendices

Appendices are part of the plan and as such are not to be updated/circulated as separate attachments, without being approved

5.1 Appendix 1 - Associated Documents

The documents listed here are relevant to this plan.

Legislation

Legislation	Related hazard/function	Administration
<i>Emergency Management Act 2006</i>	All Hazards State-wide emergency management provisions	SES
<i>Land Use Planning and Approval Act 1993</i>	Planning schemes	DoJ
<i>Local Government Act 1993</i>	Council responsibilities	DPAC

Plans & Arrangements

	Title	Custodian	Date	Version/Notes
1	CoL Flood Plans <ul style="list-style-type: none"> • Warning Plan • Response Plan • Levee Patrol Plan 	City of Launceston	2012 2017 2017 2017	
2	CoL Public and Environmental Health Associate Plan	City of Launceston	2017	1
3	Council Maps for council roads and alternate transport routes	City of Launceston		Infrastructure Services Directorate
4	City of Launceston Emergency Communication Plan	City of Launceston	2017	1
5	Dam Safety Emergencies	DPIPWE	2016	2
6	Electricity Supply Emergency		2013	
7	Energy Supply	State Growth	Jan 2015	2

	Title	Custodian	Date	Version/Notes
	Emergencies			
8	Gas Supply Emergency		2013	
9	Hazardous Materials State Special Emergency Management Plan	TFS	2017	8
10	Interoperability Arrangements for the Sharing of Skilled Resources in Tasmania	DPAC	Oct 2016	2
11	Launceston Social Recovery Plan	City of Launceston	November 2015	
12	Launceston Flood Evacuation Plan	DPFEM	2011	
13	Multiple Fatality Response Plan	DoJ	2018	
14	Northern Region Fire Action Plan	Sustainable Timber	2017	Sustainable Timber
15	Northern Region Fire Action Plan	Parks and Wildlife	2017	
16	Northern Region Fire Action Plan	TFS	2009/10	
17	Petroleum Products Supply Emergency		2013	
18	Port Safety Plan - Nuclear Powered Warships	DPFEM	June 2016	4
19	Protocol for Use of Emergency Alert	DPFEM		Available from SES Northern Region Manager
20	Regional Emergency Management Plan	DPFEM	2016	9
21	Rapid Impact Assessment	DPFEM	2015	2
22	Northern Regional Social Recovery Plan	THS	2016	
23	State Recovery Plan	DPAC	2012	
24	State Fire Protection Plan	DPFEM	2013	
25	State Road and Bridge Emergency	DPIPWE	2013	

	Title	Custodian	Date	Version/Notes
	Management Plan			
26	Tasmanian Biosecurities Emergency Plan	DPIPWE	2010	
27	Tasmanian Counter Terrorism Arrangements	DPEM	2017	
28	Tasmanian Emergency Management Plan	DPFEM	2015	8
29	Tasmania Mass Casualty Management Plan	DHHS	2017	2
30	Tasmanian Search and Rescue Plan	DPFEM	2018	3
32	Tasmania Public Health Emergencies Management Plan	DHHS	2014	2
34	Transport Crash Emergencies	DPFEM	2015	2

NB The State Special Emergency Management Plans listed are those which are listed as current on the State Emergency Service Website.

5.2 Appendix 2 - Risk Assessment Report

Risk Assessment and Treatment

Launceston is not immune to emergency events and disasters, and there are a number of risks that have been identified that could pose a threat to the Launceston Municipality.

Recommendations from reviews at a National level have led to a larger focus on risk assessments forming priorities, especially for natural disasters, and local government has an important role to play.

The *National Strategy for Disaster Resilience* published in 2011, promotes a focus to build disaster resilient communities across Australia. It also warns that communities are becoming increasingly vulnerable in a climate that is experiencing more frequent and severe weather events.

City of Launceston participate in the regional risk assessment project and that Risk Assessment forms part of the Northern Regional Emergency Management Plan which informs considerations of risks for Launceston at a local level.

Treatment options relevant to City of Launceston inform community education programmes, NDRP applications and emergency management projects.

5.3 Appendix 3 - Municipal Committee Terms of Reference

Emergency Management



LAUNCESTON MUNICIPAL EMERGENCY MANAGEMENT COMMITTEE

MODEL Terms of Reference

Committee: Launceston Municipal Emergency Management Committee (LMEMC)

Date and Status of these Terms: March 2018

Enquiries Bev Allen
Emergency Management Coordinator
City of Launceston
St John Street, Launceston
Ph: 03 6323 3224
Bev.Allen@launceston.tas.gov.au

Review Notes These Terms of Reference are due for review in 2 years in line with the review of the Municipal Emergency Management Plan

General Standards & Practices The Tasmanian Emergency Management Plan describes the framework for this committee.

The committee meets three times per year at set times with meetings commencing at 0900hrs. Meetings conclude at approximately 1030hrs. Meetings are convened at City of Launceston in St John Street, Launceston (Town Hall Committee Room).

Its usual practices are aligned with the guidelines maintained by the SES for emergency management committees (available from www.ses.tas.gov.au)

1. Authority & Background: The LMEMC is a committee that forms a vital part of Tasmania's emergency management framework. It exists under the authority of the *Emergency Management Act 2006*)

2. Purpose:

Functions

Key functions of the LMEMC include:

- To promote, facilitate and advocate for continuous improvement in Emergency Management within the municipality including emergency planning, preparedness, response and recovery.
- Institute and coordinate emergency management in the Launceston Municipal area.

- Providing a forum for liaison between organisations with EM responsibilities in the municipality.
- Report to the Regional Controller on any municipal matters that relate to the function of the Regional Committee.
- Work with stakeholders to facilitate the assessment of major risks within the Launceston Municipality.
- Work with LMEMC stakeholders to develop and implement risk treatment strategies for the Launceston municipality.
- Identify actions to reduce the incident and impacts of emergencies
- Review the management of emergencies that have occurred in the municipality, and identify and/or support opportunities for improvement
- It is acknowledged that during any emergency event that not all members of the Committee would be required to be activated. The MEM Coordinator determines which members of the Committee will be required for activation particular to each specific event.

3. Reports to: City of Launceston; Northern Regional Controller

4. Membership Current member organisations are listed below. These organisations are confirmed as part of the review of the Terms of Reference.

- Tasmania Police
- State Emergency Service
- Tasmania Fire Service
- Ambulance Tasmania
- City of Launceston
- Launceston General Hospital
- DHHS – Public Health
- DPIPWE
- Tas Networks

Member organisations are required to nominate a primary representative and consider a proxy nomination.

Chairperson: An alderman nominated as the Council representative to the Committee.

Executive Officer: Municipal Emergency Management Coordinator

Members: As per attachment

Proxies Member organisations are responsible for nominating proxy representatives. A list of these representatives is not held by the Committee as it is subject to regular change.

5. Presiding at Meetings

- The chairperson of the Municipal Emergency Management Committee is to preside at all meetings of the committee at which he or she is present

- If the Municipal Chairperson is not present at a meeting, the Municipal Emergency Management Co-ordinator will be the chair.

6. Quorum at meetings

- A quorum of the Committee must not be less than 3 members consisting of the chairperson, the executive officer of the Committee and one other member

- A meeting of a Committee at which a quorum is present is

competent to transact any business of the Committee

7. Secretariat

The Executive Officer is responsible for the preparation of Agendas and recording of Minutes. Minutes of meetings will be distributed by the Executive Officer to Committee members.

8. Sub Committees

The following groups are sub-committees of this committee:

- Launceston Social Recovery Committee (LSRC)

5.4 Appendix 4 - Centres for Emergency Management

Emergency Operations Centres

Organisation	Municipal		Regional
	Location	Contact	Location
Council	Emergency Operations Room Town Hall, St John Street, LAUNCESTON Remount Road Offices and Depot Remount Road MOWBRAY	Municipal Coordinator	
TASPOL			Major Incident Room Police HQ Cimitiere Street Launceston
TFS	Northern Region Headquarters 339 Hobart Road YOUNGTOWN	FireComm	Northern Region Headquarters 339 Hobart Road YOUNGTOWN
SES			Northern Region Headquarters 339 Hobart Road YOUNGTOWN

Emergency Coordination Centres

The following information summarises the main details for facilities that can be used as emergency coordination centres.

Organisation	Municipal		Regional	
	Location	Contact	Location	Contact
Primary	Town Hall, St John Street, Launceston	Municipal Coordinator	Refer to SES Regional Manager	SES Duty Officer
Secondary	Remount Road Depot, Remount Road, Mowbray	Municipal Coordinator	Refer to SES Regional Manager	N/A

5.5 Appendix 5 - Launceston Emergency Coordination Centre (LECC)

General

The LECC is not the control centre for any emergency response, as this is undertaken by the statutory emergency services. The LECC is the focal point for coordinating support from council and from community resources, upon the request of either Management Authority or members of the community.

The LECC also performs the following functions:

- Coordinates the activation, deployment and management of council and community resources
- Monitors operational activities
- Coordinates information to local communities affected by the emergency; and
- Coordinates local community recovery efforts and identifies any support that may be required by regional recovery resources

Location of LECC

The LECC will be located in the Infrastructure Conference Room at City of Launceston, Town Hall, St John Street Launceston. The LECC will be supported by the existing resources and amenities in these offices. The alternative location is the City of Launceston Remount Road Administration Building, Remount Road, Mowbray.

Activation of LECC

During Working Hours

- All local emergency events of significance are to be referred to the Municipal Coordinator or in her/his absence the Deputy Municipal Coordinator.
- The Municipal Coordinator will be responsible for assessing the emergency and determining if it is appropriate to establish the LECC. Generally the LECC will be established if:
 - Coordination of local resources is required by external agencies; or
 - It is expected that significant community impact will result from the event
 - Demand on resources is greater than normal operational resources available
- **The Municipal Coordinator will advise all staff of the emergency and that LECC staff are required to undertake LECC staffing functions**

After Hours Activation

- The SES will contact the Municipal Coordinator who will be responsible for activating council resources after hours

Staffing of LECC

Those personnel required in the Coordination centre will be determined by the Municipal Coordinator or in her/his absence the Deputy Municipal Coordinator. Depending on the emergency the number and expertise of personnel will vary, but will generally comprise of the Municipal Coordinator, Deputy Coordinator, Social Recovery Coordinator, Director Infrastructure Services, Manager Infrastructure Operations, Media Officer and Administration Officer.

LECC Municipal Coordinator

The Municipal Coordinator, the Deputy Municipal Coordinator or an officer authorised to act in such appointment will:

- Be responsible for the overall management of the event;
- Coordinate resources and activities in the coordination centre;
- Assist Council Managers with resources for their operations;
- Liaise with emergency services;
- Liaise with the GM and other Directors and Managers; and
- Ensure the Chair of the Launceston Emergency Management Committee is fully briefed

Communications Officer

Council's Communications Manager or Media Officer will be assigned to establish and oversee all media communications to the Municipal Coordinator, on site controller, support organisations, council and SES Regional Headquarters.

Administration Staff

- Operate telephones and/or radios as required;
- Conduct administrative tasks as required
- Maintain Operations Logs
- Maintain Status Boards
- Ensure the needs of ECC staff are met, e.g. welfare and nourishment; and
- Act as messengers, if required
- Plotting data on GIS

Liaison Officers

Each organisation involved in providing operations support in an emergency should provide a liaison officer to the LECC. The liaison officer will have knowledge of the organisation's resources, capabilities and response times. They must be able to commit their organisation's resources in support of the operation. CoL may be required to provide a liaison officer to the regional coordination centre or lead management authority. This role can be undertaken by the Municipal Coordinator or a person determined and appointed by the Municipal Coordinator.

Customer Service Team

The Customer Service Team will, more than likely, be the first people to become aware that a situation is causing concern to the community due to the number and frequency of telephone calls relating to the situation. If the number of calls relating to a situation is increasing, and it is apparent that the area that normally deals with such issues is unable to cope with the volume of calls (extensions permanently busy, numerous calls on hold etc), or a major emergency has occurred in the city, then the Customer Service Team will:

1. Notify the Municipal Coordinator (MC) that normal channels are unable to cope with the volume of calls
2. Direct calls relating to the emergency according to instructions provided by the MC
3. If the MC declares an "Emergency situation", be aware that a coordination centre will be established to respond to emergency calls.
4. Under no circumstances leave the call centre unattended for any period of time
5. Liaise with the MC regarding the after hours operation of the call centre.

6. During an emergency the Customer Service Team is not to refer members of the public visiting the Council Chambers to the coordination centre but is to ring and advise the coordination centre that a member of the public wants to talk to them.
7. All media enquiries are to be referred to the Communications Officer located in the coordination centre by the Customer Service Team

Provision of Resources

At the request of a response agency, resources of CoL and other resources made available will be used under the control of the Municipal Coordinator.

5.6 Appendix 6 - Action Cards and Duty Statements

Duty Card No. 1

Position: Mayor

Responsible To: City of Launceston

Duties

1. Promote the importance of emergency management within council and across the community (including prevention, preparedness, response and recovery) and support special initiatives
2. Initiate public appeals for financial assistance and liaise with service clubs and other organisations who may wish to assist
3. Provide a link to State and Federal Ministers as required by the Municipal Emergency Management Committee when normal communication channels break down
4. Receive notification of emergency from Municipal Coordinator/General Manager
5. Notify Aldermen, if warranted
6. Maintain contact with and support Municipal Coordinator
7. Manage ongoing information to the Council
8. Council spokesperson for information to the community and media
9. Provide reassurance to members of the community who have been affected by an emergency event

Duty Card No. 2

Position: **Chair-Emergency Management Committee**

Responsible To: **Mayor/Council**

Duties

The chairperson of the MEMC is an Alderman of City of Launceston and is responsible for the following:

1. Manage and focus the discussion of emergency management issues at MEMC meetings as conducted
2. Liaise with the Municipal Coordinator in relation to emergency management matters which may impact the municipality;
3. Oversee the development and review of this plan, and
4. Promote pro-active emergency management in the community via the MEMC committee
5. Endorse for Council approval Emergency Management plans as appropriate, the MEM Plan and any subordinate plans ie Recovery Plan
6. Receive notification of emergency from Municipal Coordinator
7. Maintain contact with and support Municipal Coordinator during an emergency event

Duty Card No. 3

Position: General Manager

Responsible To: City of Launceston

General Manager Duties

1. Notify the Mayor and Aldermen, if warranted
2. Assist the Mayor with community and media information
3. Manage ongoing information to the community and media
4. Providing CoL resource support as requested by the Municipal Coordinator prior to, during or upon cessation of an emergency
5. Providing council support as requested by the MEMC
6. Liaising with SES Regional Manager in nominating Municipal Coordinator for CoL and in discussion of special projects

Duty Card No. 4

Position: **Municipal Coordinator**

Responsible To: **General Manager**

Municipal Coordinator Duties

1. Responsible for the overall management of council response to an emergency
2. Coordinate resources and activities in the coordination centre
3. Liaise with Emergency Services, particularly the SES Duty Officer/Regional Manager
4. Liaise with Regional Controller (declared emergencies or significant events)
5. Notify the GM, Mayor, Chair of Municipal Committee of an emergency or potential emergency
6. Co-ordinate the meeting schedule for the MEMC, act as Executive Officer for the committee and carry out the administrative functions of that role
7. Brief CoL on all matters pertaining to emergency management and represent any requirements to the appropriate officers
8. Represent CoL at the meetings of the NREMC
9. Initiate the activation of this emergency management plan and or relevant sub plans as required
10. Liaise with external agencies in all phases of emergency management
11. Authorise required expenditure in combating an emergency event, and advise council as soon as possible after such expenditure
12. Promote emergency management training and education within the local government area

13. Provide comment on emergency management arrangements in Tasmania as required by reviews of legislation and subsequent state and regional plans
14. Initiate ongoing risk assessments for the MOL including subsequent reviews of this plan as required by the *Emergency Management Act 2006*
15. Maintain a current Emergency Management Plan through regular review
16. Oversee the activities of the Deputy Municipal Coordinator

Duty Card No. 5

Position: Deputy Municipal Coordinator

Responsible To: **General Manager/Municipal Coordinator**

Duties

1. Assist the Municipal Coordinator in all duties
2. Act as Municipal Coordinator in his/her absence
3. To be a member of the City of Launceston Emergency Management Committee
4. Propose and/or support emergency management initiatives

Duty Card No. 6

Position: **Municipal Social Recovery
Coordinator**

Responsible To: **Municipal Coordinator**

Duties

1. Receive notification of emergency from Municipal Coordinator
2. Identify and establish Evacuation Centre, Fire Evacuation Centre or Recovery Centre as directed
3. Notify appropriate recovery organisations
4. Notify Regional Social Recovery Coordinator (DHHS)
5. Maintain contact with and support Municipal Coordinator
6. Manage assessment of community needs with support from DHHS
7. Maintain ongoing liaison with DHHS during the provision of services to the community
8. To be a member of the City of Launceston Emergency Management Committee
9. Developing and maintaining the Launceston Social Recovery Plan
10. Represent Launceston Council at meetings of the Northern Regional Social Recovery Committee
11. Providing social recovery advice to the City of Launceston Emergency Management Committee and Council