



City of LAUNCESTON

Municipal Emergency Management Plan

Details

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1 Introduction

1.1 Acknowledgement of Country

The City of Launceston proudly acknowledges Tasmanian Aboriginal people and their rich culture and pays respect to elders past and present. We acknowledge Aboriginal people as Tasmania's first peoples and as the traditional owners and custodians of the land and water on which we rely.

We recognise and value the ongoing contribution of Aboriginal people and communities to Tasmanian life and knowledge and embrace the spirit of reconciliation.

1.2 Background

Emergencies can and do occur in the municipality of City of Launceston. Accordingly, effective planning processes must be in place. Broad responsibilities for hazards or emergency management functions are usually established in legislation. The planning process also establishes arrangements that draw on those responsibilities in a practical, flexible and scalable way to reduce the threat to life, property or the environment.

Considered planning for emergencies:

- ensures that all parties contribute to and implement common emergency management arrangements
- reduces risk associated with harmful consequences
- ensures community preparedness
- facilitates an effective response to emergency events
- facilitates a full recovery to normal community life
- ensures the lessons learned are incorporated into the plan

This plan sets out the commitments of the City of Launceston and other organisations involved in emergency management within the municipality of City of Launceston. The plan does not include the detailed procedures maintained by each emergency service and supporting organisation that describe how they will provide their particular services in a range of different emergency scenarios.

This plan represents the highest level of emergency management planning documentation within the municipality. Operational documentation that sit as sub-plans to this plan are listed in Appendix 1.

1.3 Authority

The authority for the development, maintenance and implementation of this plan derives from the *Emergency Management Act 2006*. In accordance with the requirements of the Act, the State Emergency Management Controller is the approving authority for the plan.

1.4 Aim

The purpose of this plan is to describe the emergency management arrangements for the municipality of City of Launceston.

The aim of this plan is to protect the community from the negative consequences of emergencies impacting the City of Launceston municipality, and to be ready to assist neighbouring municipalities in their efforts to respond to and recover from emergencies.

1.5 Objectives

The objectives of this plan are to:

- enable the effective management of emergency events that occur within the City of Launceston
- engage in mutual support activities with neighbouring municipalities impacted by emergencies
- identify key personnel, and liaison and communication channels between response management authorities and supporting agencies with appropriate feedback mechanisms to ensure effective working relationships
- identify the avenues of accessing additional support from regional, state and federal levels
- define the City of Launceston's emergency management structure and role
- establish a continuous risk assessment review program

1.6 Scope and Application

The scope of this plan is restricted to emergency events that occur, or are likely to occur, within the municipal area of the City of Launceston; or have impacted neighbouring municipalities and:

- also impact on City of Launceston area; or
- the City of Launceston has been requested to assist neighbouring municipalities.

The plan accords with the 'all hazards' principle of emergency management, by providing provisions for emergencies no matter the hazard or risk giving rise to the emergency.

If the emergency is of such magnitude or complexity that requires regional or state coordination then the plan will focus on arrangements in support of the coordinating authority.

The prevention, mitigation and preparatory provisions of this plan are continually in effect. The response and recovery provisions take effect following the impact of an emergency, and remain in effect until the resolution of the consequences of the emergency. The mechanism for putting the response and recovery provision in place is presented in chapters 5 & 6.

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

Additional/more detailed arrangements for specific hazards or function are described in other plans listed in Appendix 1.

1.7 Context Statement

The City of Launceston is located in northern Tasmania, about 200 kilometres north of Hobart. The City of Launceston is bounded by the George Town Council area and the Dorset Council area in the north, the Break O'Day Council area in the east, the Northern Midlands Council area and the Meander Valley Council area in the south, and the West Tamar Council area and the Tamar River in the west.

The City of Launceston features both urban and rural areas, with the urban areas located in the west, and the rural areas in the north, east and south-east. The urban areas include residential, industrial and commercial land use. Rural land is used largely for agriculture (particularly sheep grazing and apple growing) and forestry, with some viticulture. Tourism is also an important industry. The City encompasses a total land area of 1,420 square kilometres (see Figure 1).

1.7.1 Brief History / Current Issues

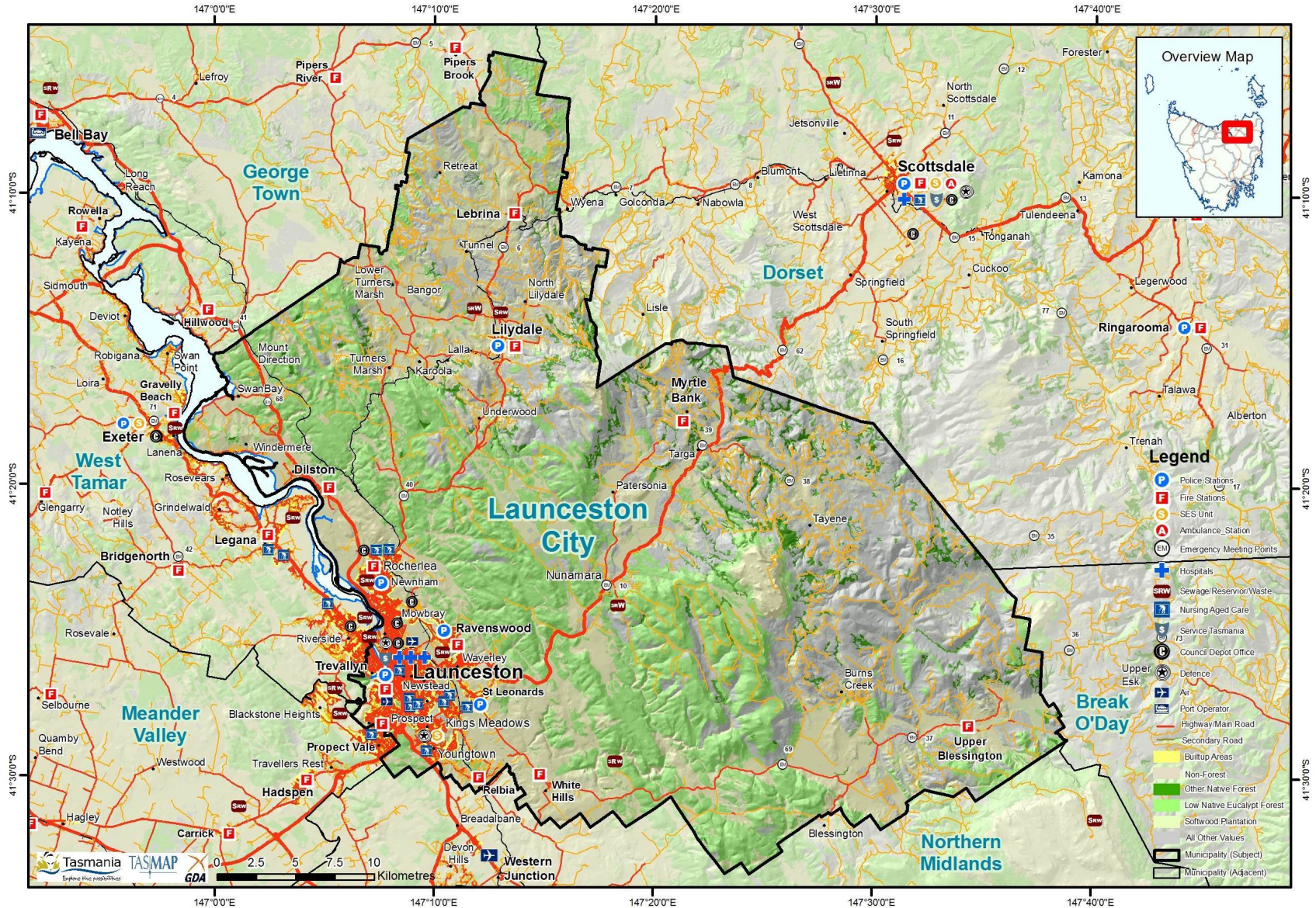
Since Launceston's establishment, there have been 36 significant floods, with the 1929 flood reputedly the worst. The years 1852, 1863 and 1893 are also recorded as very serious flood events. The 1929 flood saw the evacuation of 4,000 people. Overnight 400 people were rendered homeless, with 1,000 homes inundated and 20 ultimately condemned. During the flood, water flowed at 4,250 cubic metres per second from the South Esk River and 567 cubic metres per second from the North Esk River, prompting authorities to seriously consider a new levee system.

More recently, in June 2016, the city was impacted by the largest flood since 1969. The levees held, limiting damage, however some unprotected homes and businesses near the Tamar Yacht Basin, Newstead, St Leonards and Nunamara were inundated and Invermay was threatened. Traffic was disrupted due to parts of the city being cut off. This area was protected by levees that were upgraded in 2006. It is estimated that the upgrade saved \$214m, or four times the cost of the upgrade, demonstrating the value in maintaining and upgrading such protective measures.

Flooding remains the most evident risk to which Launceston is exposed. If a flood equivalent to that of 1929 were to occur again it is estimated that 640 homes would be impacted, major roads will be closed, and the entire Invermay area possibly remaining inaccessible for a lengthy period. The isolation and service disruption would affect approximately 3,000 residents and 270 commercial properties, as well as the University of Tasmania Stadium, Queen Victoria Museum and Art Gallery and the University of Tasmania's campus.

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Figure 1: Launceston Municipal boundary map



Other significant emergencies that have affected the City of Launceston include:

- Severe storm, 2001, damaging 114 homes and associated structures
- Riot, 1874, due to protests relating to rates levies for the Launceston-Deloraine Railway
- Small pox epidemics, 1887 & 1903
- Influenza H1N1 (Swine flu) pandemic, 2009
- SARS-CoV-19/COVID-19 pandemic, 2020
- Significant structural fires, 1975, 1977
- Snowfall, 2020

Other natural hazards to which the City of Launceston is potentially exposed include: storms, flash flooding, earthquake, bushfire and landslip.

1.7.2 Population and Demographics

The original inhabitants of the City of Launceston were the Palawa Aboriginal people. The current indigenous population is 2,300.

Based on the 2016 census the City of Launceston has:

- a population of approximately 65,270, with a population of 288 in Lilydale
- 1,677 people over the age of 85, with the largest age group being 20 to 24 year olds
- 12.5% of people born overseas. The most common overseas birthplaces were: United Kingdom, New Zealand, Bhutan, Malaysia, China, India, Nepal, Philippines and Iran.
- 4,190 people or 6.4% of the population are in need of help in their day-to-day lives due to disability
- 1,155 people who spoke a language other than English at home reported difficulty speaking English. The more common non-English languages reported to be spoken at home include: Nepali, Mandarin, Persian/Dari, Arabic, Filipino/Tagalog, German, Cantonese Italian, Dutch and Korean.
- 3,200 single parent, and 8,220 lone person households
- 5,000 households report not having internet connection

The estimated resident population of the City of Launceston was 67,449 as of the 30th June 2018.

1.7.3 Climate

Launceston has an oceanic, temperate climate, with four distinct seasons. Given the topography, Launceston's weather patterns can change considerably in a short period of time.

The summer average air temperature ranges between 12.2 to 24.4°C, with an average of 4.3 days a year over 30°C. The maximum recorded temperature was 39°C on 30 January 2009.

Winters minimum temperatures can drop below 2°C on an average of 61 days a year. The lowest recorded minimum was -5.2°C on 21 July 1991. Snowfall is rare in Launceston,

with snow falling in 1951 and 1986, and again on 3 August 2015 when most of the state received snowfall due to a cold front moving up from Antarctica.

Winter is also the season with the least amount of wind. This lack of wind, and the topographical effect of the Tamar Valley, means that Launceston winters are renowned for foggy mornings.

The average annual rainfall, with moderate to low variability, is 665mm, falling on an average of 88.4 days a year. The most rain received in a year was 829.6mm in 1992.

1.7.4 Natural Features

The municipality of Launceston occupies an area of 1,420 square kilometres. The topography of the Launceston and the Tamar Valley is visually attractive, but when combined with calm winter days and extensive use of wood for heating, is the cause of poor air quality in winter.

Launceston is situated at the confluence of the South Esk River and the North Esk River, forming the Tamar River estuary. These rivers being the source of the flood risk faced by Launceston.

The City of Launceston manages more than 148 recreational areas including parks, gardens and playgrounds. Included in these areas, the City of Launceston owns and manages approximately 400 hectares of open forest, woodland and grassland vegetation in 34 reserves. These reserves are spread across the urban area and are important for public recreation, visual amenity and conservation of natural flora and fauna.

To the west is the Cataract Gorge Reserve, which holds significant cultural and natural values to be protected and maintained. It covers 192 hectares, and is just a 15-minute walk from the Launceston city centre. There are numerous walking trails with lookouts, as well as the world's longest single span chairlift, as well as a suspension bridge and an open air swimming pool.

The City of Launceston has abundant biodiversity. The 4,500-hectare Tamar Conservation Area provides habitats for invertebrates, fish, migrating birds, wetland species and a nursery for marine species.

The Trevallyn Nature Recreation Area and the Cataract Gorge reserve located on the edge of the City is home to hundreds of plant and animal species. Some of these are not found anywhere else in the world such as Plomley's trapdoor spider and the Cataract Gorge snail.

Carr Villa Flora Reserve has a hundred plant species including orchids and lilies in just six hectares. It comes alive in spring with a profusion of flowers. The interconnected green spaces across Launceston provide habitats for a wide variety of birds and mammals, including the eastern barred bandicoot, and enables animals to move across the City. The City of Launceston and dedicated groups of volunteers actively manage these spaces to maintain and promote biodiversity within the municipality.

1.7.5 Built Environment

The Queen Victoria Museum and Art Gallery (QVMAG) is a major destination for art, history and natural sciences in Northern Tasmania. The collection has been in the making since 1842, and includes significant acquisitions and donations from across the world, and is now valued in excess of \$200m.

Launceston General Hospital is Launceston's 300-bed public hospital, located just south of the city centre. St Luke's Private Hospital and St Vincent's Hospital are the major private facilities. Launceston is also the hub for the state's medical retrieval service. The Royal Flying Doctor Service supplies an aircraft and pilots under contract to the state's ambulance service and the aircraft (a Beechcraft Super King Air) is staffed by Ambulance Tasmania's IC Paramedics and doctors from the Launceston General Hospital.

The University of Tasmania Stadium is a nationally accredited sporting and events facility in northern Tasmania.

The City of Launceston's Leisure and Aquatic Centre offers state of the art facilities, including heated indoor and outdoor swimming pools, fitness hub, accessible swimming pools and a children's play area.

Mowbray racecourse is located approximately three kilometres from the heart of Launceston City in Mowbray. It is home to one of Tasmania's most prestigious horse races - the Ladbrokes Launceston Cup.

1.7.6 Infrastructure

The Council maintains more than 742km of roads including 374km of urban roads and 367km of rural roads. This includes bridge segments of 1.3km which form part of the road length and a further 12km of shared responsibility with the State. The Council also maintains 88 bridges. The State Government is responsible for a further 149km of roads including 15 bridges in the municipality.

Because of its central location, Launceston is the hub of five of the state's major highways. The Midland Highway is the primary route to Hobart. The Bass Highway is the primary route to Devonport and Burnie. The Tasman Highway is an alternate scenic route to Hobart via Scottsdale, the East Coast, the West Tamar Highway and East Tamar Highway.

The car is by far the most dominant form of transport in Launceston. The city is serviced by the Tasmanian government-owned and operated public bus service Metro Tasmania. In addition, Redline offers school services and travels to many destinations across Tasmania.

There is a freight rail system in operation which links Launceston to Burnie, Hobart and Bell Bay.

The city is served by the small curfew-free Launceston Airport, 15km south-east of the city, but outside the City of Launceston municipality with flight paths over Launceston.

The Launceston Flood Authority performs all tasks necessary for construction and maintenance of flood levees, to take all necessary measures to address the flood risk to the suburb of Invermay, principally by providing a 1-in-200-year level of protection.

Launceston's water comes from the Launceston Water Catchment. The majority is sourced from St Patricks River, a tributary of the North Esk River which flows through Launceston.

Launceston retains a combined storm water/sewerage in central Launceston. TasWater is responsible for storm water in the combined area, in other areas stormwater is a council responsibility.

The City of Launceston manages three waste facilities in Launceston, Lilydale, and Nunamara.

Launceston's electricity is primarily generated by renewable hydro electric power plants including the Trevallyn Power Station which is supplied with water from Trevallyn Dam. The major retailer is Aurora Energy.

1.7.7 Emergency Management

There are three police stations in the City of Launceston municipality:

- Launceston
This station also hosts the Major Incident Room.
- Ravenswood
- Newham

There are two Ambulance Tasmania stations in the City of Launceston:

- Launceston
- Mowbray

Tasmania Fire Service has stations at:

- Launceston
(staffed by career firefighters)
- Blessington
- Dilston
- Lebrina
- Lilydale
- Ravenswood
- Rocherlea
- Tanners Marsh
- White Hills

The Northern Region State Emergency Service headquarters is located in Youngtown. This facility also hosts three units:

- general rescue
- search and rescue
- incident management

The city features one major public hospital (Launceston General Hospital), two small private hospitals (Calvary Health Care St Luke's Campus in East Launceston and Calvary Health Care St Vincent's Campus in Launceston) and various aged care facilities

1.7.8 Economy

The City of Launceston's Gross Regional Product was \$4,598m as of the 30th June 2019. There were 40,300 jobs located in the City of Launceston in the year ending June 2019. In the 2019 June quarter, the unemployment rate in the City of Launceston was 7.58%.

Key employment sectors in the Launceston City Council area include health care, retail trade, education and training, and manufacturing.

The major retail centre is the Launceston CBD (including Brisbane Street Mall, Civic Square and Quadrant Mall), with Launceston Plaza also being a significant retail centre, and smaller retail centres at Meadow Mews Plaza (Kings Meadows), Mowbray Marketplace, Newstead Shopping Centre and Eastside Shopping Centre (Ravenswood).

Launceston is home to three tertiary institutions: TasTAFE (Alanvale, Inveresk, Launceston and Launceston - Drysdale Campuses), the University of Tasmania (Newnham Campus), and Australian Maritime College, and numerous private and public schools.

The City's main industrial areas are located in and around the central city area - in the suburbs of Launceston, South Launceston, Kings Meadow, Prospect, Invermay and Mowbray, with some industry in the suburb of Waverley.

In 2015/16, the total value of agricultural output in City of Launceston was \$25m. The largest commodity produced was Livestock slaughterings, which accounted for 26.9% of City of Launceston's total agricultural output in value terms.

In 2018/19, the total tourism and hospitality sales in City of Launceston was \$874.4m, the total value added was \$480.4m.

1.8 Glossary and Abbreviations

Appendix 2 provides a list of terms and abbreviations (or acronyms) that are relevant for this plan.

2 Governance and Management

In Australia, the three levels of government (Commonwealth, State and local) work in partnership to achieve safer, sustainable communities through robust emergency management arrangements.

2.1 The Legal Framework for Emergency Management

Powers and authorities for emergency management in Tasmania 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 Emergency Management Coordinators, Deputy Municipal Emergency Management 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:

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

2.1.1 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:

- risk assessment powers - authorised by the State Controller (s.36)
- emergency powers - authorised by the State Controller (s.40)
- special emergency powers (under a declared state of emergency) - authorised by the Premier. In this instances, 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 Emergency Management Coordinators provide advice to the Northern Controller or delegate (usually the Executive Officer Northern Regional Emergency Management Committee, or if the activated, the Northern Region Emergency Coordination Centre Manager) if they believe powers should be sanctioned.

If powers under the Act are sanctioned, the Regional Controller or delegate will assist Municipal Emergency Management Coordinators perform the functions required of them.

2.1.2 Tasmanian Emergency Management Arrangements

The *Tasmanian Emergency Management Arrangements* were issued in accordance with s.32 of the Act. The arrangements, among other things, 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.

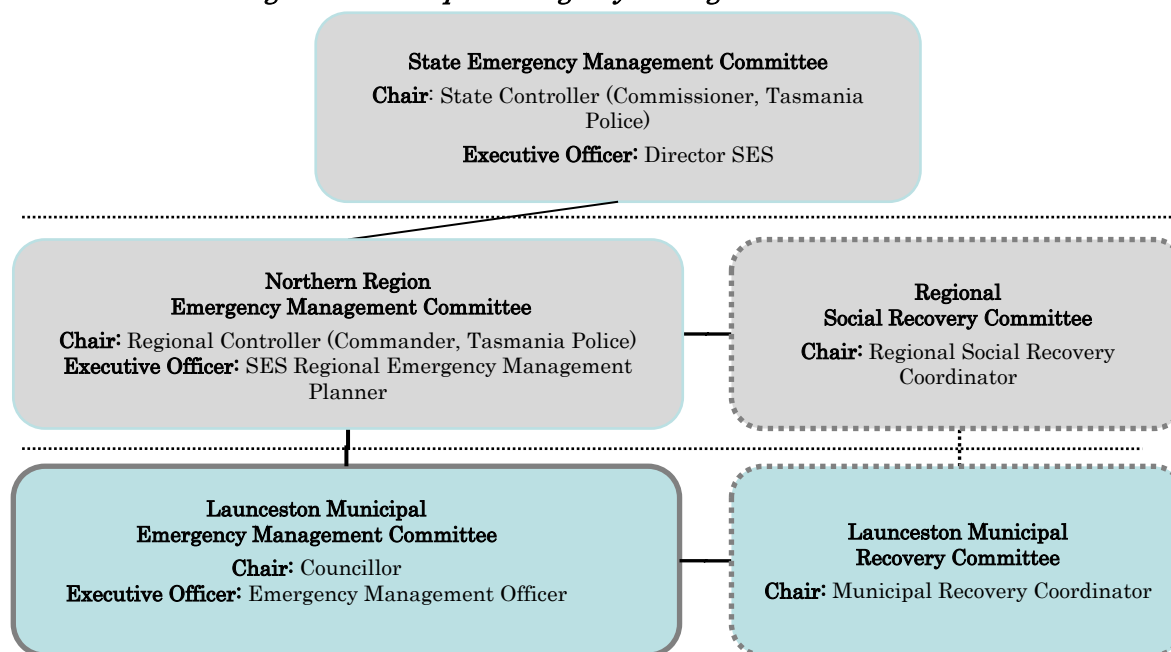
2.2 Emergency Management Governance

The governance of emergency management in Tasmania is explained in the *Tasmanian Emergency Management Arrangements*, and illustrated in Figure 2.

Briefly:

- The North Region's emergency management arrangements align with the *Tasmanian Emergency Management Arrangements*.
- The City of Launceston Municipal Emergency Management Plan falls within the scope of the Northern Region emergency management arrangements.
- The Northern Regional Emergency Management Committee undertakes planning activities and setting priorities in alignment with the State Emergency Management Committee's strategic priorities. Specific functions of the committee are explained in the *Tasmanian Emergency Management Arrangements*.
- The Launceston Municipal Emergency Management Committee undertakes planning and setting priorities within the municipality of the City of Launceston and reports to the Northern Regional Emergency Management Committee.
- Recovery arrangements follow a similar pattern, with the Launceston Municipal Recovery Committee reporting to the Regional Social Recovery Committee, and undertake planning and priority setting for recovery activities within the municipality and region respectively.

Figure 2: Municipal Emergency Management Governance



2.2.1 Municipal Emergency Management Committee

The Launceston Municipal Emergency Management Committee coordinates and facilitates a range of emergency management activities for all hazards, as well as resourcing specific council responsibilities for emergency management. The functions of the committee are set out in the Municipal Committee Terms of Reference (Appendix 3). The terms of reference are reviewed as a part of the regular review of the Municipal Emergency Management Plan.

The committee is chaired by an elected Councillor of Council or his/her representative, and is supported by an executive officer, being the Emergency Management Officer from City of Launceston.

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.

2.3 Emergency Management Responsibilities

The *Tasmanian Emergency Management Arrangements*:

- describe emergency management responsibilities of the various levels of government
- allocates management of specific hazards to a variety of Management Authorities
- identifies agencies, referred to as Support Agencies, that deliver and/or coordinate specific support functions

Within the City of Launceston, council is the management authority for:

- prevention, mitigation and preparedness for flash flooding (including associated debris flow)

Also, within the City of Launceston, council is the primary support agency for:

- municipal emergency coordination
- evacuation centres
- media for the community (specifically, the council Mayor)
- performance management of emergency management arrangements (specifically, the municipal emergency management coordinator)
- registration of:
 - affected persons (evacuation centre)
 - volunteers
- Municipal road management

Also, the council is an assisting support agency for:

- environmental health
- infrastructure impacts and consequences
- natural values assessment
- flu clinics
- decontamination for:
 - chemical, biological, radiological and nuclear events
 - hazardous materials emergencies (chemical, biological, explosives)

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- land use planning
- pollution management re:
 - land
 - in port
 - more than three nautical miles from the Tasmanian coastline
- property reinstatement (survey and evaluation)
- rapid impact and damage assessment
- registration of:
 - business and economic impacts
- warnings to the community about:
 - severe weather events
 - the emergency
- animal welfare of:
 - pets and companion animals
 - livestock
 - wildlife

The City of Launceston will, when requested, undertake to provide its own resources, where practicable and with the authorisation of the Chief Executive Officer, to assist adjoining councils in responding to and recovering from the impact of an emergency affecting their municipal areas. 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 Prevention

Organisations undertake appropriate activities to prevent the impact of emergencies. Where this is impracticable, then activities will focus on mitigating the impact of emergencies.

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

3.1 Research

Through its membership, the Municipal Committee maintains an awareness of research on hazards and emergency management relevant to the City of Launceston.

When new hazards are identified, or additional research is warranted, that have relevance for the City of Launceston, 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) will be communicated/shared in a coordinated and appropriate way by committee members.

3.2 Business Continuity

Each asset owner/service provider engaged in emergency management within the municipality is responsible for maintaining systems, processes and resources to achieve an appropriate standard of business continuity.

Council's 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 (without limiting this list):

- power supply
- potable water
- transport networks and alternative route planning
- telecommunications
- public/environmental health standards

3.3 Land Use Planning

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

3.4 Risk Management

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.

Each organisation engaged in emergency management within the municipality 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*, AS/NZS ISO 31000:2009 and each participating organisation's relevant requirements or guides.

Recommendations from reviews at a national level have led to a larger focus on risk assessments informing priorities, especially for natural disasters.

The *National Strategy for Disaster Resilience* published in 2011 and the *Tasmanian Disaster Resilience Strategy 2020-2025*, promote a focus on building disaster resilient communities across Australia and in Tasmania respectively. The National Strategy also warns that communities are becoming increasingly vulnerable in a climate that is experiencing more frequent and severe weather events.

City of Launceston participates in the regional risk assessment project. Risks identified through that project are incorporated into the Northern Regional Emergency Management Plan. This plan informs considerations of risks for Launceston at a local level.

Treatment options relevant to City of Launceston inform community education programmes, Natural Disaster Resilience Program applications and emergency management projects

Appendix 4 summarises the current risk assessment findings.

3.5 Hazard Specific Prevention/Mitigation

3.5.1 Bushfire

The City of Launceston manages more than 1400-hectares of bush and grassland across the municipality. The *Bushfire Management Strategy for Council Owned and Managed Land 2015-2025* sets out the City of Launceston's strategic approach to fire management of these reserves.

Vegetation and weeds that are overgrown on private property can contribute to a fire hazard as conditions dry ahead of the fire season. Council will assess the fuel load, type of vegetation, fire breaks on properties and the threat to neighbouring properties and assets. The work is to ensure land owners adopt a proactive approach to maintaining the vegetation on their properties. If vegetation becomes too overgrown and increases the risk of bushfires, Council officers will send an abatement notice under section 200 of the *Local Government Act* to the property manager.

Council engages with a Fire Management Area Committee to contribute to a consistent, comprehensive and collaborative approach to bushfire risk management. The primary role of the Fire Management Area Committee is to prepare a Fire Protection Plan for the fire management area. This plan identifies and assesses community bushfire risks and prioritises strategic works in response to those risks, including areas for strategic fuel

reduction burning. These plans are reviewed annually, and the priorities identified in the plan guiding the implementation of the Fuel Reduction Program.

3.5.2 Flash Flooding

A stormwater system is an essential service provided by councils to the community for the purpose of managing stormwater within the urban area. Council has developed a *Stormwater System Management Plan* in accordance with the requirements of the *Urban Drainage Act 2013*.

Detailed technical analysis has been undertaken within the urban area to consider risks associated with stormwater flooding. The majority of modelled flooding within the urban areas of the City of Launceston is within the lowest hazard category, meaning flooding is generally safe for people, vehicles and buildings. However, there are locations which exhibit higher hazard categories, and the modelling identifies flooding of private properties and roadways. The *Stormwater System Management Plan* outlines control options to reduce the flooding risk associated with stormwater systems in the City of Launceston.

3.5.3 Dam/Levee Safety

The City of Launceston is responsible for a number of dams in the municipality, including the levee system. To meet the requirements of the *Water Management (Safety of Dams) Regulations 2015*, and the *Dam Safety Special State Emergency Management Plan* council will conduct an audit of dams for which it is responsible and develop dam safety emergency plans for those that present sufficient risk to warrant a plan.

The levees protecting low lying area in Launceston have been built, rebuilt and re-engineered a number of times to reduce the risk of levee failure during a major flooding emergency. The Council conducts regular inspections of the levee and conducts maintenance of gates and penstocks to ensure they will operate effectively during flooding events to prevent elevated water levels flooding into Launceston suburbs.

3.5.4 Public and Environmental Health

Public and environmental health emergency prevention strategies are core business activities for the City of Launceston.

Immunisation is effective in preventing vaccine preventable diseases. The Department of Health and the City of Launceston conducts free immunisation sessions for funded vaccines according to the National Immunisation Program Schedule. The City of Launceston's immunisation team also offers a school-based immunisation program each year.

Foodborne illness causes significant morbidity and occasional mortality in Australia. The economic costs of foodborne illness are also significant. City of Launceston's Environmental Health Officers regulate food businesses in the municipality to ensure they have practices in place to prevent foodborne disease outbreaks or contaminations. The City of Launceston monitors the water quality of popular recreational waters each week from the beginning of the swimming season in December through to the end of

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March each year. If the water quality is considered unsuitable for recreational water contact, warning signs are erected at the site and an alert is placed on council's website.

Mass outdoor public events have the potential to lead to factors such as high crowd density, insufficient crowd control and inadequate on-site medical care which can lead to disaster. City of Launceston Environmental Health Officers assess place of assembly applications for such events. Applicants are required to provide a risk assessment of the event and an emergency management plan. In determining an application's outcome the protection of public health and the maintenance of peace and good order are considered.

The *City of Launceston Public and Environmental Health Associate Plan* further documents the roles of City of Launceston Environmental Health staff to respond to and mitigate the impacts an emergency may have on public and environmental health standards.

4 Preparedness

Some emergencies cannot be prevented. Mitigation may reduce the negative consequences of such emergencies, but may be insufficient to eliminate them altogether. In such cases organisations must prepare to manage the consequences of an emergency.

4.1 Legislated preparedness

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

- council responsibilities for:
 - providing resources and facilities for the management of emergencies in the municipal area in accordance with the municipal plan
 - making recommendations for the Municipal Emergency Management Coordinator and Deputy roles and providing a chairperson for the committee
- the preparation and maintenance of a municipal emergency management plan for the municipal area
- State Emergency Service responsibilities:
 - provide advice and services in accordance with emergency management plans
 - 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:

- fulfill their roles in emergency management
- maintain 'business as usual' for as long as possible, and if need be restore it as soon as possible
- coordinate recovery and aid broader recovery efforts after the emergency, if required

4.2 Municipal Emergency Management Plans

The Municipal Committee is responsible for the preparation and maintenance of this plan. The plan is reviewed at least every two years. The review is coordinated by the committee's Executive Officer.

The plan is available from Council's website, SES website and the Emergency Management Officer.

The committee will also oversee the development of a range of sub-plans, or associate plans, for the management of specific aspects of emergency management within the municipal boundaries.

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.

4.2.1 Consultation

In reviewing the plan the following organisations will be consulted:

- State Emergency Service
- Tasmania Fire Service
- Ambulance Tasmania
- Tasmanian Health Service (Launceston General Hospital)
- Tasmanian Police
- Department of Health
- TasNetworks

Over this period comment will be invited from:

- SES Regional Manager
- SES Regional Emergency Management Planner
- SES Senior Planning and Education Officer

4.2.2 Approval Process/Communication

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

- endorsed by Municipal Emergency Management Committee
- endorsed by Council
- forwarded to Regional Controller to coordinate approval
- forwarded to State Emergency Controller for approval
- noted by the Regional Committee
- posted on the State Emergency Service website
- posted on the Council website and made available in the Launceston Emergency Coordination Centre

4.3 Emergency Operations Centres and Emergency Coordination Centres

Management Authorities will usually establish an Emergency Operations Centre to manage the command and control for the overall response, and to coordinate assisting organisations. These emergency operations centres are activated by the individual organisations in accordance with their own procedures.

Support agencies, and other organisations, may establish Emergency Coordination Centres as a focus for coordinating their activities, and of other organisations that assist.

4.3.1 Launceston Emergency Coordination Centre

The Launceston Emergency Coordination Centre 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 City of Launceston has established the Emergency Coordination Centre at Town Hall, St John Street, Launceston. The centre coordinates:

- council's response to emergency incidents with the potential to impact communities within the City of Launceston municipal boundaries
- requests from response and recovery organisations for additional resources
- information to local communities affected by the emergency
- timely and accurate information relevant to the emergency, to the Response Management Authority, Regional Controller and local community
- local community recovery efforts and identifies any support that may be required by regional recovery resources

The Emergency Management Officer will maintain the Launceston Emergency Coordination Centre at a constant state of readiness.

An alternate location will be established in Council's Remount Road Administration Building, Remount Road, Mowbray if the Town Hall facility is adversely effected by the emergency.

4.4 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, reviews, exercises and other workshops/meetings.

Organisations must ensure that emergency management processes and procedures are tested regularly and encouraged to participate in other validations when able.

Debriefs are conducted by organisations represented on the Municipal Committee after exercises and operations. Debriefs generally focus on activities associated with the organisation's roles and responsibilities. Combined debriefs for agreed operations are arranged by the Municipal or Regional Committee, with a more holistic perspectives.

Following significant operations, usually after sufficient time to enable organisations to conduct debriefs and gather additional evidence, formal reviews may be undertaken, usually by an independent agent. Reviews may be limited to a single organisation but more commonly span the full range of organisations/issues involved. Coronial inquests, and Royal commissions, are examples at the extreme end of a wide range of formal reviews.

Lessons management is a process of collecting, analysing, disseminating and applying learnings gained from experiences. Observations collected through debriefs, reviews and other validation activities are recorded, processed and shared. The City of Launceston council has a lessons management process aligned with the that outlined in the *Lesson's Management Handbook* of the Australian Institute of Disaster Resilience.

4.5 Education and Training

The City of Launceston Emergency Management Officer and Social Recovery Officer will conduct regular training of council staff who will be engaged in council response and recovery operations. This training will focus on preparing council officers for their roles in the emergency coordination centre or at evacuation centres. The SES Regional Manager, SES Regional Emergency Management Planner, and Regional Social Recovery

Coordinator will assist when necessary. Staff from organisations that may assist council undertake emergency roles will be invited when relevant and practicable.

Opportunities for training through external training providers will be identified and attended where the subject material is relevant to the roles of council. Training in the WebEOC web application used for emergency coordination is an example.

Validation activities, such as exercises, are also useful training opportunities. They are conducted at various times by a range of stakeholders.

4.6 Information Management

During any emergency the provision of information to stakeholders, including the public, is critical. The systems used to share information are developed and practiced prior to emergencies. Validation of these systems will be incorporated into general validation activities. The creation and maintenance of internal documentation to provide evidence of activities undertaken is also critical.

Resources for managing information during emergencies include:

- WebEOC, an online emergency operations centre application
- situation reports
- operations logs
- registration systems - spontaneous volunteers, public offers, affected groups e.g. businesses
- resource allocation
- recording expenditure
- supporting impact assessments

4.6.1 Information Service

The City of Launceston maintains an information service to facilitate sharing information with the community. 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.

The purpose of the information service is to:

- provide information to the public before, during, and after an emergency
- advise the public of likely events and precautionary actions to be taken in advance of an anticipated emergency
- advise the public of appropriate action for them to take or who to contact (i.e. response management authority) during an emergency
- advise the public as to the appropriate contacts for recovery management issues, either during or immediately following an emergency

Information being sought by members of the public may involve relief and recovery service matters such as food, clothing, accommodation, personal counselling, finance, insurance and the provision of essential services.

The service does not attempt to be the sole owner of information relating to the event. Enquiries will be directed to external authorities that have the information being sought.

4.7 Resources

Response and recovery activities require a range of resources, and often at short notice. It is not practical to list every item of equipment by organisation in this plan.

All organisations with emergency management responsibilities under this plan should maintain a current list of resources which can be utilised in response/recovery operations following an emergency event.

4.8 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. Some operations may not be suitable for untrained volunteers. This concept must be adhered to especially when volunteers may be in potentially hazardous surroundings.

4.9 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.

Management Authorities will conduct community education in relation to the hazards they are responsible for.

The City of Launceston will also conduct community education focused on general disaster resilience and all-hazards preparedness, this includes:

- emergency kits
- Pet Pal
- maintaining situational awareness
- risk awareness
- safe places
- having a plan or plans
- connectedness
- distribution of community education material from Management Authorities

Given that flood hazard is significant for the City of Launceston, community education conducted by Council will frequently use flooding as the background for resilience education. Hazards that may be topical at the time of education sessions may also be used.

4.10 State Emergency Service

Council provides financial support to the State Emergency Service's Northern Region Units located within the City of Launceston. This support is detailed in an agreement between the State Emergency Service and Council, and contributes to the service's preparedness to assist the City of Launceston community.

5 Response

Once an emergency has occurred there are many urgent response actions that are required to save or protect lives, property and the environment. At such times many agencies may become involved in the provision of services to assist the community. Typical response activities are listed in Table 3.

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, then
- provision of services for the immediate crisis period (e.g. clothing, food and shelter of a temporary nature)

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.

Table 3: All Hazards Response - Typical Activities

Phase	Response actions	Council considerations
Alert	Monitor situation Brief stakeholders	Advise Council stakeholders and committee Monitor situation
Stand-by	Prepare to deploy for Response Arrange warnings (if relevant) Update stakeholders Nominate media/information officer and advise stakeholders	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
Action	Assess emergency scene Establish command and control arrangements Deploy resources and request extra assistance as required	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

Phase	Response actions	Council considerations
	Assess impacts and effectiveness of response strategies Consider evacuation Provide further warnings and public information as required Provide SitReps and other operational information Conduct impact assessments and provide updates	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
Stand Down (including Recovery handover)	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 Confirm end of/close Response and stand down Collate logs, costs etc. and assess needs for re-supply	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 contact Close centres as agreed Collate logs, costs etc. and assess needs for re-supply
Debrief	Conduct internal debrief/s Participate in multi-agency reviews as required and report to Regional Controller/Committee	Conduct council worker debrief Arrange for committee report to Regional Controller/Committee

5.1 Initial Notification

The initial notification of an emergency may come from a variety of sources. The initial notification will likely come from members of the community who are impacted by, or witnessed, the initial emergency impact. These people will then notify an appropriate authority, the most likely being a call, or number of calls, to the emergency 000 number. For minor emergencies that relate to council managed resources, the community may call the Customer Service Team of the City of Launceston.

The three most obvious channels by which the City of Launceston becomes aware of an incident are:

- a call made to the Municipal Emergency Management Coordinator, usually by a Responsible Agency
- calls received by the Customer Service Team from members of the community; or
- direct observation given anticipation of an emergency for which observations are maintained, e.g. a prolonged period of heavy rains for which frequent river level readings are made that indicates flooding is imminent

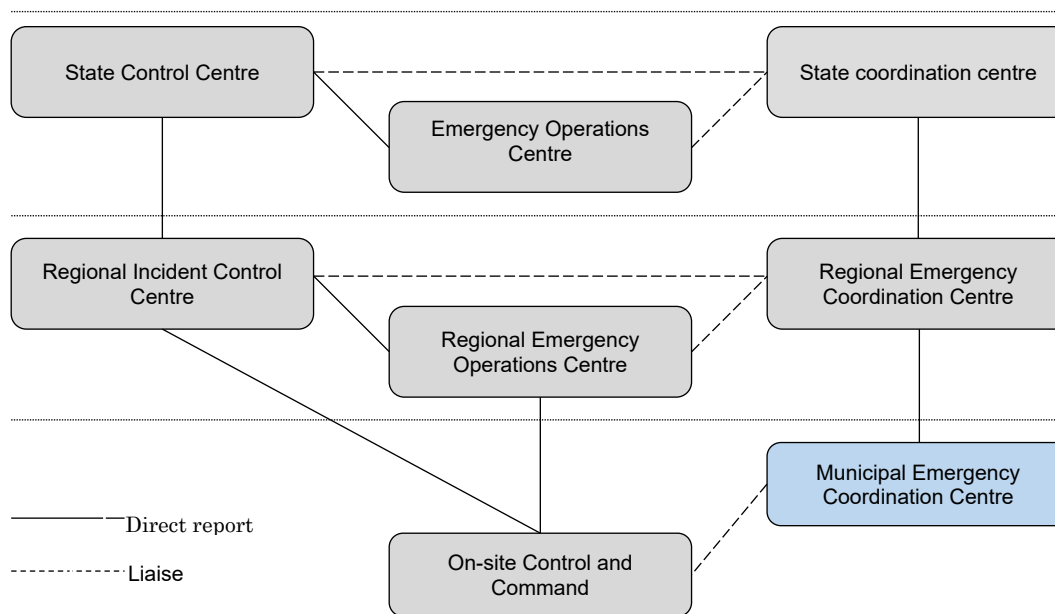
When the Customer Service Team become aware of an emergency the Municipal Emergency Management Coordinator will be notified.

The Municipal Emergency Management Coordinator will share details of notifications with Responsible Agencies if warranted, if they have not already contacted the Municipal Emergency Management Coordinator.

5.2 Command, Control and Coordination

When an emergency occurs, Management Authorities with responsibility for protecting life, property or environment that is being threatened usually carry out initial response actions at the emergency site. The seat of control may subsequently alter as the scale of response escalates and later de-escalates (see Figure 3). Management Authorities can make requests to Support Agencies and other emergency personnel, e.g. Municipal Emergency Management Coordinators, to provide information, advice and/or assistance.

Figure 3: Response Management Structure



5.2.1 Launceston Emergency Coordination Centre

Following an emergency the Launceston Emergency Coordination Centre may be opened. In determining whether to open the centre the Municipal Coordinator will factor in:

- a request from the Regional Emergency Management Controller to open the facility
- whether coordination of local resources is required
- any expectation that significant community impact will result from the emergency
- demand for resources is greater than normal operational resources available

The Municipal Emergency Management Coordinator will manage the Launceston Emergency Coordination Centre when it is opened. The Chief Executive Officer will ensure adequate staff and resources are made available to operate the centre.

The State Emergency Service Regional Emergency Management Planner usually assists and advises the Municipal Emergency Management Coordinator and/or Launceston Emergency Coordination Centre.

5.2.2 Australian Inter-service Incident Management System

The City of Launceston adheres to the Australasian Inter-service Incident Management System. This system provides an effective and managed system for responding to emergencies.

An organisation structure aligned to the Australasian Inter-service Incident Management System, and scaled appropriately to the emergency, will be implemented in the Municipal Coordination Centre with the lead officer, typically the Municipal Emergency Management Coordinator, appointed as the 'Incident Coordinator' (reflecting council's role to coordinate support activities managed by council).

5.2.3 Escalation

If the emergency is of sufficient magnitude or complexity then 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.

The Northern Region Emergency Coordination Centre Manager will coordinate activities on behalf of the Regional Controller when emergency powers are authorised.

When the Northern Region Emergency Coordination Centre is activated the City of Launceston may have scope for deploying support staff to operate within the centre depending on the nature and scale of the emergency impact on the municipality. This will require a formal request from the Northern Regional Emergency Coordination Centre manager to the Municipal Coordinator.

5.3 Operational Communications

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

Organisations will utilise existing communications resourced to the extent possible given the circumstances. If an emergency event escalates to require the activation of regional structures, the State Emergency Service will establish a communications network for all organisations involved.

5.3.1 Liaison Officers

Liaison Officers provide a valuable communications conduit between organisations involved in emergency operations. Liaison officers may be deployed between emergency operations centres and/or emergency coordination centres.

Each organisation involved in providing operations support in an emergency may be requested to provide a liaison officer to the Launceston Emergency Coordination Centre. 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.

The City of Launceston may be requested to provide a liaison officer to the regional coordination centre or lead management authority. This role is undertaken by a person

determined to have the required expertise and authority to represent council, and appointed by the Municipal Emergency Management Coordinator.

5.4 Resources

5.4.1 Council support

Requests for council support are made by contacting the Municipal Emergency Management Coordinator. If the Launceston Emergency Coordination Centre has been opened then this contact should be made via that centre.

Resources/services that council may provide in support of Response Management Authorities include, but are not limited to:

- property identification
- road closures
- access to disposal facilities
- provision of plant and machinery
- recovery/evacuation centres
- building inspections
- engineering assessments
- advice on facilities requiring priority restoration
- infrastructure information, esp. storm water and sewerage
- community information
- flood warnings (within area of responsibility, see below)
- levee patrols
- food premise inspections
- infection controls
- alternative transport routes
- management of water carriers
- recreational water monitoring
- identification of vulnerable groups
- Geographic Information System support

5.4.2 External resources

Additional resources may be required outside the scope held or accessed by response management authorities, supporting organisations or council. Should this be required, requests can be forwarded to the State Emergency Service outlining any resource assistance required. This provides a mechanism to tap into regional, state and/or federal 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.

Details of equipment availability can be obtained through contacting response management authorities or supporting organisations directly.

5.4.3 Defence Assistance

Defence Assistance to the Civil Community is a source of additional resources during emergencies. A summary of the scheme is in Appendix 9. It is anticipated that emergencies likely to be of a magnitude to benefit from defence assistance will have resulted in the activation of regional and/or state emergency management arrangements. Defence assistance is requested in accordance with the Northern Regional Emergency Management Plan. If required, requests for local defence assistance by the Municipal Emergency Management Coordinator/Launceston Emergency Coordination Centre will be made to the Regional Coordination Centre.

5.5 Communication with the Community

Communicating emergency information to the community is a critical response activity to assist the community cope with an emergency. Table 4 summarises the arrangements for providing information to the public regarding an emergency.

Table 4: Summary of Public Information Arrangements

Location	Scope of emergency information	Provided by:	Developed by:	Cleared by:	Distribution methods
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
EOC/ECC	Actions/responsibilities of the centre	Centre Coordinator	Centre Coordinator	Authorised Emergency Management Coordinator eg Municipal, Regional Controller	Media TEIS
Other Centres Assembly, Evacuation	Actions/responsibilities of the centre	Centre Coordinator	Centre Coordinator	Centre Coordinator	Media TEIS
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
Within the region	Impact of the emergency on the region	Regional Controller	SES Regional Manager, SES Regional Emergency Management Planner or delegate	Regional Controller	Media, council websites TEIS CALD, others

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Location	Scope of emergency information	Provided by:	Developed by:	Cleared by:	Distribution methods
		Response Management Authority	Media Officer	Response Management Authority, regional liaison	
		Regional Social Recovery Coordinator	Regional Social Recovery Coordinator/Media Officer	SES Regional Manager, SES Regional Emergency Management Planner or delegate for Regional Controller	
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 CALD, others
		Response Management Authority	Media Officer	State level officer for the response Manager Authority	
		Premier/Minister	Govt. Media Office	Govt. Media Office	

5.5.1 Warnings

Warnings of impending emergencies will be communicated to the public in a manner appropriate given the urgency and significance of the situation.

The most common warnings applicable to the City of Launceston are issued by:

- the Bureau of Meteorology for severe weather events
- the Tasmania Fire Service for fire events
- the State Emergency Service for flood events

General emergency warning systems include:

- local ABC Radio
- flood evacuation siren - specific to suburb of Invermay
- TASALERT
- Emergency Alert
- SEWS

Additional details about the warning systems maintained outside of the scope of council are in Appendix 10.

Hazards to which the City of Launceston is exposed that may warrant use of emergency warning system use include:

- flash and mainstream flooding
- severe weather
- earthquakes and tsunamis

- adverse road conditions
- adverse bushwalking conditions
- bushfire

At the state level, warnings are sent to media outlets (radio and television) and agreed stakeholders for dissemination, and issued on TasAlert and agency websites. Warnings disseminated by media outlets may also be preceded by the Standard Emergency Warning Signal in accordance with Tasmania's guidelines.

Response Management Authorities are responsible for interpreting warnings and communicating the potential impacts and consequences to the community. Relevant Management Authorities and Support Agencies work together so that messages are consistent and coordinated.

The City of Launceston is responsible for interpretation of river flow data and issuance of flood warning in relation to 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 arrangements are detailed in the *City of Launceston Flood Warning Plan*. Responsibility for flood warning outside these boundaries remain with the Bureau of Meteorology.

Where possible, the Municipal Emergency Management Coordinator will assist response management authorities in initiating the provision of public warnings, contacting media and other support agencies as required. If council identifies a need to use warning system such as TasAlert, Emergency Alert, or SEWS then this is arranged through the State Emergency Service Regional Manager/Emergency Management Planner.

As articulated in the *Launceston Evacuation Plan* a flood warning siren will be activated in the Invermay area. Tasmania Police is the response management authority for this evacuation. SES Northern region maintain the flood warning siren, and 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 State Emergency Service will also be in the Invermay area advising residents of the need to evacuate.

5.5.2 Media

Council's Communications Manager, or Media Officer, will be assigned to coordinate council's media strategy. This officer will establish and oversee all media communications in close liaison with the Municipal Emergency Management Coordinator, on site controller, support organisations, council and State Emergency Service Regional Headquarters.

During an emergency, the key spokesperson/s for council are:

- Mayor - as primary spokesperson
- Chief Executive Officer
- Municipal Emergency Management Coordinator

The local and regional media outlets assist to provide information to the public about emergencies. The Municipal Emergency Management Coordinator aims to provide

comments through Council's nominated media officers. The following principles apply to all such 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 and responsibilities
- comments outside Council's scope are referred to the response Management Authority

When providing community messages the following is an effective model:

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

5.5.3 Enquiries

Organisations represented on the Municipal Committee maintain their own contact points for general enquiries.

5.5.4 Information Service Operation

The person nominated by the Municipal Emergency Management Coordinator to be the Information Service Coordinator, will be responsible for activating the Information Service. For the City of Launceston the Information Service Coordinator will normally be the Team Leader Customer Service. The Information Service Coordinator will normally be supported by staff from the Customer Service Team. The total number of operators may need to be varied in accordance with response activities and the number of calls to be processed.

The Public Information Service will operate from Town Hall, St John Street, Launceston. The operation of the Information Service will be dependent on the information provided to it by the response management or support authorities. The Information Service Coordinator will liaise with the Municipal Coordinator and response agencies to collate information to be disseminated by the Information Service

Emergency telephone lines will be established for the information service use during an emergency. These lines will be power fail-safe and differ from the advertised council emergency hotline to prevent confusion. The emergency telephone lines will be linked with other phones within the City of Launceston area to enable multiple calls to be taken. 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.

5.5.5 Special Needs

Specific consideration is required in the development and dissemination of community information and warnings for groups with special needs (e.g. 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
- Department of Health
- Tasmanian Health Service
- Private Sector Hospitals
- Aged Care Facilities

5.6 Evacuation

If a response Management Authority identifies a need for evacuation, the Municipal Emergency Management Coordinator can be contacted for assistance. The Municipal Coordination will then liaise with the Recovery Coordinator to organise for the opening of evacuation centres as required.

Refer to the *City of Launceston Municipal Recover Plan* for details on actions in regards to opening, managing and closing evacuation centres.

A summary of the process of evacuation is in appendix 5.

5.7 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 (e.g. power, water, telecommunications), the asset managers/owners are involved in decision making if necessary.

Geographic Information System capabilities may assist to record the outcomes of assessments and support broader consequence management planning.

5.8 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* 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 using established arrangements.

5.8.1 City of Launceston

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. For the purposes of this plan the Municipal Emergency Management Coordinator, in the event of an emergency, is authorised to expend funds up to \$50,000 on the acquisition and/or utilisation of urgently required resources. Expenditure authorised by the Municipal Emergency Management Coordinator is processed through a special Emergency Order number, and the Chief Executive Officer is to be advised of all expenditure as soon as practicable by the Municipal Emergency Management Coordinator. Funds expenditure over \$50,000 is to be authorised by the Chief Executive Officer.

5.8.2 Other Organisations

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.

5.8.3 Emergency Expenditure / Management Authority and Claims

To gain post-emergency financial support under the *Australian Government Disaster Recovery Funding Arrangements*, Council is required to maintain accurate records of all expenditure relating to the emergency. Council has designated the responsibility for claims, and there is a well practised accounting process in place, with the Finance Team. 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*, the Municipal Emergency Management Coordinator discusses the matter first with the State Emergency Service Regional Emergency Management Planner. When appropriate, a written application will be developed and submitted to the Assistant Director Emergency Management or the Department of Premier and Cabinet Director, Office of Security and Emergency Management.

If the Premier announces relief, council will collate records accordingly and apply for reimbursement. The State Emergency Service Regional Emergency Management Planner may provide advice on request from councils.

5.9 Debriefs

Debriefs are conducted to gather observations from participants in an action to gauge the success of otherwise of an action at the end of the task, shift or incident.

A typical debrief following a task or shift will examine:

- What occurred
- What went well
- What could be improved next time

Following the conclusion of response activities, more general operational debrief(s) will be conducted, sometimes referred to as After Action Reviews. These will have the following objectives:

- acknowledge the input of all contributing organisations and individuals
- acquire constructive observations and feedback from all involved
- identify where gaps exist in training and planning systems
- determine and program the best course of actions toward improving planning systems
- foster sound inter-agency communication
- identify a need for specific investigation of issues and further debriefing on an individual or organisational level

Specific issues will invariably require investigation and discussion will begin to focus on the need for change, and to learn from the experience. Key observations and learnings are shared with stakeholders, including the Municipal Committee, State Emergency Service Regional Manager, State Emergency Service Regional Emergency Management Planner and/or the Regional Social Recovery Coordinator.

F I N A L D R A F T

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.

6 Recovery

"Disasters can impact communities in profound, long lasting and life-changing ways. Therefore recovery is a long-term, multi-layered and developmental process. Recovery involves coming to terms with the impacts of a disaster and managing the disruptions and changes caused, which can result for some people in a new way of living. Being 'recovered' is being able to lead a life that individuals and communities value living, even if it is different to the life they were leading before the disaster event." (Australian Institute for Disaster Resilience, *Introduction to Recovery*, 2018)

Relief is managed initially in close collaboration with emergency response organisations, to meet the immediate safety and welfare needs of the community (e.g. shelter, water and food, re-uniting families, emergency financial assistance, etc). Then, if needed, transitions into a longer term recovery effort that is community-centred. Recovery may take many years.

6.1 Background

Recovery requires a holistic approach. Recovery strategies are planned and coordinated and include the following relevant elements:

- Social recovery, focusing on ensuring safety, security and shelter and restoring health and psychological wellbeing
- Infrastructure recovery, focusing on restoring critical assets and essential services that may have been damaged or destroyed
- Economic recovery, focusing on supporting businesses and industries to overcome the impacts of an emergency
- Environmental recovery, focusing on protecting natural and cultural assets and values, supporting primary producers and managing waste, pollution and biosecurity

Successfully recovery relies on:

- understanding the context
- recognising the complexity
- using community led approaches
- ensuring coordination of all activities
- employing effective communication

6.1.1 Municipal responsibilities

The functional responsibilities associated with recovery that fall to council (and often shared with other organisations), in accordance with the *Tasmanian Emergency Management Arrangements* and/or the *State Recovery Plan*, are:

- evacuation centres (establishing and coordinating temporary shelter options for displaced persons)
- recovery centres (establishing and coordinating recovery centres to provide information and access to services)
- emergency catering (provide food and water to affected and displaced persons)

- roads and bridges
- community infrastructure and recreational facilities
- water supply and waste water treatment
- environmental health and pollution
- waste management and carcass removal
- registration and enquiry
- public memorials (coordinate arrangements to manage spontaneous memorials)

Support functional responsibilities associated with recovery that fall to council (and often shared with other partners), in accordance with the *Tasmanian Emergency Management Arrangements* and/or the *State Recovery Plan*, are:

- evacuation risk assessment
- coordination of evacuation withdrawal
- evacuation traffic management
- evacuation accommodation (identify and broker emergency accommodation options for displaced persons)
- technical advice
- large-scale demolition and clean-up
- Tasmanian Relief and Recovery Arrangements (assess and deliver assistance provided under local government policy)
- Disaster Recovery Funding Arrangements (collating eligible costs for emergency events and submitting claims)
- emerging issues and enquiries

6.2 Short Term Arrangements

Short term recovery efforts aim to meet the essential needs of affected people, minimise consequences, assess the scale, severity and complexity of recovery needs, and plan for the transition to longer term arrangements.

Short term recovery may be coordinated at the municipal, regional or state level, depending on the type, scale and complexity of the emergency. If short term recovery is being coordinated by council and the scale and complexity of the recovery escalates, then regional recovery coordination can be activated by the State Emergency Service Regional Emergency Management Planner at the request of council. This may follow specific advice from the response Management Authority and/or the Regional Controller.

6.2.1 Needs assessments

Needs assessment involves the analysis of impact and damage assessments, and the characteristics and capabilities of the affected community, to evaluate anticipated recovery needs and determine an appropriate long term recovery approach.

6.2.2 Evacuation Centres

Evacuation centres provide temporary shelter and basic services to meet the immediate personal needs of people affected by an emergency, such as food, water, basic living

essentials and pet facilities, as well as sources of information, registration and personal support services.

The City of Launceston is responsible for establishing evacuation centres at the request of the Regional Controller or State Controller. The *City of Launceston Municipal Recovery Plan* outline operational arrangements for establishing evacuation centres, including supporting arrangements with non-government and community organisations.

6.2.3 Recovery Centres

Recovery centres provide a centralised location (one-stop-shop) where people affected by an emergency can access information, advice and support services including financial assistance, relocation accommodation, personal support, insurance enquiries and business support. Government and non-government organisations may be co-located at a recovery centre.

The City of Launceston will open Recovery centres upon request of the Northern Regional Controller. In some cases the Northern Regional Controller or State Controller may establish recovery centres at a regional level, but where this occurs it will be in consultation with the City of Launceston.

In the longer term, and following consultation with council, a Recovery Task Force may assume the responsibility for recovery centres.

6.2.4 Registrations

The registration of people affected by emergencies assists in finding and reuniting family, friends and loved ones, informs missing persons investigations and the assessment of recovery needs, and reduces the load on emergency contact centres. Councils have initial responsibility for coordinating processes to register people attending evacuation and recovery centres.

The *Register.Find.Reunite* service may be activated by Tasmania Police. Information collected by Council as part of a general registration process will be compatible with *Register.Find.Reunite*.

Registrations are shared regularly through the response phase, including with the State Emergency Service Regional Emergency Management Planner and Regional Social Recovery Coordinator.

6.3 Longer Term Arrangements

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

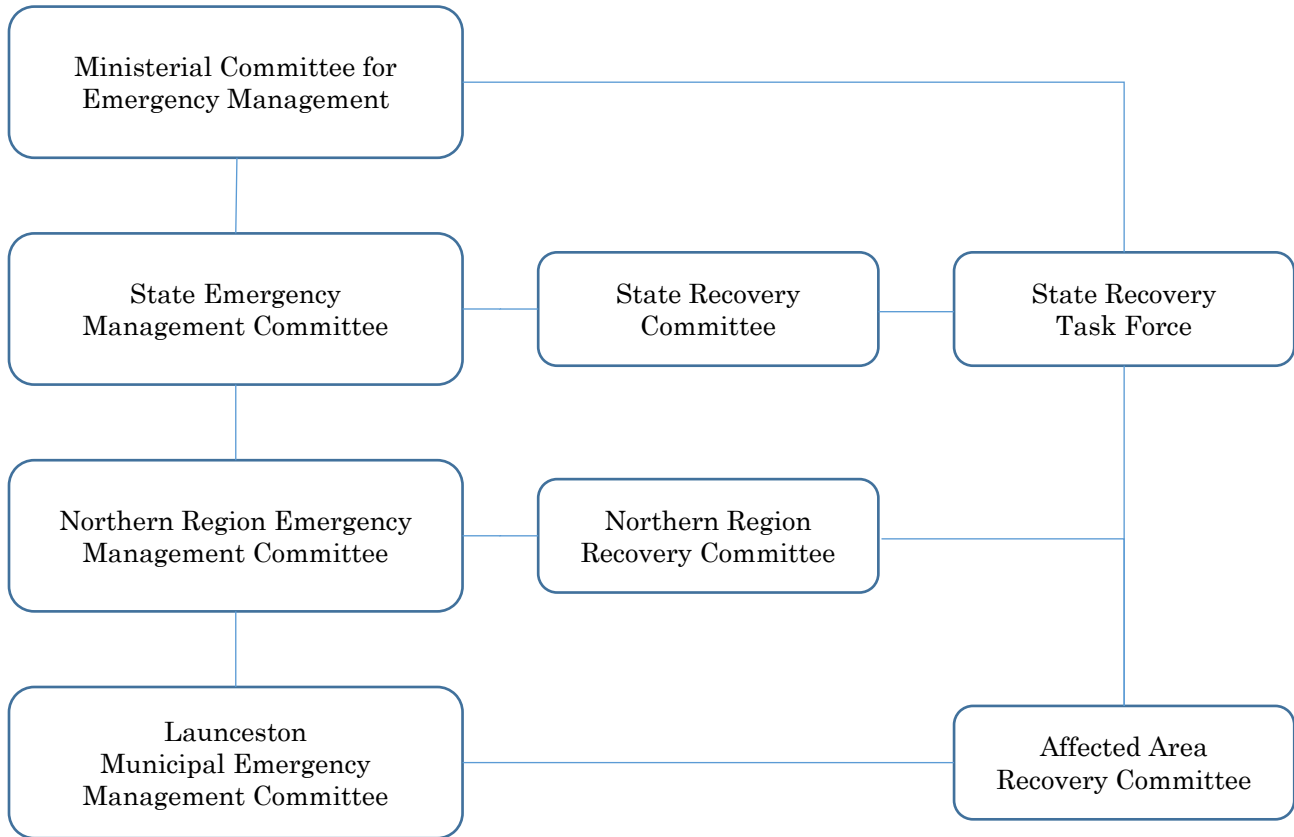
6.4 Affected Area Recovery Committees

Affected Area Recovery Committees may be established under section 24E of the Act to coordinate recovery activities at the regional and local level. Affected Area Recovery Committees may be established locally (for one local government area) or regionally (for

multiple local government areas), depending on the geography and nature of impact (see Figure 4).

The Affected Area Recovery Committee's role is to assist council by coordinating the recovery activities through information sharing and collective decision making. It is usually chaired by the Mayor, or representative of the affected council.

Figure 4: Recovery Management Arrangements



6.5 Municipal Recovery Plan

The *City of Launceston Municipal Recovery Plan* is a sub-plan of this plan and provides more detailed guidance on recovery in the municipality. The plan will be reviewed every two years to ensure it incorporates lessons learned and remains relevant.

7 Plan Administration

This plan is issued by the Launceston Municipal Emergency Management Committee. The Executive Officer of the committee will coordinate reviews and updates of the plan. 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.

7.1 Plan Contact

Questions or comments in relation to this plan can be addressed to

Executive Officer, Municipal Emergency Management Committee
 City of Launceston
 Town Hall, St John Street
 LAUNCESTON TAS 7250
 MEMC_Secretariat@launceston.tas.gov.au
 Ph: 03 6323 3407

7.2 Distribution List

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

- Regional Emergency Management Committee
- Council
 - Mayor
 - Aldermen
 - General Manager
 - All Council Staff
- Municipal Emergency Management Committee
- State Emergency Service Regional Manager
- State Emergency Service Regional Emergency Management Planner

7.3 Review 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 <i>Tasmanian Emergency Management Plan</i>

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Version 15	2015	Minor amendments to contact details, Updated Associated Documents list in line with State Emergency Service Website and current City of Launceston plans
Version 16	2018	Minor amendments. Updated contact details
Version 17	2020	Significant edits, substantial rewording and reorganising some sections. Alignment with <i>Tasmanian Emergency Management Arrangements</i> and City of Launceston Organisation Alignment Project. Updated contact details Note: This version was delayed due to the SARS-CoV-19/COVID-19 pandemic.

8 Appendices

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

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
<i>Public Health Act 1997</i>	Health	DoH
<i>Food Act 2003</i>	Health	DoH

Sub-Plans and arrangements

Title	Custodian
City of Launceston Flood Plans <ul style="list-style-type: none"> • Incident Management Guide • Warning Plan • Response Plan • Levee Patrol Plan 	City of Launceston
Public and Environmental Health Associate Plan	City of Launceston
Emergency Communication Plan	City of Launceston
Launceston Recovery plan	City of Launceston
Launceston Bushfire Management Strategy	City of Launceston
Emergency Animal Centre Plan	City of Launceston
Social Recovery Management Plan	City of Launceston
Stormwater System Management Plan	City of Launceston
Cateract Gorge Flood Warning Signage Procedures Manual	City of Launceston

Other Plans & Arrangements

Title	Custodian
Council Maps for council roads and alternate transport routes	City of Launceston
Dam Safety Emergencies	DPIPWE
Electricity Supply Emergency	
Energy Supply Emergencies	State Growth
Gas Supply Emergency	
Hazardous Materials State Special Emergency Management Plan	TFS
Interoperability Arrangements for the Sharing of Skilled Resources in Tasmania	DPAC

F I N A L D R A F T

Title	Custodian
Launceston Flood Evacuation Plan	DPFEM
Multiple Fatality Response Plan	DoJ
Northern Region Fire Action Plan	Sustainable Timber
Northern Region Fire Action Plan	Parks and Wildlife
Northern Region Fire Action Plan	TFS
Petroleum Products Supply Emergency	
Port Safety Plan - Nuclear Powered Warships	DPFEM
Protocol for Use of Emergency Alert	DPFEM
Regional Emergency Management Plan	DPFEM
Rapid Impact Assessment	DPFEM
Northern Regional Social Recovery Plan	THS
State Recovery Plan	DPAC
State Fire Protection Plan	DPFEM
State Road and Bridge Emergency Management Plan	DPIPWE
State Special Plan Emergency Management Plan Pandemic Influenza	
Tasmanian Biosecurity Emergency Plan	DPIPWE
Tasmanian Counter Terrorism Arrangements	DPEM
Tasmanian Emergency Management Arrangements	DPFEM
Tasmania Mass Casualty Management Plan	DoH
Tasmanian Search and Rescue Plan	DPFEM
Tasmania Public Health Emergencies Management Plan	DoH
Transport Crash Emergencies	DPFEM

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

Appendix 2 - Glossary and Abbreviations

8.1 Glossary

The terms shown in the table below are relevant to this plan and are an extract from the *Tasmanian Emergency Management Arrangements*. A more complete list is provided in the arrangements.

Term	In the context of this plan this means
Affected Area Recovery Committee	A committee established under section 24E of the <i>Emergency Management Act 2006</i> after an emergency event to coordinate longer term recovery activities at the regional and/or local levels. These committees bring together members of the affected community, Municipal Councils and relevant Tasmanian Government agencies to collaboratively plan, prioritise and coordinate regional and local recovery activities.
Australasian Inter-Service Incident Management System	AIIMS is a nationally adopted structure to formalise a coordinated approach to emergency incident management.
AIIMS structure	A nationally adopted structure to formalise a coordinated approach to emergency incident management.
Associate plan	A plan approved by the approving authority as amended or substituted from time to time, under section 39 – <i>Emergency Management Act 2006</i> .
Capability	Capability is a function of human and physical resources, systems/processes, training and the supply chain (e.g. trained personnel with equipment ready for deployment).
Capacity	The extent to which a capability can be applied to a particular task or function.
Catastrophic disaster	An event that is beyond current arrangements, thinking, experience and imagination (i.e. that has overwhelmed technical, non-technical and social systems and resources, and has degraded or disabled governance structures and strategic and operational decision-making functions).
Command	The internal direction of an organisation’s resources in an emergency.
Companion animal	A captive-bred animal that is not commercial livestock.
Consequence management	<p>A consequence is defined as: (a) the outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain or (b) the outcome of an event or situation expressed qualitatively or quantitatively. In the emergency risk management context, consequences are generally described as the effects on persons, society, the environment and the economy.</p> <p>Consequence management is activities undertaken to minimise recovery needs that emerge as a consequence of an incident such as protecting public health standards, restoring essential services and providing relief financial assistance.</p>

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Term	In the context of this plan this means
Consultation framework	The various groups within the emergency management system and how they contribute to decision-making, through consultation and collaboration. These groups include established committees, sub-committees, and related stakeholder groups and can be supplemented by temporary working groups.
Control	The overall direction of Emergency Management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan and carries with it the responsibility for tasking other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations.
Coordination	The bringing together of organisations and other resources to support an emergency management response. It involves the systematic acquisition and application of resources (organisational, human and equipment) in an emergency situation.
Counselling	The process of providing psychological support to people involved in an incident.
Debrief	To gather information from participants in an action to gauge the success or otherwise of the action at the end of the task, shift or incident.
Deputy Municipal Emergency Management Coordinator	Deputy Municipal Emergency Management Coordinator appointed under section 23 of the <i>Emergency Management Act 2006</i> .
Deputy Regional Controller	Appointed under section 17 of the <i>Emergency Management Act 2006</i> .
Disaster	A serious disruption of the functioning of a community or a society at any scale due to hazardous events interacting with conditions of exposure, vulnerability and capacity, leading to one or more of the following: human, material, economic or environmental losses and impacts.
Emergency	In summary: an event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response. Defined in section 3 of the <i>Emergency Management Act 2006</i> .
Emergency Coordination Centre	A facility established to coordinate and organise emergency provision of services. Can be established at municipal, regional and/or state levels.
Emergency management	The planning, organisation, coordination and implementation of measures that are necessary or desirable to prevent, mitigate, respond to, resist, adapt to, overcome and recover from an emergency. Can include civil defence, emergency-related research or training, or the development of emergency policy and procedures relating to any of the above measures or actions (section 3 - <i>Emergency Management Act 2006</i>).
<i>Emergency Management Act 2006</i>	The legislation that provides for the protection of life, property and the environment in the event of an emergency in Tasmania, the establishment of Tasmania's emergency management arrangements and the provision of certain rescue and retrieval operations.

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Term	In the context of this plan this means
Emergency Management Plan	A document required by the <i>Emergency Management Act 2006</i> (and other legislation that requires emergency management-related plans) that describes governance and coordination arrangements and assigned responsibilities for: a geographic area; identified hazard; or function relevant to emergency management. It includes descriptions of processes that provide for safe and effective operations for emergency situations.
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 (see section 3 - <i>Emergency Management Act 2006</i>).
Emergency Operations Centre	A facility, either static or mobile, from which the total operation or aspects of the operation are managed. A facility established to control and coordinate the response and support to an incident or emergency.
Emergency powers	Powers specified in the <i>Emergency Management Act 2006</i> . Schedule 1: Emergency Powers Schedule 2: Special Emergency Powers of State Controller and Regional Controllers (See Risk Assessment Powers, State of Alert and State of Emergency – below).
Emergency risk management	A systematic process that produces a range of measures which contribute to the well-being of communities and the environment.
Environment	Components including: land, air and water; organic matter and inorganic matter; living organisms; human-made or modified structures and areas; interacting natural ecosystems; all other components of the earth (section 3 - <i>Emergency Management Act 2006</i>).
Evacuation	The movement of people threatened by a hazard to a safer location and, typically, their eventual safe and timely return.
Evacuation Centre	A place, or facility, where people affected by an emergency may be provided with information in relation to hazards associated with the emergency or with temporary shelter from those hazards (section 3 - <i>Emergency Management Act 2006</i>).
Executive Officer	A person who is responsible for providing administrative and secretariat services for emergency management committees described in the <i>Emergency Management Act 2006</i> .
Exercise	Simulation of emergency management events, through discussion or actual deployment of personnel, in order: to train personnel; to review/test the planning process or other procedures; to identify needs and/or weaknesses; to demonstrate capabilities; and to practice people in working together.
Government agency	An Agency within the meaning of the <i>State Service Act 2000</i> or a Statutory Authority.
hazard	A place, structure, source or situation, that may potentially endanger, destroy or threaten to endanger or destroy human life, property or the environment (section 3 - <i>Emergency Management Act 2006</i>).

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Term	In the context of this plan this means
Incident Control Centre	The location where the Incident Controller and various members of the Incident Management Team provide overall direction of response activities.
Information centre	A facility to provide visitors with, and answer inquiries for, information concerning the emergency or operation in progress. It includes the supply of information of a general nature to assist the victims.
Interoperability	The establishment of relationships and arrangements to enable more effective management of emergencies, including the ability for organisations to provide resources to and accept resources from other organisations.
Lessons management	An overarching term that refers to collecting, analysing, disseminating and applying learning experiences from events, exercises, programs and reviews.
Liaison Officer	A person nominated to represent his or her organisation for emergency management. Liaison Officers provide advice about their organisation's resources, structures and capabilities; act as a conduit for information; and may be authorised to commit resources of the organisation they represent.
Management Authority	Management Authorities provide direction so that capability is maintained for identified hazards across the PPRR phases. Assess and validate the effectiveness of strategies that they implement across the phases of emergency management.
Municipal Chairperson	The person determined by Council to be the Municipal Chairperson (section 21(2) - <i>Emergency Management Act 2006</i>).
Municipal Committee	A Municipal Emergency Management Committee established under section 20 of the <i>Emergency Management Act 2006</i> .
Municipal Councils	Tasmanian local governments. 'Municipal Councils' is the preferred term in these arrangements (per the <i>Emergency Management Act 2006</i>).
Municipal Recovery Coordinators	A council employee responsible for recovery at the municipal level, appointed under section 24G of the <i>Emergency Management Act 2006</i> .
Municipal Emergency Management Coordinator	A person appointed as a Municipal Emergency Management Coordinator under section 23 of the <i>Emergency Management Act 2006</i> .
Municipal/regional volunteer SES unit	A SES volunteer unit established under sections 47 and 48 of the <i>Emergency Management Act 2006</i> .
Occupier/owner	In relation to premises or a vehicle, means the person who is apparently in charge of the premises or vehicle at the relevant time (section 3 - <i>Emergency Management Act 2006</i>).
Owner	Includes a lessee (section 3 - <i>Emergency Management Act 2006</i>).
Pastoral care	The process of assisting the diverse, immediate as well as longer-term personal needs of people affected by a disaster. Such needs may encompass provision of information, practical advice on a range of issues and emotional support.

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Term	In the context of this plan this means
People who are at increased risk in an emergency	Individuals who find preparing for, responding to or recovering from an emergency challenging because they are experiencing factors that compromise their safety and security, health and wellbeing, knowledge, and/or social connection.
PPRR	A comprehensive approach to emergency management that considers prevention and mitigation, preparedness, response and recovery aspects of emergencies and their consequences.
Premises	Includes land, any structure and a part of premises (section 3 - <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
Property	Includes an animal and any part of an animal; a plant and any part of a plant, whether alive or dead (section 3 - <i>Emergency Management Act 2006</i>).
Psychosocial support	Refers to evidence based psychological and social support aimed at enhancing individual and community resilience to deal with the impacts of emergency events. Psychosocial support can include personal support, psychological first aid, brief intervention, therapeutic counselling, psycho education, and spiritual support. Psychosocial support can either be provided directly by, or under the supervision and oversight of, a tertiary qualified practitioner.
Public information	The management of public information and perceptions during the response to an incident.
Recovery	The process undertaken in an area or community affected by an emergency that returns all, or part of, the social, economic or environmental features or the infrastructure of that area or community to a functional standard, and/or assists the area or community during and after the emergency to deal with the impacts of the emergency (section 3 – <i>Emergency Management Act 2006</i>).
Recovery Centre	A place or facility where people affected by an emergency may be provided with information about, or support to recovery from, that emergency (section 3 – <i>Emergency Management Act 2006</i>).
Recovery Taskforce	Established under section 24C of the <i>Emergency Management Act 2006</i> and lead by a State Recovery Coordinator (see below). A temporary Tasmanian Government business unit established after a significant natural disaster or other emergency to support affected communities and coordinate a whole-of-government recovery effort.
Region	The northern region, the north-western region or the southern region of Tasmania, further defined in the <i>Acts Interpretation Act 1931</i> .
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> .

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Term	In the context of this plan this means
Register.Find.Reunite	<p>Australian Government service operated by Australian Red Cross that registers, finds and reunites family, friends and loved ones after an emergency.</p> <p>Previously known as the National Registration and Inquiry System (NRIS).</p>
Relief	The provision of material aid and emergency medical care necessary to save and preserve lives and enable families to meet their basic needs.
Resources	Includes any plant, vehicle, animal, apparatus, implement, earthmoving equipment, construction equipment, other equipment of any kind, persons, agency, authority, organisation or other requirement necessary for emergency management (section 3 - <i>Emergency Management Act 2006</i>).
Response Management Authority (RMA)	Specified agency responsible for resolving an incident.
Resilience	The ability of a system, community or society exposed to hazards to resist, absorb, accommodate, adapt to, transform and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions through risk management.
Response	Actions taken in anticipation of, during, and immediately after an emergency to ensure that its effects are minimised, and that people affected are given immediate relief and support.
Risk assessment powers	<p>Powers specified in sections 37-39 of the <i>Emergency Management Act 2006</i>.</p> <p>Powers under risk identification and assessment authorisation are extensive and not easily summarised here. Refer to sections 37-39 for full details.</p>
Situational awareness	Situational awareness involves not only an understanding of the current emergency incident but also forecasting how it could evolve, to provide advance warning of impending threats and to facilitate the planning of response and mitigation strategies.
Span of control	Span of control is a concept that relates to the number of groups or individuals that can be supervised by one person (see AIIMS – above).
Special emergency powers	<p>Powers specified in Schedule 2 of the <i>Emergency Management Act 2006</i>.</p> <p>If authorised under a declaration of a state of emergency, these powers mean that the State Controller or the Regional Controller affected by the declaration of a state of emergency can direct resources to persons involved in emergency management and take such actions considered appropriate for emergency management.</p>
Standard Operating Procedures (SOP)	A set of directions detailing what actions could be taken, as well as how, when, by whom and why, for specific events or tasks.
State Controller	State Emergency Management Controller, appointed under section 10 of the <i>Emergency Management Act 2006</i> .
State Control Centre	<p>A facility where whole-of-government emergency management policy and strategy is coordinated during operations and/or exercises.</p> <p>Previously known as the State Crisis Centre (changed 2016).</p>

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Term	In the context of this plan this means
State of alert	A state of alert declared under Division 3A of the <i>Emergency Management Act 2006</i> for occasions where there is a significant threat of an emergency in Tasmania, or there is credible information that an emergency, existing outside Tasmania, may impact on Tasmania.
State of emergency	A state of emergency declared under Division 4 of the <i>Emergency Management Act 2006</i> for occasions where an emergency, or significant threat of emergency, exists within Tasmania, and that special emergency powers may be required.
State Emergency Management Committee (SEMC)	Established under section 7 of the <i>Emergency Management Act 2006</i> . A management committee which institutes and coordinates policy, arrangements and strategies for State-level emergency management; coordinates/oversees the management of emergencies that affect more than one region and other emergencies; and identifies and promotes opportunities for improvement in emergency management.
State Recovery Advisor	Appointed under section 24A of the <i>Emergency Management Act 2006</i> .
State Recovery Coordinator	Appointed under section 24D of the <i>Emergency Management Act 2006</i> .
State Special Emergency Management Plan	A plan approved by the approving authority under section 35 of the <i>Emergency Management Act 2006</i> , as amended or substituted from time to time.
Statutory authority	A body or authority, whether incorporated or not, which is established or constituted by or under an Act or under the royal prerogative, being a body or authority which, or of which the governing authority, wholly or partly comprises a person or persons appointed by the Governor, a Minister or another statutory authority, but does not include a Government department (section 3 – <i>Emergency Management Act 2006</i>).
Statutory service	Includes: the SES; Ambulance Tasmania; Tasmania Fire Service; Tasmania Police; a Council; or another body constituted under an Act or a Commonwealth Act; a Government agency or a part of a Government agency whose role usually includes emergency management, or which is, or may be, in a particular emergency, required to participate in emergency management (section 3 - <i>Emergency Management Act 2006</i>).
Support Agency	Organisations that are responsible for the delivery and/or coordination of specific functional capabilities as agreed with Management Authorities. Support Agencies command their own resources in coordination with the Management Authority, as required. Support Agencies have specific capabilities or resources that address the need for a relevant support function.
TasALERT	Tasmania Government's official emergency website that brings together information from emergency services and government agencies.
TasNetworks	Government Business Enterprise that operates electricity transmission and distribution networks within Tasmania.
TasWater	Was formed through the amalgamation of the three Tasmanian Water and Sewerage Corporations (owned by local government Municipal Councils) and became a single state-wide water and sewerage corporation in 2011.

Term	In the context of this plan this means
Tasmanian Disaster Resilience Strategy 2020-2025	The Tasmanian Disaster Resilience Strategy complements the TEMA and aligns with the international Sendai Framework for Disaster Risk Reduction and related national frameworks such as the National Strategy for Disaster Resilience and the National Disaster Risk Reduction Framework.
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.
Warning	Dissemination of message signalling imminent hazard which may include advice on protective measures.
Wildlife	Includes any animal or plant living or growing in the wild, including a feral animal; or any carcass, dead remains or part of any wildlife; or any egg, sperm, seed, flower, fruit or material obtained from any wildlife (section 3 - <i>Emergency Management Act 2006</i>).

8.2 Abbreviations

The abbreviations (or acronyms) shown in the table below are relevant to this plan and are an extract from the *Tasmanian Emergency Management Arrangements*. A more complete list is provided in the arrangements.

Acronym	Stands for
AARC	Affected Area Recovery Committee
ADF	Australian Defence Force
AIIMS	Australian Inter-service Incident Management System
AT	Ambulance Tasmania (of Department of Health)
BoM	Bureau of Meteorology
DACC	Defence Aid to the Civil Community
DMC	Deputy Municipal Emergency Management Coordinator
DPFEM	Department of Police, Fire and Emergency Management
DPIPWE	Department of Primary Industries, Parks, Water and Environment
ECC	Emergency Coordination Centre
EOC	Emergency Operations Centre
GIS	Geographic Information Systems
IMT	Incident Management Team
LGAT	Local Government Association of Tasmania
MC	Municipal Emergency Management Coordinator
MRC	Municipal Recovery Coordinator
MECC	Municipal Emergency Coordination Centre

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Acronym	Stands for
NGO	Non-Government Organisation
PPRR	Prevention and Mitigation, Preparedness, Response and Recovery
RSRC	Regional Social Recovery Coordinator
RECC	Regional Emergency Coordination Centre
REMC	Regional Emergency Management Committee
SCC	State Control Centre
SEMC	State Emergency Management Committee
SES	State Emergency Service
SEWS	Standard Emergency Warning Signal
SITREP	Situation Report
SOP	Standard Operating Procedure
TASPOL	Tasmania Police
TEIS	Tasmanian Emergency Information Service
TEMA	Tasmanian Emergency Management Arrangements
TFS	Tasmania Fire Service
THS	Tasmanian Health Service (Department of Health)
TRRA	Tasmanian Relieve and Recovery Arrangements

Appendix 3 - Municipal Committee Terms of Reference



LAUNCESTON MUNICIPAL EMERGENCY MANAGEMENT COMMITTEE Terms of Reference

Committee:	Launceston Municipal Emergency Management Committee (LMEC)
Date of these Terms:	July 2020
Enquiries	Executive Officer Municipal Emergency Management Committee City of Launceston St John Street, Launceston Phone: (03) 6323 3407 Emergency.Management@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 Arrangements describes the framework for this committee. The committee meets three times per year. 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)

Authority & Background:	The LMEC is a committee that forms a vital part of Tasmania's emergency management framework. It exists under the authority of the <i>Emergency Management Act 2006</i>
Purpose:	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 LMEC stakeholders to develop and implement risk treatment strategies for the Launceston municipality. Identify actions to reduce the incident and impacts of emergencies

F I N A L D R A F T

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

Reports to:	City of Launceston and Northern Regional Controller
Membership	<p>Current member organisations are listed below. These organisations are confirmed as part of the review of the Terms of Reference.</p> <ul style="list-style-type: none">• Tasmania Police• State Emergency Service• Tasmania Fire Service• Ambulance Tasmania• City of Launceston• Launceston General Hospital• Department of Health – Public Health• DPIPWE• Tas Networks <p>Member organisations are required to nominate a primary representative.</p>
Chairperson:	A councillor nominated as the Council representative to the Committee.
Executive Officer:	City of Launceston Emergency Management Officer
Proxies	Member organisations are responsible for nominating proxy representatives.
Presiding at Meetings	<p>The chairperson of the Municipal Emergency Management Committee is to preside at all meetings of the committee at which he or she is present</p> <p>If the Municipal Chairperson is not present at a meeting, the Municipal Emergency Management Co-ordinator will be the chair.</p>
Quorum at meetings	<p>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</p> <p>A meeting of a Committee at which a quorum is present is competent to transact any business of the Committee</p>
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.
Sub Committees	<p>The following groups are sub-committees of this committee:</p> <p>Launceston Recovery Committee</p>

tba.

Appendix 5: 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 2014* provide interim guidance for conducting evacuations during a bushfire emergency for Tasmania Police (TASPOL), Tasmania Fire Service (TFS) and other stakeholders.

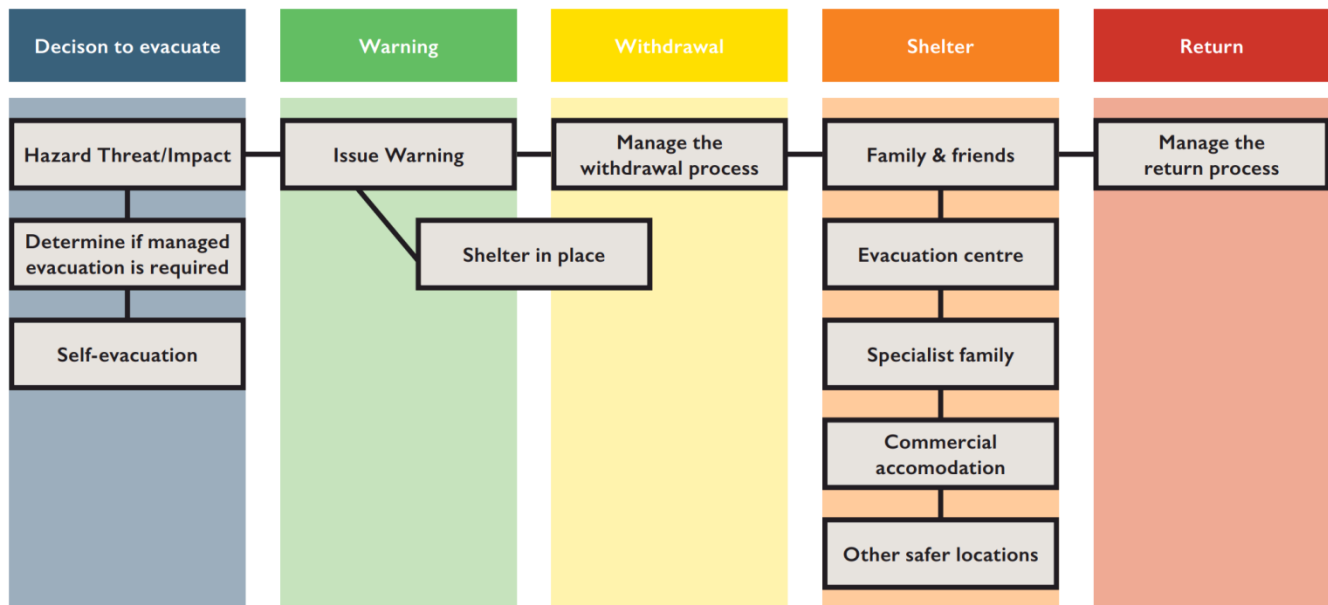
The *Launceston Flood Evacuation Plan*, provides guidance for conducting evacuations during a flood emergency in Launceston.

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.

Tasmania Fire Service also maintains a register of evacuation centres and Nearby Safer Places for bushfires and will provide advice through the media and Tasmania Fire Service website, if recommending that the community uses these.

The figure below 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. The City of Launceston 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.

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

Chair-Emergency Management Committee	
Responsible to	Mayor / Council
Duties	<p>Manage and focus the discussion of emergency management issues at MEMC meetings as conducted</p> <hr/> <p>Liaise with the Executive Officer in relation to emergency management matters which may impact the municipality</p> <hr/> <p>Oversee the development and review of this plan</p> <hr/> <p>Promote pro-active emergency management in the community via the MEMC committee</p> <hr/> <p>Endorse for Council approval Emergency Management plans as appropriate, the MEM Plan and any subordinate plans, e.g. Recovery Plan</p> <hr/> <p>Receive notification of emergency from Municipal Emergency Management Coordinator</p> <hr/> <p>Maintain contact with and support Municipal Emergency Management Coordinator during an emergency event</p>

Chief Executive Officer

Responsible to City of Launceston

Duties

Notify the Mayor and Councillors, if warranted

Assist the Mayor with community and media information

Manage ongoing information to the community and media

Providing City of Launceston resource support as requested by the Municipal Emergency Management Coordinator prior to, during or upon cessation of an emergency

Providing council support as requested by the Launceston Emergency Coordination Centre

Liaising with SES Regional Emergency Management Planner in nominating Municipal Emergency Management Coordinator for City of Launceston and in discussion of special projects

Municipal Emergency Management Coordinator	
Responsible to	Chief Executive Officer
Duties	Responsible for the overall management of council response to an emergency
	Coordinate resources and activities in the coordination centre
	Liaise with Emergency Services, particularly the SES Duty Officer, SES Regional Manager and SES Regional Emergency Management Planner
	Liaise with Regional Controller (declared emergencies or significant events)
	Notify the Chief Executive Officer, Mayor, Chair of Municipal Emergency Management Committee or an emergency or potential emergency.
	Initiate the activation of response and recovery provisions of this plan and or relevant sub-plans as required.
	Liaise with external agencies during response and recovery phases of emergency management
	Authorise required expenditure in combating an emergency event, and advise council as soon as possible after such expenditure.
Oversee the activities of the Deputy Municipal Coordinator(s).	

Deputy Municipal Emergency Management Coordinator	
Responsible to	Municipal Emergency Management Coordinator or Chief Executive Officer
Duties	Assist the Municipal Emergency Management Coordinator in all duties
	Act as Municipal Emergency Management Coordinator in his/her absence
	To be a member of the City of Launceston Emergency Management Committee
	Propose and/or support emergency management initiatives

Municipal Recovery Coordinator	
Responsible to	Municipal Emergency Management Coordinator
Duties	Receive notification of emergency from Municipal Emergency Management Coordinator
	Identify and establish Evacuation Centre, Fire Evacuation Centre or Recovery Centre as directed
	Notify appropriate recovery organisations
	Notify Regional Social Recovery Coordinator
	Maintain contact with and support Municipal Emergency Management Coordinator
	Manage assessment of community needs with support from Department of Health
	Maintain ongoing liaison with Department of Health during the provision of services to the community
	To be a member of the City of Launceston Emergency Management Committee, and Northern Region Social Recovery Committee
	Developing and maintaining the Launceston Recovery plan
	Represent Launceston Council at meetings of the Northern Regional Social Recovery Committee
Providing social recovery advice to the City of Launceston Emergency Management Committee and Council	
Oversee the activities of the Deputy Recovery Coordinator(s).	

Deputy Recovery Coordinator	
Responsible to	Municipal Recovery Coordinator
Duties	Assist the Municipal Recovery Coordinator in all duties
	Act as Recovery Coordinator in absence of the Municipal Recovery Coordinator
	Propose and/or support emergency management initiatives

Appendix 7 - Key Emergency Contacts

City of Launceston

Contact	Detail	Number
Municipal Emergency Management Coordinator	Shane Eberhardt	(03) 6323 3266
		0488 103 335
Deputy Municipal Emergency Management Coordinator	Peter Denholm	(03) 6323 3129
	Leigh Handley	0419 339 412
		(03) 6323 3511 0418 716 280
Recovery Coordinator	Louise Foster	(03) 6323 3150
		0417 974 548
Recovery Coordinator	Tracey Mallett	(03) 6323 3327
Deputy Recovery Coordinator		0419 133 755
	Nathalie Servant	(03) 6323 3368
Emergency Service	Kelsey Hartland	0457 738 656
		(03) 6323 3109
Emergency Service	All hours	(03) 6323 3333
Manager Health and Compliance	David Mullenger	(03) 6323 3209
Emergency Management Officer		0448 027 225
	Stephen Loiterton	(03) 6323 3224
		0448 322 249

Emergency Services

Organisation	Contact	Number
Tasmania Police	Launceston Division - General	131 444
	Emergency	000
State Emergency Service	General	(03) 6777 3777
	Region HQ North	132 500
	Regional Manager - Mhairi Review	(03) 6777 3760 0458 009 618
	Regional Officer - Michael D'Alton	(03) 6777 3761 0418 121 845
	Regional Emergency Management Planner - Peter Rawlings	(03) 6777 3951 0417 410 247
	Tasmania Fire Service	Emergency calls
Tasmania Fire Service	Administration Office	(03) 6777 3666
	Regional Chief - Jeff Harper	(03) 6777 3666 0407 099 689
	Deputy Regional Chief - Ian Bounds	(03) 6777 3666 0418 132 412
	Firecomm	(03) 6230 8420
	Ambulance Tasmania	Emergencies
Ambulance Tasmania	Administration	(03) 6336 5777
	Alistair Shepherd	(03) 6336 5777 0407 789 703
	Lynden Ferguson	(03) 6336 5777 0407 568 257

Utilities

Organisation	Contact	Number
TasNetworks	Distribution and transmission failures and emergencies	132 004
	Justin McCullagh	0408 325 961
	Chong Ong	0400 890 195
Tas Gas Networks	General	(03) 6336 9350
	Andrew Bambridge	0409 016 839
Water	General	136 992
	Duty Supervisor (after hours)	0407 849 256
	Water quality & Sewerage spills/odour	(03) 6237 8407
	Glen Rorlands	0418 132 913
Telecommunications	Telstra failures and emergencies - Residential	132 203
	Small business	132 999
	Medium business	132 255
	Sue Gordon	0419 975 605
	Richard Ord	0419 390 740
	State Emergency Service Liaison Officer - Christ Fletcher	(03) 6212 8140 0419 560 110

Recovery

Contact	Detail	Number
Chair Regional Social Recovery Committee	Pat Wrigley	(03) 6336 4128
		0427 632 669
	Tua Agaiava	0428 311 213

Public and Environmental Health

Contact	Detail	Number
THS-N Medical Commander	Peter Renshaw	(03) 6777 6007 0407 504 756
DIPIWE	Biosecurity Tasmania - Cindy Ong	0439 184 633
	Chief Veterinary Officer	(03) 6336 5306
	EPA - River based spill/pollution	1800 005 171
Launceston General Hospital	Emergency Coordinator - Michael Gibbons	(03) 6777 6344 0488 007 801
Department of Health	Public Health Hotline	1800 671 738

Appendix 8 Summary of Warning Systems and Arrangements

The following table is an extract from the *Tasmanian Emergency Management 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
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

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Natural Hazards	Warning Type	Issuing Agency	Method
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 can offer safety during a fire.		Public: Media, Social Media, TFS Website Emergency Services: SMS, telephone 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

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Natural Hazards	Warning Type	Issuing Agency	Method
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 heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family	TFS	Public: Media, Social 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

Appendix 9 - Defence Assistance to the Civil Community

Defence Assistance to the Civil Community is the provision of Australian Defence Force resources, in response to a request for assistance, for the performance of tasks that are primarily the responsibility of the civil community or other government organisations.

There are six categories of Defence Assistance to the Civil Community:

- Category 1 - Emergency assistance for a specific task(s) provided by Local Commanders/Administrators, from within their own resources, 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/damage to property.
- Category 2 - Emergency assistance, beyond that provided under Category 1, in a more extensive or continuing disaster where action is necessary to save human life or alleviate suffering, prevent extensive loss of animal life or prevent loss/damage to property, and when State/Territory resources are inadequate.
- Category 3 - Assistance associated with recovery from a civil emergency or disaster, which is not directly related to the saving of life or property.
- Category 4 - Non-emergency assistance provided to other Government departments or authorities, to State/Territory/Local Government or other authorities or organisations, commercial enterprises, non-profit organisations, or individuals or bodies in the general community.
- Category 5 - Non-emergency assistance of a minor nature which can be provided to local organisations from within the resources and authority of the Local Commander/Administrator, and which does not compromise unit effectiveness or readiness.
- Category 6 - Support to civil authorities in the performance of non-emergency law enforcement related tasks where there is no likelihood that Defence personnel will be required to use force.

Categories 1 and 2 are most relevant to response to emergencies such as the fires and floods. Local Australian Defence Force commanders can authorise Category 1 assistance, so local emergency services could approach a local military unit and request assistance where the Australian Defence Force had the resources or assets that were required urgently to save a life.

Category 2 is requested in accordance with the Australian Government Disaster Response Plan. Each state and territory has an authorised officer who can approach Emergency Management Australia to seek Australian Government assistance when the resources of the local jurisdiction are overwhelmed.

In either case the Australian Defence Force does not take on a control agency role. The Australian Defence Force provides resources to support the state and the state's combat or control agencies. The Australian Defence Force remains in command of its own personnel.

Appendix 10 - Public Communications Systems

Tasmanian Emergency Information Service (TEIS)

Tasmania has a state call-centre capability known as the Tasmanian Emergency Information Service, managed by the Telecommunications Management Division 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 at the request of a Security and Emergency Management Advisory Group 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 Tasmanian Emergency Information Service for the duration of the activation
- Supporting Information Manager

The service operates on a 'fee for service'.

If the Council or Municipal Emergency Management Coordinator requires the Tasmanian Emergency Information Service, a request is made to the State Emergency Service Regional Emergency Management Planner who will consult with the Regional Controller.

If use of Tasmanian Emergency Information Service is approved, scripts are then developed, using a consultative approach.

TasAlert

TasALERT is an emergency warning and information system in an online platform.

It will provide a single source of clear and consistent emergency and resilience information from across government in an easy-to-use and high performing interface. Outside emergency response periods, the website will provide general information on topics such as volunteering, disaster preparedness and resilience-focused campaigns.

The homepage of the website will change to highlight any current incidents within Tasmania. Each incident will have a dedicated page displaying all available information (geo-spatial, social media, developed content, etc.) specific to that incident.

The website also aggregates social media feeds from emergency services and Government departments, as well as using geo-spatial data to provide appropriate and authoritative emergency information through the map.

TasALERT is administered by the Tasmanian Government Department of Premier and Cabinet.

Standard Emergency Warning System

SEWS is a distinctive audio signal that has been adopted to alert the community to the broadcast of an urgent safety message relating to a major emergency/disaster. It is intended for use as an alert signal to be played on public media (such as radio, television, public address systems, mobile sirens), to draw listeners' attention to a following

emergency warning. It is meant to attract listeners' attention to the fact that they should take notice of the emergency message.

SEWS is only used in emerging situations of extreme danger, when there is a need to warn people that they need to take urgent and immediate action to reduce the potential for loss to life or property from emergency events.

Such events will be restricted to:

- severe thunderstorm
- wind gust
- severe flooding leading to residential inundation
- intense rainfall leading to flash flooding and/ or landslides
- cyclone
- tsunami
- large hail
- tornado
- storm tide
- hazardous materials emergency
- biological hazard/major pollution, hazardous material or biohazard emergency
- earthquake aftershock
- dam failure/dam burst
- major bushfire/major urban and rural fire
- public safety emergency

Emergency Alert

Emergency Alert is the national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a specific area defined by the emergency service organisation issuing the warning message, about likely or actual emergencies such as fire, flood, or extreme weather events

Emergency Alert relies on telecommunications networks to send messages, and message delivery cannot be guaranteed.

Emergency Alert is just one way of warning communities and will not be used in all circumstances.