Glenorchy Municipal Emergency Management Plan

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Table of contents

SECTION 1: OVERVIEW ... 5
1.1 Glossary of terms ... 5
1.2 Acronyms ... 8
1.3 Introduction ... 9
1.4 Authority ... 10
1.5 Purpose ... 10
1.6 Objectives ... 10
1.7 Scope and application ... 10
1.8 Activation ... 10
1.9 Disclosure of Information ... 10
1.10 Context ... 11
1.10.1 Major routes and built environment ... 11
1.10.2 Essential and community services ... 12
1.10.3 Climate ... 12
1.10.4 Climate change ... 13
1.10.5 Topography, vegetation and hazards ... 13
1.10.6 Emergency management ... 14
THIS RISK ASSESSMENT REPORT HAS BEEN PREPARED IN THE CONTEXT OF THE TASMANIAN EMERGENCY RISK ASSESSMENT GUIDELINES (TERAG) ... 16
SECTION 2: GOVERNANCE AND MANAGEMENT ... 17
2.1 Roles of government and emergency management partners ... 17
2.2 Tasmania's legal framework for emergency management ... 17
2.2.1 Emergency powers and declarations ... 17
2.3 Emergency management governance ... 18
2.4 Southern Regional Emergency Management Committee (SREMC) ... 18
2.5 Municipal Emergency Management Committee (MEMC) ... 18
2.6 Responsibilities ... 19
SECTION 3: PREVENTION AND MITIGATION ARRANGEMENTS ... 23
3.1 Overview ... 23
3.2 Research ... 23
3.3 Risk management ... 23
3.4 Protective security and business continuity ... 23
3.5 Land use planning ... 24
3.6 Climate change adaptation ... 24
SECTION 4: PREPAREDNESS ARRANGEMENTS ... 25
4.1 Overview ... 25
4.2 Municipal Emergency Management Committee (MEMC) ... 25
4.3 Municipal Emergency Management Plan (MEMP) ... 25
4.4 Capacity and capability ... 26
4.4.1 Municipal emergency management roles – primary and relief ... 26
4.4.2 Emergency management education and training ... 26
4.4.3 Maintaining the Municipal Emergency Coordination Centre (MECC) ... 26
4.4.4 Maintaining systems and resources ... 27
4.5 Readiness for community warnings and public information ... 28
4.5.1 TasALERT ... 28
4.5.2 Points for public enquiries ... 28
4.5.3 Emergency warnings and call-to-action information ... 28
4.6 Validation and performance management ... 28
4.7 Administration systems ... 29
4.7.1 Information management ... 29
4.7.2 Cost capture and financial administration ... 29
SECTION 5: RESPONSE ARRANGEMENTS ... 30
5.1 Overview ... 30
5.2 Command, control and coordination ... 30

5.2.1 All-hazards response arrangements and escalation....30
5.2.2 Emergency powers....31
5.2.3 Municipal Emergency Coordination Centre (MECC)....31
5.2.4 Emergency Operations Centre (EOC)....31
5.2.5 Municipal Emergency Management Committee (MEMC)....32
5.3 Resource-sharing and coordination....32
5.4 Consequence management....32
5.5 Warnings....35
5.6 Public information....38
5.6.1 TasALERT....39
5.6.2 Tasmanian Government Public Information Unit (PIU)....39
5.6.3 Tasmanian Emergency Information Service (TEIS)....39
5.6.4 Working with the media....40
5.7 Other elements....41
5.8 Evacuation....41
5.8.1 Management....41
5.8.2 Decision....42
5.8.3 Withdrawal....42
5.8.4 Shelter....42
5.8.5 Return....42
5.9 Registrations....42
5.10 Impact assessment....42
5.11 Pandemic health emergencies....43
5.12 Debriefs....43
5.13 Administration: finance and cost capture....44
5.14 Personal support....45
SECTION 6: RECOVERY ARRANGEMENTS....46
6.1 Overview....46
6.2 Municipal recovery functions....46
6.3 Current arrangements....46
6.4 Media and public information....47
6.5 At-risk groups of people....47
6.6 Short-term recovery....48
6.7 Long-term recovery....48
SECTION 7: PLAN ADMINISTRATION....50
7.1 Plan contact....50
7.2 Review requirements and issue history....50
7.3 Consultation for this issue....50
7.4 Distribution list....51
7.5 Communications plan summary....51
7.6 Validation....51
SECTION 8: APPENDICES....52
APPENDIX 1: LIST OF ASSOCIATED DOCUMENTS....53
APPENDIX 2: RISK ASSESSMENT REPORT....56
APPENDIX 3: MEMC TERMS OF REFERENCE....66
APPENDIX 4: MEMC MAINTENANCE AND ACTIVITY SCHEDULE....68
APPENDIX 5: CENTRES FOR EMERGENCY MANAGEMENT....69
APPENDIX 6: DUTY STATEMENTS AND ACTION CARDS....71
APPENDIX 7: STANDARD OPERATING PROCEDURES....82
APPENDIX 8: EVACUATION CENTRES....83
APPENDIX 9: NEARBY SAFER PLACES (A PLACE OF LAST RESORT)....85
APPENDIX 10: MAP OF MUNICIPALITY AND LOCATION OF KEY SERVICES....86

List of tables

Table 1: Terms....5
Table 2: Acronyms....8
Table 3: Summary of responsibilities....18
Table 4: Other support services....21
Table 5: Council's primary and relief roles and officers....25
Table 6: All-Hazards response – typical Council actions....33
Table 7: Summary of prominent warning systems and arrangements....34
Table 8: Summary of public information arrangements....38
Table 9: Issue table....47
Table 10: Distribution list....48

List of figures

Figure 1: Emergency management governance structures....17
Figure 2: Response management structure....32
Figure 3: Typical recovery management arrangements....44

Section 1: Overview

1.1 Glossary of terms

Terms used are consistent with the Tasmanian Emergency Management Arrangements (*TEMA*). The *Emergency Management Act 2006* (the Act) abbreviates some titles (eg. Municipal Committee instead of Municipal Emergency Management Committee). This practice also applies to this plan.

Table 1: Terms

Term	In the context of this plan, this means:
Affected Area Recovery Committee (AARC)	a committee established to collaboratively plan, prioritise and coordinate longer-term regional and/or local recovery activities after an emergency, in accordance with section 24E of the Act, generally comprising members of the affected community, council/s and relevant Tasmanian Government agencies
biosecurity	measures to protect the economy, environment and human health from the negative impacts associated with the entry, establishment or spread of exotic pests (including weeds) and diseases
capability	a function of human and physical resources, systems, processes, training and the supply chain, for example, trained personnel with equipment ready for deployment
capacity	the extent to which a capability can be applied to a particular task or function
combined area	means two or more municipal areas determined by the Minister to be a combined area under section 19 of the Act
command	the internal direction of an organisation's resources in an emergency
Community Centres *NB. Different centre types may be located at one site*	**Evacuation Centre**: a place or facility established to provide people affected by an emergency with temporary shelter
	Information/Service Centre: a place or facility established to provide information about an ongoing emergency, emergency response and/or relief services to assist those affected by the event
	Recovery Centre: a place or facility established to provide information and/or services to support the recovery of people affected by an emergency
companion animal	a captive-bred animal that is not commercial livestock
consequence management	activities undertaken to manage the consequences of an emergency and/or emergency response and minimise recovery needs, including but not limited to measures to protect public health standards, restore essential services and provide relief and financial assistance
consultation framework	a framework comprising groups of people within the emergency management sector and the way these groups contribute to decision-making through consultation and collaboration; groups may include established committees and related stakeholder groups, supplemented by temporary working groups
control	the overall direction and management of emergency management activities in an emergency situation; authority for control is established in legislation or in an emergency plan and carries with it responsibility for tasking other organisations in accordance with the needs of the situation; control relates to situations and operates horizontally across organisations
coordination	the act of bringing together organisations and other resources to support an emergency management response, and which involves the systematic acquisition and application of resources (organisational, human and equipment)
Council	in the context of this plan, Council refers to the Glenorchy local government authority
counselling	direct assistance provided by relevant service professionals to emergency-impacted people who may be having problems coping with the aftermath of an emergency
debrief	an activity held at the end of a task, shift or incident that is intended to gather information from action participants to gauge the success or otherwise of the action/s in which they participated
Deputy Municipal Coordinator (DMC)	a person appointed as Deputy Municipal Emergency Management Coordinator under section 23 of the Act, who supports and can act for the Municipal Coordinator when the Municipal Coordinator is: • absent from duty or Tasmania • unable to perform Municipal Coordinator duties (permanently), or • temporarily not appointed (eg. has resigned)
emergency	an event, actual or imminent, that endangers or threatens to endanger life, property or the environment, and that requires a significant and coordinated response

emergency centres	**Emergency Coordination Centre (ECC)**: a facility that can be established at a municipal, regional and/or state level to support the coordination and organisation of service provision in an emergency
	Emergency Operations Centre (EOC): a facility, either static or mobile, from which the total operational response (or aspects of the operational response) to an incident or emergency is controlled, coordinated and managed
	Incident Control Centre (ICC): the location or facility at which the Incident Controller and members of the Incident Management Team provide overall direction of response activities
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 these measures or actions
emergency management plan	a document required by the Act (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; includes descriptions of processes that provide for safe and effective operations in emergency situations
emergency management worker	Includes a member of a statutory service, whether for payment or other consideration or as a volunteer, an authorised officer or a person who does (or omits to do) any act to assist or works under the direction or control of an authorised officer
emergency powers and special emergency powers	powers specified in Schedules 1 and 2 of the Act
emergency risk management	a systematic process that identifies, mitigates and manages emergency-related risks, including through a range of control measures that contribute to the safety and wellbeing of communities and the environment
environment	components include: land, air and water; organic and inorganic matter; living organisms; human-made or modified structures and areas; interacting natural ecosystems; and all other components of the earth further defined by the Act
exercise	a simulated emergency scenario designed to validate emergency management arrangements and/or familiarise workers with them
hazard	a place, structure, source or situation that may potentially endanger, destroy or threaten to endanger or destroy human life, property or the environment
Liaison Officer	a person nominated to represent his/her organisation and: provide advice about the organisation's resources, structures and capabilities; act as a conduit for information; and may be authorised to commit resources
Management Authority	Management Authorities provide direction so that capability is maintained for identified hazards across the prevention and mitigation, preparedness, response and recovery phases (PPRR), as well as assessing and validating the effectiveness of the strategies they implement
Municipal Emergency Management Committee (MEMC) Chairperson	the person determined by Council to be the Chairperson of the municipality's MEMC under section 21(2) of the Act
Municipal Committee	a Municipal Emergency Management Committee established under section 20 of the Act
Municipal Coordinator (MC)	a person appointed as a Municipal Emergency Management Coordinator under section 23 of the Act
Municipal Recovery Coordinator (MRC)	a Council employee responsible for recovery at the municipal level, appointed under section 24G of the Act
Permanent Timber Production Zone land	a land classification established under the *Forest Management Act 2013* to replace the formerly used term 'state forest'
preparedness	planned and coordinated measures that are undertaken to ensure safe and effective response and recovery can occur
prevention and mitigation	planned and coordinated measures that eliminate or reduce the frequency and/or consequences of emergencies
public information	In an emergency, refers to the function and/or resources used to develop and manage information intended for circulation to members of the public
recovery	activities and processes undertaken to help return all or part of the social, economic, environmental and/or infrastructure features of an emergency-affected area/community to a

	functional standard, and/or that help the area/community to deal with the impacts of the emergency, both during and after the event
Recovery function	a particular activity or group of activities that may be undertaken as part of recovery efforts
Regional Controller	a person appointed as Regional Emergency Management Controller under section 17 of the Act, who is either: a police commander determined by the Commissioner of Police and the State Controller, or a person appointed by the Minister
Regional Emergency Coordination Centre (RECC)	a facility from which regional coordination of emergency (consequence) management occurs during the response phase
Regional Emergency Management Committee (REMC)	a Regional Emergency Management Committee established under section 14 of the Act
Regional Emergency Management Plan (REMP)	a regional-level plan developed and amended from time to time and approved by the State Controller under section 33 of the Act
Regional Coordinator	the person appointed to the position of State Emergency Service (SES) Emergency Management Planner (South)
Regional Social Recovery Officer	a Tasmanian State Service employee who is nominated and authorised to coordinate the delivery of social recovery services within a region, in collaboration with the relevant Municipal Recovery Coordinators and their deputies
Register.Find.Reunite (RFR)	a service managed by Australian Red Cross that registers, finds and reunites family, friends and loved ones after an emergency
response	actions taken in anticipation of, during and immediately after an emergency to minimise the effects of the emergency and provide emergency-affected people with immediate relief and support
risk	derived from a combination of the probability of an event occurring and the severity of its negative consequences
risk assessment	methodology used to determine the nature and extent of risk, by analysing potential hazards and existing conditions of vulnerability that together could potentially harm people, property, services, livelihoods and the environment on which they depend
situational awareness	individual or group knowledge and understanding of an emergency as it unfolds, including how the situation could potentially evolve, to provide advance warning of impending threats and to facilitate the planning of response and mitigation strategies
Standard Operating Procedure	an agreed and standardised set of directions for actions to be taken
State Controller	a person appointed as State Emergency Management Controller under section 10 of the Act, who is either: • head of the Department of Police, Fire and Emergency Management, or • a person appointed by the Minister
state of alert	under Division 3A of the Act, a state of alert may be declared when there is a significant threat of an emergency occurring in Tasmania, or credible information that an emergency existing outside Tasmania may impact on Tasmania
state of emergency	under Division 4 of the Act, a state of emergency may be declared when an emergency, or significant threat of emergency, exists within Tasmania, and in which special emergency powers may be required
Support Agency	**Assisting Support Agency:** an organisation with specific capabilities or resources that complement the Primary Support Agency in delivering the relevant support function
	Primary Support Agency: an organisation responsible for the delivery and/or coordination of specific support functions or resources that address a particular need and have the capability to command their own resources, as agreed and identified by and in coordination with the Management Authority
validation activities	activities including exercises, operational debriefs, workshops and reviews, which are conducted to assess or review the effectiveness of emergency management arrangements
warning	dissemination of a message that signals an imminent hazard (or hazards), and which may include advice on protective measures
worker	a generic term used to describe people who perform defined functions and paid or unpaid work for an organisation or system, including staff, volunteers, trainees and contractors/consultants

1.2 Acronyms

Acronyms used in this plan are consistent with the *TEMA*.

Table 2: Acronyms

Acronym	Stands for …
AARC	Affected Area Recovery Committee
AFDRS	Australian Fire Danger Rating System
AIIMS	Australasian Inter-Service Incident Management System
AT	Ambulance Tasmania
BOM	Bureau of Meteorology
CBRN	Chemical, Biological, Radiological, Nuclear
DECYP	Department *for* Education, Children and Young People
DSG	Department of State Growth
DMC	Deputy Municipal Coordinator
DMRC	Deputy Municipal Recovery Coordinator
DoH	Department of Health
DoJ	Department of Justice
DOTAF	Department of Treasury and Finance
DPAC	Department of Premier and Cabinet
DPFEM	Department of Police, Fire and Emergency Management
ECC	Emergency Coordination Centre
EM	emergency management
EOC	Emergency Operations Centre
EPA	Environment Protection Authority Tasmania
GIS	Geographic Information System
GM	General Manager (Council)
ICC	Incident Control Centre
LC	Logistics Coordinator
MC	Municipal Coordinator
MECC	Municipal Emergency Coordination Centre
MEMC	Municipal Emergency Management Committee
MEMP	Municipal Emergency Management Plan (this plan)
MRC	Municipal Recovery Coordinator
NGO	Non-Government Organisation
NRE Tas	Department of Natural Resources and Environment Tasmania
OSEM	Office of Security and Emergency Management (DPAC)
PHS	Public Health Service (DoH)
PIU	Public Information Unit (DPAC)
PPRR	Prevention and Mitigation, Preparedness, Response and Recovery
PWS	Parks and Wildlife Service (NRE Tas)
RC	Recovery Coordinator
RCM	Recovery Centre Manager
RECC	Regional Emergency Coordination Centre
REMC	Regional Emergency Management Committee
REMP	Regional Emergency Management Plan
RFR	Register.Find.Reunite service
RMA	Response Management Authority
RRT	Resilience and Recovery Tasmania (DPAC)
RSRC	Regional Social Recovery Officer

SCC	State Control Centre
SEMC	State Emergency Management Committee
SES	State Emergency Service
SEWS	Standard Emergency Warning Signal
SOP	Standard Operating Procedure
SREMC	Southern Regional Emergency Management Committee
SITREP	Situation Report
TASDRA	Tasmanian Disaster Risk Assessment (2022)
TASPOL	Tasmania Police
TEIS	Tasmanian Emergency Information Service (call centre)
TEMA	Tasmanian Emergency Management Arrangements
TERAG	Tasmanian Emergency Risk Assessment Guidelines
TFS	Tasmania Fire Service
THS	Tasmanian Health Service
TRRA	Tasmanian Relief and Recovery Arrangements

1.3 Introduction

Effective emergency management (EM) relies on collaborative partnerships between people, businesses, local EM organisations, community groups and all tiers of government.

Glenorchy City Council (Council) has an important role in EM, including maintaining and providing resources and vital information about the community that may be required to support emergency response and recovery.

Council is committed to achieving a high standard of EM capability by:

a maintaining the structure and functions of Council's **Municipal Emergency Management Committee (MEMC)**

b maintaining, reviewing and updating Council's EM plan every four years or after any major emergency

c developing and maintaining other supportive documents that describe Council's EM capabilities and arrangements

d defining and adequately addressing all elements of the Prevention and Mitigation, Preparedness, Response and Recovery (PPRR) phases of EM

e recognising the value of community contributions and engaging with the community in relation to Council's EM arrangements, as and when required

f maintaining an EM review and validation system, based on the principles of continuous improvement

g participating in Tasmania's regional and state-level EM structures, as appropriate and required.

1.4 Authority

This Municipal Emergency Management Plan (MEMP) is maintained by Council in accordance with the requirements of the *Emergency Management Act 2006* (Act) and issued under the authority of the State Emergency Management Controller (State Controller). See *Section 7* for more information.

1.5 Purpose

The purpose of this MEMP is to describe and communicate Council's arrangements for managing emergency-related risks to the community and mitigating the impact and consequences of emergencies on life and property in Glenorchy.

1.6 Objectives

The objectives of this MEMP are to:

a Describe and communicate roles and responsibilities (who, what, when) in relation to identified hazards, PPRR and EM functions.

b describe current arrangements, including:

  i the legislated requirement to maintain this plan

  ii protocols for coordinating mutual support with neighbouring councils

  iii ways to request/access additional support from regional, state and federal levels.

c increase community awareness, preparedness and resilience to all hazards

d inform State Government EM agencies regarding Glenorchy City Council's EM capabilities and procedures.

e provide a framework for the ongoing identification and assessment of hazard risks to the safety and wellbeing of the local community (including across social, economic, environmental and infrastructure domains) and risk treatment options.

1.7 Scope and application

The arrangements described in this MEMP are designed to address emergencies that are:

a caused by hazards impacting the Glenorchy municipal area, and

b able to be managed through the capability of local EM structures.

This MEMP is consistent with the **Tasmanian Emergency Management Arrangements (TEMA)** and applies to all types of emergencies – not just natural disasters – that may occur in the Glenorchy municipal area. A map of the municipality is included at *Appendix 10*.

All EM arrangements are intended to be scalable and flexible so they can be adapted across the PPRR spectrum, taking into account that legislated powers and/or other authorised structural arrangements may be established to complement existing plans in response to a particular event. Arrangements for specific hazards or functions are described in the documents listed at *Appendix 1*.

1.8 Activation

Activation of this MEMP may be recommended or directed by the Southern Regional Emergency Management Controller (Regional Controller), via the Regional Coordinator, who also Chairs the Southern Regional Emergency Management Committee (REMC) or the MEMC Chairperson, in consultation with the Municipal Coordinator.

The Municipal Coordinator (MC) may also activate specific sections of the MEMP. Communication may occur between the MC and responsible officers in other Tasmanian Government agencies (as identified in *Section 2*) to inform decisions about activation.

1.9 Disclosure of Information

Schedule 1, clause 1(q) of the *Emergency Management Act 2006* (the Act) provides that an authorised officer may "require any person to answer any questions asked by the authorised officer or to **provide any document or other information** required by the authorised officer that is in the control of the person". This means that, where emergency services formally request access to personal information about ratepayers, the Council is legally obliged to provide that information. In addition to the power to request information, authorised officers have a range of other powers under the Act, including powers to evacuate individuals, close roads, and enter premises. It could be argued that, in practice, the ability to access personal information is necessary for authorised officers to properly exercise these functions, such as identifying or contacting ratepayers affected by an emergency.

However, these powers are classified as "emergency powers" and may only be exercised once they have been formally authorised by the State Controller under section 40 of the Act. Authorisation will be given when the State Controller is satisfied that an emergency (or significant threat of one) exists or has occurred in Tasmania, or an emergency occurring outside Tasmania may have an impact within the state. The authorisation may also specify whether it applies to all authorised officers or only a particular class of officer, and whether certain powers can be

exercised by particular bodies. As such, until this authorisation has been given, there is no legal requirement for the Council to disclose personal information under the Act.

For reassurance that Council is not breaching its privacy obligations, section 60A of the Act also provides that "the *Personal Information Protection Act 2004* does not apply, in relation to the disclosure, collection, exchange or use of relevant information, for the relevant purposes, by a relevant body or person". To put it simply, PIPA does not restrict the sharing of personal information when it occurs in accordance with authorised emergency management activities under the Act, the *Public Health Act 1997*, or other state and federal legislation relating to emergency or public health management.

1.10 Context

The municipality is located on the west bank of the River Derwent in Tasmania's Southern Region, covering an area of around 121 square kilometres. The municipal area extends from New Town Rivulet in the south to Black Snake Rivulet in the north, from River Derwent in the east to Wellington Range in the west. Neighbouring municipalities with common boundaries are Hobart, Derwent Valley and Kingborough.

Glenorchy covers both urban and semi-rural areas and is characterised by a diverse mix of industrial, commercial and residential development. Urban settlements range from sea level to 450m above sea level, where the rural-urban transition zone is most prominent.

The municipality's estimated resident **population** is over 51,000 (as at 2021 census), with a population density of around 424 people per hectare. The additional daily workforce population is more than 11,000 and there are close to 22,000 rateable properties.

Local industries include shipbuilding, metal fabrication, zinc processing, food processing, furniture production and high technology industry.

1.10.1 Major routes and built environment

The major arterial roads are Main Road and Brooker Highway, with local roads connecting all areas of the municipality. Most roads are sealed and have kerbs, gutters and footpaths. Access to the east is via the Bowen Bridge or the Tasman Bridge across the River Derwent. During periods of intense bushfire activity, roads to the south of the municipality are susceptible to closure.

The decommissioned Northern Suburbs Rail Corridor runs from Macquarie Point through the northern suburbs of Hobart and the major commercial areas of Glenorchy. Although decommissioned some years ago, the railway infrastructure remains in place.

The Intercity Cycleway follows the decommissioned railway line from Hobart to Glenorchy, extending from Hobart Regatta Grounds to the Glenorchy suburb of Claremont.

A network of Metro bus routes extends throughout urban areas of the municipality.

1.10.2 Essential and community services

Stormwater: The municipality has an extensive underground pit and pipe network for stormwater that, in conjunction with creeks and rivulets, allows stormwater drainage of the municipality's urban areas. Semi-rural areas are largely serviced by table drains, culverts and natural watercourses of varying sizes. Council is generally responsible for stormwater, except in cases where there is a combined sewer and stormwater system for which TasWater is responsible.

Water and sewerage: TasWater provides a sewerage system and a reticulated potable water supply to most households in the municipality, except for some dwellings in the semi-rural areas of Collinsvale and Glenlusk that generally rely on rainwater tanks and onsite wastewater treatment systems.

Electricity: TasNetworks owns and operates an extensive network of electricity transmission and distribution assets across the municipality. Power supply to Glenorchy is via multiple extra-high voltage corridors. These corridors are not considered to be excessively vulnerable to bushfire due to the presence of steel towers and vegetation control measures. Severe bushfires may cause shutdown of power supply without excessive damage.

Residential power supply is largely via a network of underground cables, overhead powerlines and wooden poles. Above ground assets are vulnerable to damage from high wind, lightning and bushfire. In some severe scenarios, parts of the community may be without power for some days.

Gas: Tas Gas supplies a natural gas reticulation system, which is being progressively extended according to needs and/or demand.

Telecommunications: Telstra maintains several telephone exchanges in the area, including at Glenorchy, Claremont and Collinsvale, as well as some mobile telecommunication towers. Telstra has contingency plans in place to support the maintenance of Telstra-provided services in the event of an emergency that impacts telecommunications.

NBN Co Ltd has substantially installed National Broadband Network (NBN) services and infrastructure throughout the municipality. Internet coverage across the municipality is generally good.

Medical: The Royal Hobart Hospital (around 7 km from Glenorchy) is the nearest receiving hospital and emergency medical care facility.

Glenorchy Health Centre is located in the city's central business district, offering a wide range of community services, clinics and support groups including a Child Health and Parenting Service, Pulse Youth Health, and podiatry, continence, dental and renal services. A number of private medical practices are also located in the municipality.

Aged care: There are several large aged care facilities, complexes and services, including: Glenview, OneCare's Barossa Park Lodge, Eureka Glenorchy Gardens, Uniting AgeWell Strathglen and Uniting AgeWell Strathaven.

1.10.3 Climate

Glenorchy has a temperate maritime climate, with relatively mild winters and a relatively small annual temperature range, compared to inland locations. With the frequent passage of cold fronts, weather can be very changeable, with sudden showers interspersed with hours of sunshine and alternately warm and cool days, particularly in spring and early summer.

Average summer temperatures range from 11ºC to 21ºC, with the average winter range between 4ºC and 11 ºC and occasional frosts. In summer, extreme maximums may exceed 40ºC, but -8ºC minimums may be recorded on Kunanyi / Mount Wellington.

In the warmer months, Glenorchy may be a few degrees warmer than Hobart due to delayed arrival of the sea breeze. In winter, morning fog is frequent, known locally as the 'Bridgewater Jerry', occasionally lasting throughout the day with temperatures remaining below 10ºC.

Average annual rainfall is around 700 mm, with no strong seasonal cycle (around 40-60mm each month of the year), while Kunanyi / Mount Wellington averages over 1100 mm. Rainfall can come from the regular westerly frontal rain systems that cross Tasmania, or from episodic systems from the north and east.

Snowfall to low levels generally occurs each year, usually at higher elevations in areas such as Collinsvale. Snow has settled in the city on around ten occasions in the last century. Hailstorms average around three to four times a year.

Occasional wind speeds of up to 150 km/hour have been recorded, resulting in minor to severe property damage.

1.10.4 Climate change

Climate change scenario modelling under the higher emissions scenario (Climate Futures Tasmania) projects a rise in average temperatures of 2.6-3.3ºC over the 21st Century. Under the lower emissions scenario, the projected change over the same period is 1.3-2.0ºC. These projections are similar to the rest of Tasmania.

The number of summer days with temperatures in excess of 25ºC is expected to increase from 18 days per year to around 40 days per year under the higher emissions scenario. Warm spells (currently around four days) are expected to be longer (an additional two to six days).

The projected long-term influence of climate change on rainfall by the end of the century is that average annual rainfall in Glenorchy will increase slightly. Projections indicate a tendency for heavier rainfalls interspersed by longer dry periods and greater extremes. Average runoff is projected to increase in all seasons. Sea level rise is expected to be close to the global average. The impact of sea level rise in combination with a storm tide event is expected to influence flooding and inundation in the River Derwent estuary, within the Glenorchy municipality.

1.10.5 Topography, vegetation and hazards

1.10.5.1 Bushfire

The municipality includes more than 4,000 hectares of native bushland across the peaks, ridges and higher slopes of Wellington Park and N R Pierce Reserve. The most significant topographical feature influencing bushfire behaviour is Wellington Range, at around 1270m above sea level. The distribution of steep, inaccessible terrain and tall forest canopies allow fire to move freely, while making aerial suppression challenging.

There are other smaller bushland reserves on the lower foothills and River Derwent foreshore. Native vegetation on the fringes of urban and rural areas of the municipality is susceptible to bushfire during the warmer months, particularly when there are high temperatures, low humidity and prevailing north-westerly winds.

Lightning that occurs with thunderstorms in the warmer months is rarely the cause of bushfire outbreak as the accompanying rain generally quenches any fires that may ignite. However, dry lightning strikes do occur and can result in bushfires, as experienced during the January 2019 Tasmanian bushfires.

Council undertakes annual bushfire mitigation activities, in conjunction with the Tasmania Fire Service and other land management authorities. More information is provided in Council's *Bushfire Mitigation Strategy 2020-2030*.

1.10.5.2 Floods and storms

Heavy rainfall in the steep upper catchment areas of the municipality can cause flash flooding in urban areas. The steepness of the catchment and waterway/s result in high velocity floodwaters, which present a high hazard flood risk.

Humphreys Rivulet is a small stream that extends from near the summit of Kunanyi / Mount Wellington, through Glenorchy suburbs and CBD to Elwick Bay (River Derwent). Flooding in the CBD primarily originates from out-of-bank flow from Humphreys Rivulet, although flooding can also occur around Islet Rivulet, Littlejohn Creek and Barossa Creek. Once overtopping of Humphreys Rivulet occurs, floodwaters quickly spread across flat floodplains and may cause serious structural damage to properties in major flow-paths. Once the peak has been reached, floods generally recede within a few hours. Modelling shows significant flooding of key community infrastructure could occur in extreme events

Thunderstorms occur on average five times a year, mainly in the summer months, and may cause localised flash flooding. More prolonged, extreme rainfall is usually generated by strong, humid east to south-easterly airstreams interacting with topography around

Kunanyi / Mount Wellington. When this happens, windward areas are likely to receive significantly more rainfall than low areas. This type of rainfall can lead to dangerous flows and destructive flooding of rivulets, as well as landslip and debris flow.

Humphreys Rivulet is particularly vulnerable to extreme rainfall, leading to destructive flooding, widespread damage, economic disruption and potential loss of life.

Antecedent rainfall has a significant influence on rain runoff and rivulet flows: if the ground is already saturated before heavy rain, flooding and rivulet rises can occur more rapidly, with landslips and debris flows expected to be more frequent. Bushfire also has a major influence on runoff, as fire can create hydrophobic soils that remain for many years. Heavy rainfall over a fireground may increase run-off and cause dangerous debris flows.

More information is provided in Council's *Flood Action Plan (May 2025).*

1.10.6 Emergency management

1.10.6.1 Emergency services and locations

The map at *Appendix 10* shows the approximate location of local emergency services. The municipality is also within 10km of the State Headquarters (HQ) of Tasmania Police (TASPOL), Tasmania Fire Service (TFS), Ambulance Tasmania (AT) and State Emergency Service (SES), all near Hobart CBD and can provide support in a major emergency.

Police station Glenorchy Police Station, 315-319 Main Rd, Glenorchy
13 14 44

Fire stations Phone for information
1800 000 699

Claremont Fire Station, Main Rd, Berriedale
Collinsvale Fire Station, 14 Hall Rd, Collinsvale
Glenorchy Fire Station, 1 Goodwood Rd, Goodwood
Wellington Fire Station, 28 Vieste Dr, Glenorchy
Tasmania Fire Service State HQ, 77-79 Argyle St, Hobart

Ambulance Phone for information
1800 008 008 or 1300 513 997

Glenorchy Ambulance Station, 11 Timsbury Rd, Glenorchy
St John Ambulance, 177 Main Rd, Moonah 6271 0333

SES Corner Melville & Argyle Streets Hobart, TAS, Australia, Tasmania 7006173 2700

Nearby Safer Places (Places of Last Resort)

Abbotsford Park

Rosetta Primary School
Chapel Street Reserve
Dominic College Soccer Grounds
Collinsvale War Memorial Hall
Jim Bacon Reserve

Royal Hobart Hospital
48 Liverpool Street, Hobart 6166 8308

Council Works Depot
34 Vieste Dr, Glenorchy 6216 6305

Waste Management Centre
26a Jackson Street, Glenorchy

Military barracks

Dowsing Point 6237 7471

Aged care facilities

Barossa Park Lodge, 17A Clydesdale Ave, Glenorchy 6208 0800

Eureka Glenorchy Gardens, 26 Vieste Dr, Glenorchy 6274 1800

Glenview Community Services, 2-10 Windsor St, Glenorchy 6277 8800

Korongee Dementia Village, 264a Main Road, Derwent Park 6145 6600

Menarock Life, 2-4 Mitcham Rd, Claremont 6249 7090

Uniting AgeWell Strathaven, 9 Strathaven Dr, Rosetta 6208 3208

Uniting AgeWell Strathglen, 2b Chardonnay Dr, Berriedale 6249 8766

1.10.6.2 Regional flood early warning system

Glenorchy, Hobart and Kingborough municipalities are susceptible to flash flooding. The timeliness of flood warnings, alerts and response in these areas can be challenging, due to the steep terrain on and around Kunanyi / Mount Wellington.

In response, the three councils established an inter-linked flood warning system, made up of municipally-owned rain gauges, water level and streamflow sensors, and an online dashboard and SMS alert system managed by Entura (part of Hydro Tasmania). The system aims to build community resilience, support targeted and timely emergency response, and provide valuable rainfall and flood data specific to each municipality.

Council's network consists of two rain gauges near the top of Humphreys Rivulet catchment, one rain gauge at the top of the Dooleys Creek catchment, one water level sensor at Knights Creek Dam and three stream gauges, one on Humphreys Rivulet at Northgate Shopping Centre and one each on Faulkners Rivulet and Roseneath Riverlet.

During extreme weather events, the system provides advanced warning of an impending flood and allows Council and emergency services to take action to minimise the impact of flooding from Humphreys Rivulet and Barossa Rivulet, which flow through the city centre. Publicly-available flood maps and recent modelling demonstrate the areas at greatest risk.

1.10.6.3 Evacuation management

While TASPOL is responsible for emergency evacuation planning and operations, Council maintains has a role in establishing and managing Evacuation Centres and supporting TASPOL during evacuation operations.

1.10.6.4 Recent emergency management developments and issues

The *TEMA* (Issue 2) dated August 2023 details the current emergency management arrangements for Tasmania**.** This MEMP has been developed in accordance with Issue 2.

The new Australian Warning System provides nationally-consistent information, warning icons and call-to-action advice for hazards including bushfire, flood, storm, cyclone, extreme heat and severe weather. The system includes three warning levels: Advice; Watch and Act; and Emergency Warning. Refer to *Section 5.5* for more information.

The **new** Australian Fire Danger Rating System (AFDRS) also came into effect in September 2022, introducing nationwide use of consistent colours, signs and terminology. Refer to Section 5.5 for more information.

The TasALERT website has been enhanced as the Tasmanian Government's authoritative source of clear and consistent **online** public information and emergency warnings from local emergency services and other government agencies, with a real-time map display and easy-to-use interface. The website also incorporates **TasRECOVERY** information to help members of the public know what to do before, during and after an emergency event. The site is administered by the Department of Premier and Cabinet (DPAC). More information is provided in subsequent sections of this MEMP.

In 2022, the Tasmanian Disaster Risk Assessment (TASDRA) was finalised and released, including new information that aims to help Tasmania and Tasmanians minimise risks and prepare for disasters. This information has been considered in review and revision of Council's risk assessment report at Appendix 2.

This risk assessment report has been prepared in the context of the Tasmanian Emergency Risk Assessment Guidelines (TERAG).

Section 2: Governance and management

2. Introduction

This section describes how municipal EM is governed and managed (refer to Figure 1) and who is involved, focusing on the main roles at a municipal level.

2.1 Roles of government and emergency management partners

In Australia, the three tiers of government (federal, state and local) work in partnership to achieve safer, more resilient communities through robust EM arrangements. The *TEMA* provides a summary of roles and responsibilities across all tiers of government, complemented by the work of NGOs, industry, professions, communities and individuals.

Local government authorities play a central role in coordinating and facilitating a range of activities across all hazards, as well as resourcing specific municipal responsibilities for EM. Glenorchy's MEMC plays a pivotal role in meeting these requirements, as detailed in *Section 2.5*.

2.2 Tasmania's legal framework for emergency management

In Tasmania, EM powers and authorities are established in the Act. The Act provides for a flexible and scalable system, including provision for emergency powers and the appointment of workers to fulfil various EM functions and roles, including Municipal Coordinators (MCs), Deputy Municipal Coordinators (DMCs) and MEMC Chairpersons.

Supporting municipal responsibilities are established in the *Local Government Act 1993*, including functions and powers that:

- provide for the health, safety and welfare of the community
- represent and promote the interests of the community
- provide for the peace, order and good government of the municipal area.

The *Public Health Act 1997* also provides for the management of public health risks, including provisions for the declaration of a public health emergency.

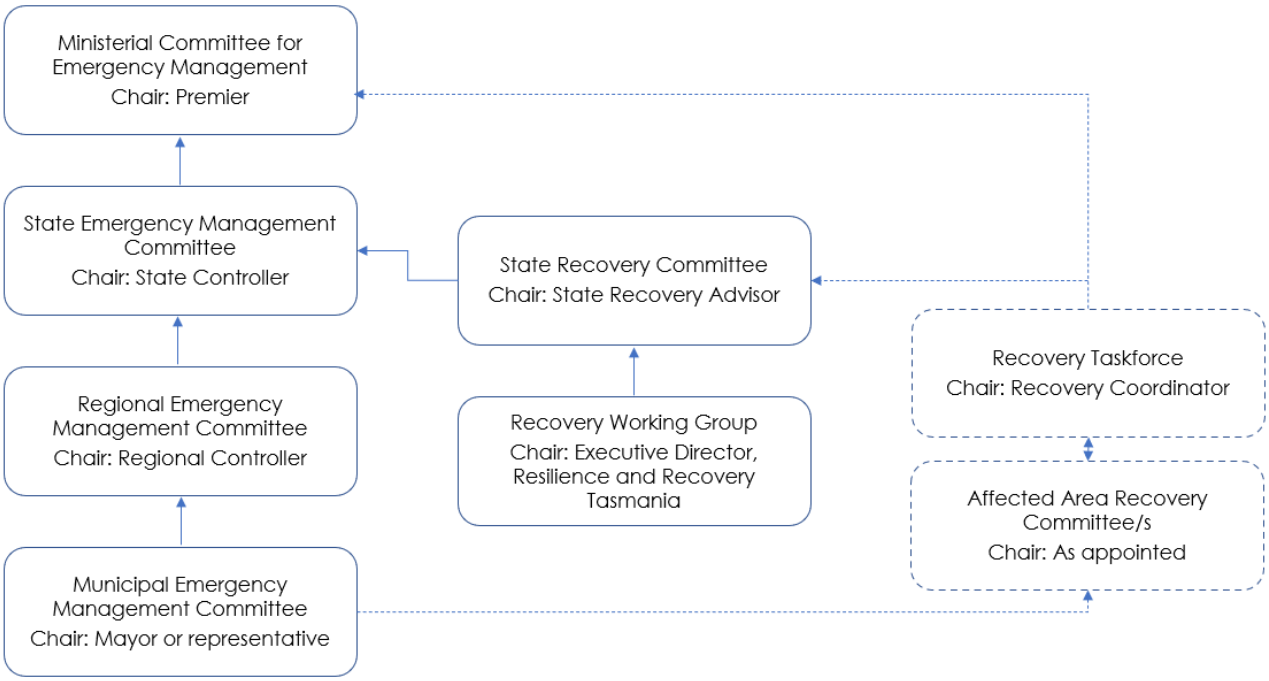
2.2.1 Emergency powers and declarations

Powers related to specific hazards and/or functions are established by specific Tasmanian legislation or national arrangements.

The Act provides additional powers for Regional Controllers, the State Controller, Minister and Premier to authorise and/or direct authorised officers to take action for the protection of life, property and the environment. A summary of the main powers under the Act is provided in Appendix 4 of the *TEMA*.

If powers are authorised, any specified authorised officer, including MCs, may be required to implement or support the implementation of authorised powers. The Regional Controller (supported by the Regional Coordinator) will assist MCs to perform the functions required of them. MCs may provide advice to the Regional Controller (or through the Regional Coordinator) if they consider that specific powers should be authorised.

In some instances, national legislation can also provide authority and powers, for example the *Biosecurity Act 2015* (Cwth) during the COVID-19 pandemic.



2.3 Emergency management governance

LEGEND:

Permanent structure; direct reporting relationship

Temporary structure; also works/communicates with

Figure 1: Emergency management governance structures

2.4 Southern Regional Emergency Management Committee (SREMC)

SREMC has overarching responsibility for emergency management activities in the Southern Region. All southern municipalities are represented on SREMC by each council's respective MC. SREMC is chaired by the Regional Controller. Executive Officer support is provided by the Regional Coordinator.

SREMC Terms of Reference are included in the Southern Regional Emergency Management Plan (REMP), which is reviewed every two years and available via authorised access to WebEOC.

2.5 Municipal Emergency Management Committee (MEMC)

The MEMC is chaired by the Mayor (or representative) and supported by the MC. The MEMC's Terms of Reference are provided at *Appendix 3*. Terms of Reference are reviewed approximately every two years in conjunction with review of this MEMP, which is provided to SREMC for noting.

The strategic objectives of Council's MEMC are to:

a maintain this MEMP to guide the management of risks to the community arising from emergencies by considering all elements of PPRR

b recognise the value of relationships and partnerships for emergency management, in particular the importance of:

  i community contributions in emergency management and promoting community engagement as required

  ii maintaining linkages with related bodies, including SREMC

  iii identifying roles and responsibilities and integration processes between emergency management and Council management structures.

c develop and implement a progressive review system for all emergency management elements, based on continuous improvement principles; and

d maintain an active and relevant MEMC.

The MEMC has an important role in effective leadership and communications before, during and after emergencies. The MEMC may provide strategic advice regarding Council's role during the response phase, but the MEMC is not expected to be operationally involved. If possible, the MEMC will meet prior to, during and after an emergency, depending on how much warning is given to allow opportunities for these meetings to occur. The MC maintains a procedure that guides when the MEMC may meet prior to or during an emergency and establish the agenda for those meetings.

The MC leads Council's support role in an emergency, which may include establishing a Municipal Emergency Coordination Centre (MECC), staffed by an Incident Management Team, based on the functions of the Australasian Inter-Service Incident Management System (AIIMS).

Council does not operate a separate recovery committee; recovery activities are incorporated into the business of the MEMC, of which the Municipal Recovery Coordinator (MRC) is a member.

2.6 Responsibilities

Tables 3 and 4 provide a summary of the responsibilities of Tasmania's Response Management Authorities (RMAs)and the support functions of Council relevant to specific hazards. These are not exhaustive, and changes can be made over the life of this plan and/or as required during emergencies. More detail is included in the Southern REMP and the *TEMA*.

Table 3: Summary of responsibilities

Row	Hazard or emergency	RMA	Council's support function and activities (as required)
1	Biosecurity	NRE Tas (Biosecurity Tasmania)	Property identification Road closures Local operations centres Access to disposal facilities Plant and machinery
2	Coastal inundation – storm tide	NRE Tas	Property identification Road closures Local operations centres Plant and machinery
3	Cybersecurity	DPAC (Digital Strategy and Services)	Community information
4	Earthquake	DSG	Property identification Road closures Local operations centres Advice on facilities requiring priority restoration
5	Energy infrastructure (Includes electricity, gas, petroleum)	TasNetworks Enwave (Tas Gas) Tasmanian Gas Pipeline Pty Ltd Fuel distributors	Property identification Road closures Local operations centres Advice on facilities requiring priority restoration
6	Energy supply (Includes: petroleum, gas, electricity. Excludes: energy infrastructure failures)	DSG (Office of Energy Planning)	Property identification Local operations centres Advice on facilities requiring priority restoration
7	Fire National parks, other reserves	NRE Tas (PWS)	Community information Plant and machinery Community Centres
8	Fire Declared forest land, permanent timber production zone land	Sustainable Timber Tasmania	Community information Plant and machinery Community Centres
9	Fire Future potential timber production land	NRE Tas (PWS)	Community information Plant and machinery Community Centres

10	Fire Urban, structural and privately-managed rural land	TFS	Property identification Road closures Plant and machinery Community Centres
11	Flood – dams Dam safety	TASPOL (Assisted by dam owners)	Property identification Road closures Local operations centres Community information Plant and machinery
12	Flood – flash flood (Includes debris flow)	SES	Prevention, preparedness and mitigation measures Property identification Road closures Local operations centres Community information Plant and machinery
13	Flood – rivers	SES	Property identification Road closures Local operations centres Community information Plant and machinery
14	Food contamination	DoH (PHS)	Premises inspection Infection controls Community Information Property identification
15	Hazardous materials	TFS	Property identification Road closures
16	Hazardous materials – radiological (unintentional release)	TFS	Property identification Road closures
17	Heatwave	DoH (PHS)	Support health system response Community information
18	Infrastructure failure – building collapse	TASPOL	Property identification Road closures Local operations centres Community information Plant and machinery
19	Infrastructure failure – state roads and bridges	DSG (State Roads)	Local operations centres Community information Plant and machinery Alternative transport routes
20	Intentional violence (eg. CBRN attacks, terrorist events)	TASPOL	Property identification Road closures Local operations centres Community information Plant and machinery
21	Landslip	TASPOL	Property identification Road closures Local operations centres Community information Plant and machinery
22	Marine mammal stranding and entanglements	NRE Tas (PWS)	Property identification Road closures Local operations centres Plant and machinery Access to disposal facilities
23	Marine pollution	EPA	Infrastructure information relating to stormwater Plant and machinery Access to disposal facilities
24	Pandemic influenza	DoH (PHS)	Premises inspection Infection controls Community information

			Property identification
25	Pest infestation	NRE Tas (Biosecurity Tasmania)	Premises inspection Infestation controls Community information Property identification
26	Public health emergency	DoH (PHS)	Premises inspection Infection controls Community information Property identification
27	Recovery	Advisory agency – DPAC	Refer to Table 4 below
28	Space debris	TASPOL, DSG Tasmanian Museum and Art Gallery (for preservation of meteorite and impact scene)	Property identification Road closures Local operations centres Plant and machinery Community information
29	Storm – high winds – tempest	SES	Property identification Road closures Local operations centres Plant and machinery
30	Transport crash – aviation (Less than 1000m from the airport runway)	TASPOL	Property identification Road closures Local operations centres Plant and machinery
31	Transport crash – aviation (More than 1000m from the airport runway)	TASPOL	Property identification Road closures Local operations centres Plant and machinery
32	Transport crash marine (No environmental emergency)	TASPOL	Local operations centres Plant and machinery Road closures Alternative transport routes
33	Transport crash – railway	TASPOL TFS	Local operations centres Plant and machinery Road closures Alternative transport routes
34	Transport crash – road vehicles	TASPOL	Plant and machinery Road closures Alternative transport routes
35	Tsunami	TASPOL	Property identification Road closures Local operations centres Plant and machinery
36	Water supply contamination (drinking water)	DoH (PHS)	Property identification Road closures Local operations centres Plant and machinery Management of water carriers
37	Water supply disruption	TasWater	Property identification Road closures Local operations centres Plant and machinery Management of water carriers

Table 4: Other support services

Row	Function or activity	Responsible organisation	Council's support function and activities (as required)
1	Barriers and signage	Council	Provide resource support
2	Dissemination of public information	Relevant RMA Council	Provide community information on recovery services

3	Essential services • Power • Telecommunications • Water supply • Natural gas • Stormwater	TasNetworks Telstra NBN Co Ltd Other telecommunications provider/s TasWater Tas Gas Council	Engage with relevant service provider through the REMC (Regional Controller and/or Regional Coordinator) Provide resource support
4	Human resources	SES Council	Provide resource support.
5	Medical treatment and patient transport	AT	Provide resource support
6	Plant and equipment	Council	Provide resource support
7	Recovery services including • Accommodation (Evacuation Centres) • Catering • Personal support and community assessments • Financial and appeals • Insurance • Clothing • Children's services • Registration and enquiry • Recovery Centres • Information Centres • Immunisation • Community development • Animal welfare	Council Supported by regional or state-level resources as required	Coordinate delivery of recovery services

Section 3: Prevention and mitigation arrangements

2.1 Overview

This section describes prevention and mitigation arrangements for municipal EM. More detailed information about what preparedness entails is provided in the TEMA.

The MEMC oversees a range of prevention and mitigation activities, in collaboration with EM partners at municipal, regional and state levels. Current areas of focus for prevention and mitigation are:

- research
- risk management (includes risk assessment and risk reduction activities)
- protective security and business continuity
- land use planning
- climate change.

2.2 Research

Through its membership, the MEMC maintains awareness of research for hazards and EM relevant to the municipal area. Hazards are listed in *Table 3*. Prominent hazards and risks for the municipality are described in *Section 2* and *Appendix 2* of this plan.

Research findings that are relevant to the MEMC's EM partners (including the community) are communicated and shared in a coordinated and appropriate way by MEMC members.

2.3 Risk management

The identification and implementation of risk treatments, controls and mitigation strategies occur after emergency risk assessments. Risk reduction strategies may be categorised in a number of ways and summarised as:

- levels of autonomy (eg. behavioural, procedural and physical controls)
- nature of control (eg. process or physical)
- life-cycle phases (eg. PPRR, operational phases/elements).

Once risk assessments are validated and accepted, relevant stakeholders manage programs and projects to treat those risks. Management Authorities for prevention and mitigation and/or the relevant SEMC Hazard Advisory Agencies report on the outcomes of relevant programs and projects through the EM governance framework.

Appendix 2 summarises current risk assessment findings for Glenorchy and identifies general responsibilities for the treatment of risks, including responsibility attributed to:

- Council
- partnerships (combination of local and state government agencies, industries, individuals)
- Tasmanian Government agencies, industry associations, industry sectors or individuals
- whole-of-government.

2.4 Protective security and business continuity

Council's EM includes business continuity arrangements for the municipality and the region. Each asset owner and/or service provider is responsible for maintaining systems, processes and resources to achieve an appropriate standard of business continuity.

The supply or redundancy of main services is particularly important for local EM operations and requires the ongoing review of relationships and arrangements with asset owners or managers for the following areas, including but not limited to:

- power supply
- potable water
- transport networks and alternative route planning

- telecommunications
- public/environmental health standards.

Protective security practices have been further integrated into all safety management systems following increased frequency of events that are politically motivated or caused by intentional violence. As for business continuity arrangements, each organisation maintains their own arrangements to enhance their security. Specific advice related to counter-terrorism practices can be provided by TASPOL Emergency Management and Special Response Command.

Council's business continuity arrangements are developed with consideration given to the *Tasmanian Municipal Emergency Management Guidelines* developed by the Local Government Association of Tasmania (LGAT).

2.5 Land use planning

Land use planning responsibilities are identified in the *Land Use Planning and Approvals Act 1993*. At municipal level these are largely managed by local government.

Land use planning schemes are regularly reviewed and updated to include improved preventative measures to help mitigate the impact of emergencies on communities. For more information, see www.gcc.tas.gov.au/services/planning-and-building/planning-and-development/tasmanian-planning-scheme-glenorchy/.

Relevant aspects that have been included in planning schemes include:

- sediment and erosion control
- landslip risk management
- bushfire risk management
- flood risk management
- coastal inundation risk management
- coastal erosion risk management.

2.6 Climate change adaptation

Climate change is altering risk and hazard profiles for local governments and communities, with more frequent, more extreme weather events intensifying the risk posed by existing and evolving natural hazards.

Adaptation to climate change requires new or changed roles and resource burden at a local government level across the PPRR spectrum.

Council is working to maintain and increase its knowledge and understanding of existing and evolving hazards, and to identify programs, assets and services that have the potential to strengthen resilience across the municipal area.

Section 4: Preparedness arrangements

2.1 Overview

This section describes what is done to be ready for response to and recovery from an emergency, before the emergency occurs or is imminent. More detailed information about what preparedness entails is provided in the *TEMA*.

Preparedness is managed collaboratively between state and local government organisations and their EM partners. The Act identifies specific responsibilities for preparedness, including the following.

Council is responsible for:

- providing resources and facilities for the management of emergencies in the municipal area in accordance with the MEMP
- providing facilities and resources for Council-supported SES volunteer unit/s, as well as the storage and maintenance of the equipment used by the unit/s and areas for training (arranged in conjunction with the Director SES)
- establishing and maintaining the MEMC
- making recommendations for MC and DMC roles and providing a chairperson for MEMC
- preparing and maintaining a MEMP.

SES is responsible for:

- providing advice and services relating to EM in accordance with EM plans
- recruiting, training and supporting SES volunteer members.

SES also supports the Regional Controller in preparing and maintaining the Southern REMP and the SREMC, in which Council participates.

Support Agencies and owners/operators of specific facilities maintain various processes and arrangements, so they are prepared to:

- fulfill their roles in emergency management
- achieve 'business as usual' for as long as possible
- coordinate and/or assist broader recovery efforts after the emergency, if required.

2.2 Municipal Emergency Management Committee (MEMC)

The MEMC has an important role in coordinating the activities identified in this MEMP, including maintaining relationships so that information is shared and effective EM arrangements are in place. MEMC is chaired by the Mayor (or representative) and supported by the MC as Executive Officer.

MEMC preparedness and continuity is supported by *Terms of Reference* (*Appendix 3*) and a *Maintenance and Activity Schedule* (*Appendix 4*).

The MC has a central role in communicating with external agencies and internal to Council before, during and after an emergency, including to ensure that Council resources are available as required.

2.3 Municipal Emergency Management Plan (MEMP)

The MEMC is responsible for preparing and maintaining this MEMP, which is reviewed at least every two years from the date of last approval. Review considerations include:

- emerging risks, hazards and potential treatments
- compliance with current legislation and policy
- accuracy and currency of content, eg. roles, procedures, contacts
- functionality of the MEMP during emergencies
- comments and suggestions from stakeholders.

The Regional Coordinator provides guidance on MEMP format and content, and (as SREMC Executive Officer) coordinates processes for endorsement by the Regional Controller, prior to

legislatively-required approval by the State Controller. The current version of the MEMP is available from the MC or through authorised access to WebEOC. More information is provided in *Section 7*.

Each organisation represented on MEMC is responsible for maintaining their own plans and procedures and making sure these are aligned with the arrangements set out in this MEMP.

2.4 Capacity and capability

Council recognises the importance of maintaining and monitoring EM capacity and capability, including:

- redundancy and adequate relief for Council EM roles
- EM education and training for Council workers
- maintaining the Municipal Emergency Coordination Centre (MECC)
- maintaining basic systems so resources can be requested and shared.

2.4.1 Municipal emergency management roles – primary and relief

Primary and relief personnel for key EM roles is provided in Table 5 below.

Table 5: Council's primary and relief roles and officers

Primary role	Relief role
MEMC Chairperson (Mayor or representative)	General Manager
Municipal Coordinator (MC) (Executive Manager Stakeholder Engagement)	Deputy Municipal Coordinator (DMC) (Supervisor Operations and Maintenance)
Municipal Recovery Coordinator (MRC) (Coordinator Community Development)	Deputy Municipal Recovery Coordinator (DMRC) (Healthy Communities Officer)

2.4.2 Emergency management education and training

The MC coordinates general induction for Council workers with EM functions, including media/information functions. The Regional Coordinator may assist as required.

TasEMT is an SES-provided, web-based resource for workers with EM responsibilities, to increase their knowledge, capability and proficiency across the PPRR spectrum. SES' Emergency Management Unit also conducts regular workshops.

Council is committed to undertaking awareness and validation activities to ensure that key staff and community groups are aware of their roles in EM, including validation of this MEMP. MEMC members attend these activities and/or arrange for relevant people from their respective organisations to participate. Major actions are reflected in the Maintenance Schedule (refer to *Appendix 4*).

2.4.3 Maintaining the Municipal Emergency Coordination Centre (MECC)

The MECC is maintained by the MC as a facility from which to:

- coordinate Council's overall emergency response activities
- coordinate requests from response/recovery organisations for additional resources
- provide information, for example to the Regional Controller, local community etc.

In an emergency, the MECC is activated by the MC under the following conditions:

- at the request of a Response Management Authority
- after consultation with the Mayor or General Manager
- at the direction of the Regional Controller.

If a MECC is required, the MC will nominate personnel to form an Incident Management Team to staff the MECC. As part of preparedness, the MC maintains MECC Action Cards and procedures for use during an emergency. These are designed to be used in combination with other EM centres, for example an Emergency Operations Centre (EOC). Versions current at the time of this MEMP Issue are included at *Appendix 6*.

2.4.4 Maintaining systems and resources

The MEMC's EM Contact List is maintained by the MC. Details are checked at each MEMC meeting, updated and circulated to members and stakeholders. This information is an important resource for MEMC and SREMC. Regional EM contacts are maintained and circulated by the Regional Coordinator after each quarterly SREMC meeting.

Council maintains resources and has access to other community resources and vital information about the community that will be required to support efforts to respond to and recover from an emergency. Information about other Council arrangements, including relevant service or equipment providers, is recorded and maintained by the MC. More details, including the location of the MECC and other sites, is included at *Appendix 5*.

In an emergency, resource support may be provided by seeking assistance through SREMC and/or neighbouring councils. Regional, state or national support can be accessed through the Regional Controller.

2.4.4.1 Glenorchy City Council Flood Action Plan

The *Glenorchy City Council Flood Action Plan*, which is reviewed annually, details the functions and procedures for use of the Regional Flood Early Warning System before and during an emergency.

2.4.4.2 Hobart Fire Management Area Bushfire Risk Management Plan

The *Hobart Fire Management Area Bushfire Risk Management Plan* is the overarching bushfire hazard mitigation plan that centralises risk assessments, priorities and treatments for the Hobart Fire Management Area, covering the municipalities of Glenorchy, Clarence, Brighton, Hobart and parts of Kingborough, Derwent Valley and Huon Valley. The plan is reviewed annually by the Hobart Fire Management Area Committee, in accordance with the *Fire Service Act 1979*. This is a strategic document that aims to coordinate and influence the treatment of bushfire risk. While the plan does not include details of all risk treatments, it identifies the organisations or individuals responsible for implementing those treatments.

2.4.4.3 Bushfire Mitigation Strategy 2020-2030

Council's *Bushfire Mitigation Strategy 2020-2030* describes the management of bushfire-prone vegetation within the municipality beyond Wellington Park. (Note: the *Wellington Park Fire Management Strategy 2006* details the bushfire mitigation strategy for Wellington Park.) Consistent with all bushfire mitigation plans, reducing risks to life and property is the strategy's overriding priority.

The three critical factors that contribute to bushfire risk are weather, vegetation and terrain. The strategy adopts a science and risk-based approach, based on the principles of *ISO 31000:2018 Risk Management – Guidelines* and the *Tasmanian Emergency Risk Assessment Guidelines* (TERAG). The objective is to allow Council to manage bushfire risks efficiently, effectively and consistently by considering what is currently being done by Council to manage bushfire risks, if those actions are adequate, and if and where improvements need to be made. This approach is based on the knowledge that bushfires do not stop at geographical boundaries.

2.5 Readiness for community warnings and public information

Response Management Authorities (RMAs) maintain scripts of key messages for community warnings and public information about emergencies. These are usually developed in advance,

based on best practice, and maintained as drafts that can be customised to suit specific events. Pre-prepared public information resources can be tailored for municipal purposes; these resources can be accessed through TASPOL and SES.

Community information resources may also be used by TasALERT and the Tasmanian Government's public information hotline: Tasmanian Emergency Information Service (TEIS). Information about response arrangements for issuing warnings and public information or opening TEIS is included in *Section 5*.

2.5.1 TasALERT

TasALERT is Tasmania's official, online source of publicly-available EM information. Administered by DPAC, the website provides a single source of clear and consistent information about disaster preparedness, resilience, emergency response and recovery, including RMA warnings and call-to-action information from Tasmania's emergency service organisations and government agencies.

In an emergency, the website is regularly updated with information about the event, including spatial (mapped) information and links to dedicated social media channels. After an emergency, information about all relevant TasRECOVERY activities is also published and regularly updated on the website.

2.5.2 Points for public enquiries

All organisations represented on MEMC maintain phone and internet public enquiry points. In an emergency, Council's website and social media platforms are regularly updated with relevant information.

2.5.3 Emergency warnings and call-to-action information

Relevant emergency warnings (and responsible agencies) are:

- flash and mainstream flooding (from rivers) (BOM/SES)
- major rivulet flood warning system (Council)
- severe weather eg. damaging winds (BOM)
- bushfire (TFS)
- Standard Emergency Warning Signal (SEWS) (TASPOL)
- Emergency Alert (all hazards) (TFS)
- local ABC Radio (primary Support Agencies or Response Management Authority)
- road closures (TASPOL)
- tsunami (TASPOL)
- heatwave (DoH)
- TasALERT (DPAC)
- social media accounts (all agencies).

2.6 Validation and performance management

Council is responsible for ensuring that regular testing and validation of the effectiveness of planned municipal processes and procedures are conducted as part of the EM planning process. Validation activities include debriefs, exercises, workshops, briefings and meetings. Planned validation activities are outlined in *Section 7*.

Council is also responsible for participating in other organisations' validation activities whenever possible. Debriefs are conducted after both exercises and operations. Combined debriefs may be arranged by MEMC or SREMC. Lessons identified are recorded and shared as appropriate through the EM consultation framework. Where opportunities for improvement are identified, action is taken to address the situation on a risk basis.

The *Tasmanian Municipal Emergency Management Guidelines* include a self-evaluation survey for use by the MEMC to formally review and identify collective areas for future attention. This process may also inform the prioritisation of relevant work programs and funding applications.

2.7 Administration systems

Each organisation is responsible for managing and maintaining its own administration systems so they can be used effectively in emergencies. Key administration systems are described below.

2.7.1 Information management

WebEOC is available online at all times and used in an emergency to record and share information including decisions, tasks, reports, plans and documents. WebEOC includes a library of municipal, regional and state EM plans.

Systems for recording and managing information during emergencies include draft templates and proformas for documents including but not limited to:

- Situation Reports (SITREPS)
- operational logs
- resource allocation
- recording costs and expenditure
- registration of spontaneous volunteers, public offers, impacted people/groups
- impact assessment and consequence management.

2.7.2 Cost capture and financial administration

Council maintains systems and processes so that emergency-related expenditure can be authorised and recorded. and (if applicable) financial assistance requested through the *Tasmanian Relief and Recovery Arrangements* (TRRA). Preparedness includes identifying the positions (and personnel) responsible for collating the costs of response and recovery efforts.

Council maintains arrangements to enable expenditure by the MC (or delegate) for EM costs. The MC will arrange the allocation of specific cost codes prior to an emergency, for distribution to relevant workers as/when required.

Cost capture systems are aligned with TRRA and Council maintains financial administration processes to support requests for access to funds.

Section 5: Response arrangements

This section describes how the roles and responsibilities relevant to municipal EM generally apply when an emergency occurs or is imminent. More detailed information about what response entails is provided in the *TEMA*.

2.1 Overview

Effective response relies on the coordinated activation of pre-agreed roles and responsibilities that are clearly defined, easily understood and well-communicated. High-level responsibilities for hazards or functions are usually prescribed in legislation, but the planning process establishes arrangements that draw on these responsibilities in a practical, flexible and scalable way to reduce the threat to life, property and the environment.

The arrangements described in this section are designed to address situations that occur in this municipal area, although these can be used to support response for emergencies affecting other municipal areas or the region. Also refer to the typical Council support functions and activities summarised in *Section 2*.

In an emergency that affects critical infrastructure in the municipality, for example telecommunications or electricity supply, the MC and/or MEMC are encouraged to engage early with the SREMC (through the Regional Coordinator or Regional Controller) to request support and assistance from the relevant SREMC member representative. Information on the exact location of critical infrastructure (spatial data held on LISTmap) can also be sought and obtained through contact with the SREMC.

Emergency powers enable authorised action to be taken to resolve emergencies. Primary powers and responsibilities are generally established in hazard-specific legislation and incorporated into hazard-specific plans. Additional powers provided for in the Act may be applied if and when specified criteria are met. Depending on the scale and extent of the emergency, overall control of response may be assumed by EM authorities, such as the Regional Controller or State Controller.

2.2 Command, control and coordination

2.2.1 All-hazards response arrangements and escalation

When an emergency occurs, initial response actions are usually carried out at the emergency site by those with primary responsibility for protecting the life, property or environment under threat. In the first instance, this is usually the asset owner or manager of the property or premises and/or the people at the emergency site. Command, control and coordination arrangements are described in the *TEMA*.

RMAs are supported by Support Agencies and Council may be requested to support the response and make resources available, usually through direct contact with the MC. At this point, consideration is given to the practicalities of opening a MECC to coordinate resources and requests (if not already open). See section below and *Appendix 5* for more information about the MECC.

Liaison Officers for responding agencies may support fellow workers at the emergency scene and provide advice to other agency representatives at emergency operations or coordination centres (EOCs or ECCs) and/or to senior managers monitoring the situation.

The Regional Coordinator assists with arranging regional support to Council if required, and usually assists and advises the MC and MECC. The Regional Coordinator also briefs the Regional Controller (and other stakeholders as required).

The Regional Controller can activate broader EM arrangements as necessary to support response/recovery operations (refer to section 18 of the Act). Legislated emergency powers do not need to be activated for this to occur.

2.2.2 Emergency powers

Emergency powers are established in the Act and summarised in Appendix 4 of the *TEMA*. If emergency powers are authorised, regional activities authorised by the Regional Controller will be supported by SES and the Regional Coordinator.

2.2.3 Municipal Emergency Coordination Centre (MECC)

The MECC provides a range of services to the community and is the centre for municipal decision-making and strategic direction (in conjunction with and to support emergency services) during and after an emergency. Council may be called upon to provide physical resource assistance to RMAs and Support Agencies in an emergency.

A request to open the MECC may be made by the Regional Controller, Regional Coordinator, Council's General Manager, the MEMC Chairperson or the MC.

Council's General Manager is responsible for providing adequate staff and resources to activate and operate the MECC. The MC is responsible for managing the MECC and for arranging for it to be opened. More detailed procedures are provided in *Appendix 6*.

Primary MECC functions are to:

- maintain information flow to and from WebEOC
- coordinate Council's EM support efforts, including the activation, deployment and management of Council and community resources
- coordinate requests from the RMA and Support Agencies for additional resources
- monitor operational activities and provide information to the Regional Controller, local community, etc
- identify additional emergency requirements (eg. the need to activate local or regional recovery arrangements)
- arrange to receive initially displaced people if evacuated.

The location of Council's **primary and secondary MECC** are identified at *Appendix 5*.

The MC leads Council's response to an emergency by establishing an Incident Management Team (IMT) within the MECC, if required. IMT membership will vary, depending on the nature and size of the event, but typically comprises officers to fulfil the following functions:

- coordination of activities (typically the MC or DMC)
- communications
- administration
- logistics coordination
- recovery.

The AIIMS incident management structure provides for the Incident Controller leading the IMT to be assigned overall responsibility for managing all activities to resolve the incident. The Incident Controller leads the IMT in accordance with the Unity of Command principle.

MECC/IMT structure is determined by the size and complexity of the emergency and adjusted accordingly. In smaller scale or less complex emergencies, or during the early phases of what may become a large or complex incident, the Incident Controller may manage all functions. An IMT is created when functions are delegated to others.

These arrangements are designed to be flexible and scalable and one person may fulfil more than one function. If Council's capacity to support emergency response is exceeded, the MC will seek support from SREMC through the Executive Officer (Regional Coordinator).

2.2.4 Emergency Operations Centre (EOC)

EOCs are established to manage operational aspects of the relevant organisations' emergency response activities. Council may establish an EOC from which to provide physical resource assistance to RMAs and Support Agencies.

The location of Council's **primary and secondary EOCs** are identified at *Appendix 5*.

EOC functions include:

- management of operational tasking, personnel and resources
- establishing and monitoring communication networks
- coordination of response support operations
- management of requests for additional support
- coordination of logistical support for EOC personnel.

2.2.5 Municipal Emergency Management Committee (MEMC)

When an emergency occurs, the MC liaises with the MEMC Chairperson and the Regional Coordinator to confirm whether MEMC should meet.

When an emergency meeting is convened, MEMC is to consider:

- nature of the emergency
- resources available to deal with the event
- task prioritisation
- communications
- business continuity
- community engagement
- recovery.

MEMC members are responsible for providing strategic advice within their field of expertise to the MEMC Chairperson and the Regional Controller, and for coordinating and managing resources from their respective organisations to support MECC operations.

2.3 Resource-sharing and coordination

In an emergency affecting one or more municipalities, resource support may be available through MC liaison with other councils, or by contacting the Regional Coordinator, who can assist with requests for the provision of regional, state or national support resources.

The availability of regional resources depends on the nature and scale of the emergency and resource priorities. Resources from other regions may be deployed if the event has not impacted those areas. Requests for such assistance are considered and activated by the Regional Controller.

Council has resource-sharing arrangements with other municipalities and agencies. These arrangements are generally informal and often facilitated through SREMC. The MC can coordinate and facilitate requests for shared resources.

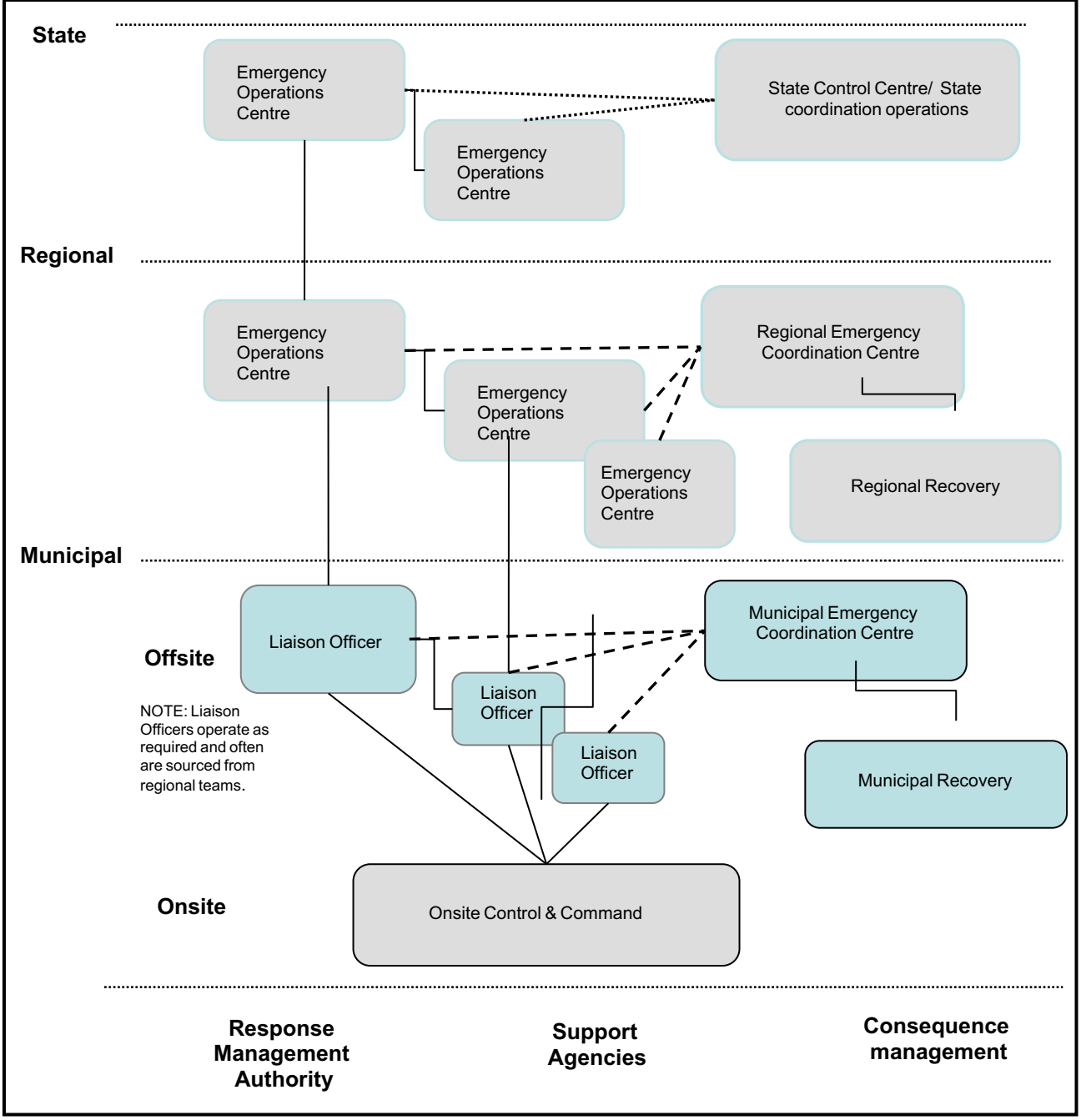
2.4 Consequence management

A key focus for the Regional Controller is consequence management (including public information strategies), in consultation with SREMC members, Liaison Officers and/or advisors representing other stakeholders. If further assistance is required, the Regional Controller may make requests for assistance to other regions or to the State Controller.

The RMA handles offers of assistance from organisations that are not usually part of response arrangements (for example, offers from the community, industry, celebrities, other regions/jurisdictions and interstate agencies), although these offers can be referred to a supporting agency, depending on the scale and nature of the event.

- Figure 2 summarises the general command, control and coordination arrangements for hazards affecting the municipal area. These show model arrangements and are applied as required for each situation.

- Table 6 summarises typical All-Hazard response actions undertaken by Council officers, which are used or adjusted as required.



LEGEND:

——— Direct reporting relationship

- - - - Also works/communicates with

Table 6: All-Hazards response – typical Council actions

Note: Please refer to Table 2 Acronyms

Row	Phase	Responsibilities	Council actions (action taken by)
1	**Alert**	• Monitor situation • Brief stakeholders	• Advise council stakeholders (**MC**) • Monitor situation (**MC**)
2	**Stand-by**	• Prepare to deploy for response • Arrange warnings (if relevant) • Update stakeholders	• Update stakeholders (**Council, MEMC)** and circulate Contact List and Action Duties (**MC, DMC**) • Consider MEMC meeting (**MC**)

		• Nominate media/information officer and advise stakeholders • Consider MEMC meeting	• Locate keys to centres, notify centre managers and arrange staff rosters (**MRC**; **DMRC**) • Nominate IMT and Operations Team members and staff rosters for centres/tasks for next 24 hrs (**GM**, **MC, DMC, MRC, IMT**) • Locate supplies that are likely to be needed in the first few hours (**IMT**) • Nominate media officer and advise RMA (**MC**)
3	**Respond**	• Assess emergency scene • Establish command and control arrangements • Review whether MEMC should meet • Deploy resources and request extra assistance as required • Assess impacts and effectives of response strategies • Consider evacuation • Provide further warnings and public information as required • Provide information: SITREPs and public information • Conduct impact assessments and provide updates	• Establish and communicate coordination location for council resources/requests (**MC**) • Establish IMT (**MC**) • Manage requests for assistance and resources (**MC, IMT**) • Provide operational assistance (**Works Manager**) • Open and manage centres as required eg. evacuation centres (M**RC, DMRC**) • Provide public with information (**MC**) • Ongoing assessment of impacts, especially for: power supply; potable water; transport disruption; public and environmental health conditions; and recovery needs (**Works Manager**) • Update stakeholders and RC as required (**MC**) • Coordinate meals, relief and accommodation for workers (**IMT**)
4	**Stand-down** (including recovery handover)	• Assess effectiveness of response actions • Plan for end of response • Liaise with Council and RC regarding the status of recovery operations and arrange handover • Confirm end/close of response and stand-down • Collate logs, costs etc. and assess needs for resupply	• Confirm end/close of Council operations for response (**MC**) • Liaise with recovery workers and assess needs (M**RC**) • Reinstate transport routes etc. (**Works Manager**) • Consider establishing an Emergency Recovery Group (**MC**) • Close centres as agreed (M**RC**) • Collate logs, costs etc. and assess needs for resupply (**MC, IMT**)
5	**Debrief**	• Conduct internal debrief/s • Participate in multi-agency debriefs as required and report to RC, MEMC and SREMC	• Conduct council worker debrief (**MC**) • Arrange for MEMC debrief and report to RC, MEMC and SREMC (**MC**)

2.5 Warnings

RMAs are responsible for interpreting weather warnings, issuing hazard warnings and communicating potential impacts and consequences to the community. Hazard-specific information about warnings and call-to-action information are published on TasALERT and sent to media outlets (radio and television) for public broadcast. Warnings may be issued by emergency services to EM stakeholders via SMS, phone or email. Public warnings may be preceded or accompanied by the Standard Emergency Warning Signal (**SEWS**), in accordance with Tasmania's guidelines. The Regional Controller can request use of SEWS in an emergency (refer to *TEMA* for more information).

Council may support communications by relaying warnings in accordance with municipal responsibilities and/or assist other groups if requested by the RMA, Regional Coordinator or Regional Controller. Council works in consultation with the relevant EM authorities to ensure that messages are consistent and coordinated. **Radio, television and doorknocking** may also all need to be used.

Emergency Alert is a fee-for-service national capability that is used to send emergency warnings via message to mobile phones (SMS) and landlines (voice) located within a particular geographic area. Warnings issued through this service are coordinated by the RMA and TFS. If Council identifies a need to use the system, this may be arranged through the Regional Coordinator. Cost recovery for use of the service is coordinated at state level by TFS and the relevant RMA.

The MC maintains procedures that further detail Council's response to warnings. Table 7 summarises prominent warning arrangements and typical Council actions. More information about warnings is published on the Get Ready section of the TasALERT website.

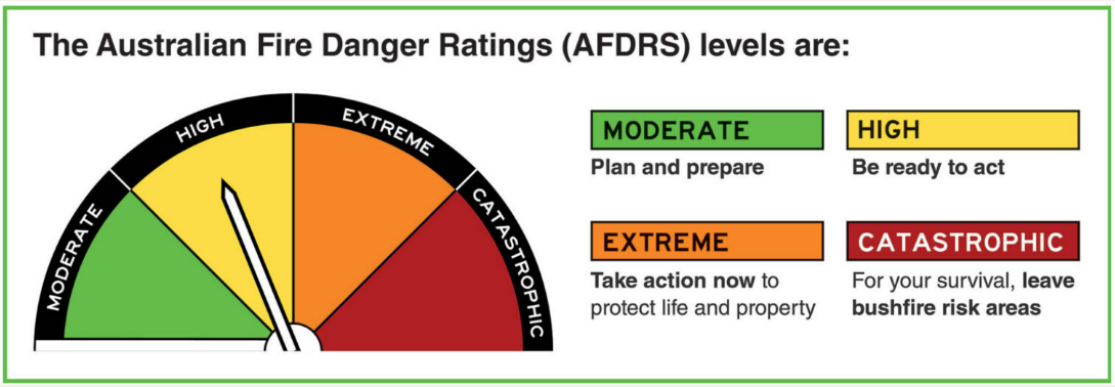
Table 7: Summary of prominent warning systems and arrangements

HAZARD	WARNING TYPE/INDICATION	BY	ACTION BY MC
SEVERE WEATHER			
WARNINGS	Warnings are issued when severe weather is expected that is not directly related to severe thunderstorms, tropical cyclones or bushfires. Examples are: land gales, squalls, flash flooding, dangerous surf or tides.		
Damaging winds	Issued when expected gusts in excess of 100 km/h (or 75 km/h when wind is from an unusual direction) or destructive winds above 125 km/h.	BOM	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
Dangerous surf	Issued when swell expected to exceed: 6m about the north & east coasts; 7m about the south-east coast.	BOM	• Nil
Abnormally high tides	Issued when tides are expected to be high enough to damage foreshore areas or disrupt foreshore & maritime activities, generally when water level is expected to reach 40cm above normal spring tide level.	BOM	• Relay warnings • Update stakeholders • Place warnings at low-lying public carparks
Very heavy rain that may lead to flash flooding	Issued when rain falling over a one-hour period is expected to exceed the 1-in-5 or 1-in-10 year return period.	BOM	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
Severe thunderstorm	Issued when thunderstorms are expected to produce dangerous or damaging conditions: such as hail greater than 2cm diameter; gusts greater than 100 km/h; flash flooding; tornadoes	BOM	• Relay warnings • Notify outdoor crews & check availability

			• Update stakeholders
Bushwalkers weather alert	Issued when conditions are likely to pose a danger to bushwalkers, ie. generally cold, wet, windy weather.	BOM	• Nil
Heatwave	Issued when heatwave conditions are forecast. Warning provides information on preparing for and coping with extreme heat.	DoH (PHS)	• Relay warnings • Update stakeholders
Ice and frost on roads	Road weather alerts to advise of potentially dangerous driving conditions eg. fog, low visibility in heavy rain, gusty winds, widespread frost, snow	BOM	• Nil
FLOOD			
Flood Watch	**Flood Watch** means there is a developing weather pattern that may cause floods in 1-2 days. Can include advice for multiple catchments and areas.	SES	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
WARNINGS	Flooding is about to happen or is already happening.		
Flood 	An incident has started but no immediate	SES	• Relay warnings
Advice 	danger. Stay up-to-date in case the situation changes. May also be used to communicate a reduced threat. May communicate inundation of low-lying areas near watercourses that may require the removal of stock and equipment. Minor roads may be closed and low-level bridges submerged.		• Ensure availability of outdoor crews • Update stakeholders
Flood Watch and Act	Heightened level of threat. Conditions are changing and people are advice to start taking action to protect themselves, their families and properties. In addition to above, evacuation of some houses may be required. Main traffic routes may be covered. The area of inundation is likely substantial in rural areas, requiring removal of stock.	SES	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
	Highest level of warning. People may be in danger and advised to take immediate action. Any delay may put lives at risk.	SES	• Relay warnings • Ensure availability of outdoor crews

Flood	In addition to above, extensive rural areas	• Update
Emergency	and/or urban areas may be inundated. Properties and towns are likely to be isolated and major traffic routes likely to be closed. Evacuation of people in some areas may be required.	stakeholders • Consider MEMC meeting

FIRE



AFDR Moderate	Fires breaking out can be controlled. Some risk to people, homes and property.
AFDR High	Fires may spread rapidly and be difficult to control. Lives may be at risk and homes may be destroyed. Well-prepared and actively defended homes can offer safety.
ARDR Extreme	Fires will spread rapidly and be uncontrollable. Lives may be at risk and homes likely to be destroyed. Only well-constructed, well-prepared and actively defended homes are likely to offer safety.
AFDR Catastrophic	Fires will spread rapidly and be uncontrollable. Significant risk to lives and properties. Many homes are very likely to be destroyed. Even the best-prepared homes are not safe.
WARNINGS:	Location-specific information about fires in the environment.

Advice	A fire has started but there is no immediate danger. Includes general, up-to-date information about developments.	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders
Watch and Act	A heightened level of threat. Conditions are changing and people in the area need to start taking action to protect themselves and their families.	• Relay warnings • Ensure availability of outdoor crews • Update stakeholders • Consider MEMC meeting

			• Place Evacuation Centres on standby
Emergency	People in specific locations are in danger and need to take action immediately, as they will be impacted by fire. May be preceded by an emergency warning signal (siren).		• Relay warnings • Ensure availability of outdoor crews • Update stakeholders • Establish MECC/IMT • MEMC meeting, if possible • Place Evacuation Centres on standby
TSUNAMI			
No threat	Undersea earthquake detected but has not generated a tsunami, or the tsunami poses no threat to Australia and its offshore territories.	BOM	• Nil
Marine Alert **Land Alert**	Warning of potentially dangerous waves, strong ocean currents in the marine environment and possibility of only some localised overflow onto the immediate foreshore.	BOM	• Relay warnings • Update stakeholders
Marine Warning **Land Warning**	Warning for low-lying coastal areas of major land inundation, flooding, dangerous waves and strong ocean currents.	BOM	• Relay warnings • Update stakeholders • Establish MECC/IMT • Consider MEMC meeting

2.6 Public information

In an emergency, it is critical that information provided to the community is timely, accurate and informative. In periods of uncertainty, community anxiety and concern can be reduced by providing advice on what has happened, what needs to be done and where people can go for assistance. While the media will provide information on what has happened, their focus will not always provide the level of detail required to meet the needs of an affected community. Public information should be designed to accommodate the diverse needs of people experiencing cultural, language, general communication and literacy challenges. Translation may be accessed through the assistance of PIU, local multicultural organisations and language/speech interpretation services.

Council has a critical role in providing community leadership and relaying authorised information to reduce community anxiety and uncertainty, leveraging existing community communication protocols and guidelines. This role should be implemented as soon as possible after an emergency to reduce the potential for inappropriate action or undue concern.

If the MECC is activated, SITREPs and information bulletins about Council facilities and emergency assistance will be provided to the community through the MECC, by an officer authorised by the MEMC. A system of frequent community briefings at published times may need to be provided during the emergency period, using the most effective communications channel/s, including to disseminate the clear, consistent and RMA-authorised information.

The Mayor has a pivotal role as community leader to coordinate community information and is the chief spokesperson for Council and the affected community. The Mayor should be supported in this

role by an experienced media liaison officer, who can prepare community and media statements for Mayoral endorsement. **All Councillors and Council staff need to be aware that only the Mayor (or delegate) will speak on behalf of Council and the collective community.** The MC will provide the Mayor with emergency-related information.

Media statements and public information generated by Council should relate to community impact and Council actions. **Council should not comment** on matters that are the province of the RMA, emergency services, Support Agencies or post-emergency investigations. Statements made by people with knowledge of only a segment of the total emergency operations can cause public confusion and misunderstandings.

Any emergency that requires activation of the MEMP will require a two-way flow of information and advice between the MC and the Regional Coordinator.

Table 8 summarises arrangements for issuing public information about the emergency.

2.6.1 TasALERT

TasALERT is Tasmania's official online source of information about emergency resilience, response and recovery. In an emergency, the homepage of the website is updated with authoritative information about the incident/s, including mapped information and call-to-action advice.

2.6.2 Tasmanian Government Public Information Unit (PIU)

In an emergency of local, regional and/or state significance, the whole-of-government Public Information Unit (PIU) may be activated to support the preparation and distribution of timely, accurate and consistent information to all stakeholders – from government and community leaders, through to government agencies, members of the public and media outlets. PIU activation is required to support the operation of TEIS (refer to *Section 4.5* and *Section 5.6.3*).

PIU activation may be requested due to the:

- scale, impact or longevity of the emergency
- need for a coordinated, whole-of-government public information response
- insufficient resources within the RMA to manage all public information requirements in response to an emergency.

Council or the MC may request PIU support or activation by the Regional Controller through the Regional Coordinator. The PIU may provide Council with assistance in developing a public information document, Mayoral talking points and key messages consistent with the RMA's single 'source of truth'.

If PIU support or activation is approved, public messaging and information will be developed through collaboration between Council and PIU staff.

2.6.3 Tasmanian Emergency Information Service (TEIS)

TEIS operates on a fee-for-service basis. When activated, TEIS provides an initial point of contact for the community to access information about the emergency. TEIS is activated and deactivated by DPAC (Resilience and Recovery Tasmania), on request from the relevant RMA or Support Agency. Council or the MC may request TEIS activation by the Regional Controller through the Regional Coordinator.

The decision to activate includes acceptance of responsibilities that include appointing:

- a Liaison Officer to be located within TEIS for the duration of the activation, and
- a supporting Information Manager.

If activation of TEIS is approved, scripts are developed consultatively through the whole-of-government Public Information Unit (PIU).

2.6.4 Working with the media

Local and regional media outlets help disseminate public information about emergencies. Agencies involved in managing the emergency aim to provide comments through nominated spokespeople and/or media officers, limited to comments relevant to each agency's specific role in response/recovery activities. Queries outside this scope are referred to the RMA or the Regional Controller through the Regional Coordinator.

Media statements from Council will relate to community impact and action taken by Council. Council will not comment on matters that are the province of emergency services or post-emergency investigations.

Table 8: Summary of public information arrangements

Location	Information scope	Provided by	Developed by	Cleared by	Channels
On-site	The emergency and its known impact	RMA (Support Agencies may provide input)	RMA	RMA	Media TasALERT Emergency Alert
EOC/ECC	Actions/ responsibilities of the centre	Centre Coordinator	Centre Coordinator	EM Coordinator (eg. MC)	Media TasALERT TEIS Social media
Community Centres	Actions/ responsibilities of the centre	Centre Coordinator	Centre Coordinator	MC, MRC, GM	Media TasALERT/PIU Council website Social media Local networks TEIS
Municipal area	Impact of the emergency on local community	Mayor	Council communications officer	GM	Media TasALERT/PIU Council website Phone enquiries Social media Local networks TEIS
Within the region	Impact of the emergency on the region	Regional Controller	Regional Coordinator	Regional Controller	Media TasALERT/PIU Council website Phone enquiries Social media TEIS
		RMA	Public Information Officer	RMA Regional liaison	
		Resilience and Recovery Tasmania	Resilience and Recovery Tasmania	State Recovery Advisor	
		State Controller	SES Director DPFEM Media Unit	DPFEM Media Unit	

Rest of the State	Impact of the emergency on Tasmania, including relief arrangements		Government Media Office	Government Media Office	Media TasALERT/PIU Council website Phone enquiries Social media TEIS
		RMA	State Media Officer	RMA State liaison	
		Premier or Minister	Government Media Office	Head of Government Media Office	

2.7 Other elements

In an emergency, Council's usual administrative and financial arrangements may be disrupted and staff impacted. Increased personal demands on staff to maintain usual services while contributing to Council's role of responding to the incident imposes conflicting requirements. Council may wish to seek and obtain additional administrative support from other municipalities.

2.8 Evacuation

Evacuation involves the movement of people threatened by a hazard to a safer location and, typically, their eventual, safe and timely return. To be effective, evacuation must be appropriately planned and implemented. Coordination and communication must be maintained across all stages of evacuation. TASPOL has a lead role in evacuation. The *TEMA* and *Tasmanian Emergency Evacuation Framework* provide more detailed information about the evacuation process, roles and responsibilities in Tasmania.

2.8.1 Management

While EM authorities have legislated power to order emergency evacuation, voluntary evacuation is the preferred strategy. Evacuation requires the participation and cooperation of multiple agencies and/or organisations. When evacuation planning involves significant change to traffic flows, road owners or managers should be involved, eg. Council and DSG.

Council has primary responsibility for activating and managing an Evacuation Centre within the municipal area, if requested by the Regional Controller (via the Regional Coordinator), including the registration of evacuees and the management of waste, environmental health and pollution at the site. Council maintains a register of appropriate facilities that may be used as Evacuation Centres and provide services for displaced persons. Facility specifications and capabilities are provided in *Appendix 8*.

Council also has other support roles and responsibilities relating to evacuation and the MC may be contacted for Council advice and assistance with:

- evacuation risk assessment and decision to evacuate
- withdrawal coordination
- traffic management
- alternative emergency accommodation
- animal welfare (pets, companion animals, livestock) if facilities are available
- decision to return.

If necessary, TASPOL will liaise with Council about concerns for the welfare of individuals or missing person enquiries.

2.8.2 Decision

The decision to recommend the evacuation of people in and around at-risk areas, rests with the RMA's Incident Controller, who consults with TASPOL, Council and others. If a decision to

evacuate is made, public warnings and calls-to-action are issued.

2.8.3 Withdrawal

TASPOL has a lead role in the withdrawal stage of evacuation. A TASPOL Evacuation Coordinator may be appointed to coordinate and manage the withdrawal process.

2.8.4 Shelter

If evacuation of an area is indicated, the Regional Controller (via the Regional Coordinator) may contact the MC to ask Council to activate an Evacuation Centre. Council's Evacuation Centres are list at Appendix 8.

Places of Last resort (sometimes called Nearby Safer Places) options are identified in Community Protection Plans. Places of Last resort within Council's municipal area are listed at *Appendix 9*.

2.8.5 Return

The RMA's Incident Controller is responsible for deciding when it is safe for evacuees to return to an area, in consultation with TASPOL and other experts. A TASPOL Evacuation Coordinator may be required to plan and manage the return of evacuees. Longer-term evacuees are managed by recovery agencies.

2.9 Registrations

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

- affected people, such as evacuees and families
- other stakeholder/affected groups, for example businesses
- spontaneous volunteers
- witnesses
- potential donors/sponsors (equipment, services, supplies).

Registration may be established and coordinated by the RMA. If an Evacuation Centre is activated, processes to support registration should be implemented at the Centre as soon as possible. Council is responsible for registering evacuees at an Evacuation Centre, generally through use of the Evacuation Registration Application, accessible through a handheld digital device, as arranged by the MC or MRC, in collaboration with neighbouring municipalities.

Registration data may be shared, as appropriate, with relevant EM stakeholders throughout emergency response, consistent with disclaimers provided to affected people at the time of data collection. For example, when providing personal information at the time of registration, affected people should be aware that the data they provide will be shared with the relevant government agencies (municipal/state/federal) for the purposes of providing relief and recovery assistance and services.

All personal information provided for registration purposes must be managed in accordance with the provisions and principles of the *Personal Information Protection Act 2004*. Also refer to Section 1.9 of this Plan regarding the release of information to relevant authorities.

2.10 Impact assessment

The RMA is responsible for coordinating progressive rapid impact assessments and reporting on this to all EM stakeholders, including Support Agencies, Resilience and Recovery Tasmania (DPAC) and the relevant municipality/ies MC, MRC and regional/state counterpart/s.

Secondary impact assessments may be coordinated through the RECC and Council may be asked to assist with this work by providing data on request.

Impact and damage assessment factors include, but are not limited to:

- number of injuries and deaths

- housing/accommodation needs
- energy supplies
- potable water supply
- transport networks and alternative route planning
- telecommunications
- stormwater infrastructure and waterways
- public/environmental health standards.

Where transport corridors also provide access for networks such as power, water and telecommunications, the relevant asset managers/owners will be involved in impact assessment and decision-making.

2.11 Pandemic health emergencies

The management of significant public health emergencies in Tasmania is guided by a State Special Emergency Management Plan (SSEMP): the *Tasmanian Public Health Emergencies Management Plan*. In a global pandemic emergency, such as the COVID-19 pandemic, this may be supported by development of a complementary, event-specific SSEMP, such as the SSEMP that was developed in response to COVID-19.

One element of a coordinated response to a large-scale health emergency, such as a pandemic, is the establishment of community-based clinics to perform critical and beneficial functions for the general community. The Tasmanian Health Service (THS) may call upon Council to provide a suitable venue for the establishment of clinic/s and to assist and support with the maintenance and operation of clinic/s during a pandemic emergency.

2.12 Debriefs

Immediately after an emergency, some issues invariably require investigation and discussion to identify learnings and the need for changed or new processes and systems. Lessons identified are shared with stakeholders including the MEMC and SREMC.

These matters are best initially considered in an Operational Debrief forum, the main objectives of which are to:

- acknowledge the input of all contributing organisations and individuals
- gain constructive feedback from all involved on lessons identified
- identify where gaps exist in training and planning systems
- determine and program a course of action for improving planning, management systems etc
- foster sound interagency communication
- identify the need for specific investigation of issues and further debriefing at individual or organisational levels.

The MEMC is responsible for reviewing emergencies that are significant to the municipality. Where impacts also extend beyond this area, the review may be conducted by SREMC so lessons can be shared easily with emergency management partners.

2.13 Administration: finance and cost capture

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

Organisations are responsible for retaining all invoices/records of emergency-related expenditure and absorbing their own expenses. Some expenses may be recovered if national (Disaster Recovery Funding Arrangements (DRFA)) and state (TRRA) disaster funding arrangements are

activated and eligibility criteria are met. In an emergency, DPAC (Resilience and Recovery Tasmania) provides advice on the status of arrangements and eligibility criteria.

Council has an allocated project number to record costs associated with an emergency. All expenditure is to be approved by the MC, GM or other authorised person before expenditure commitments are made.

All expenditure that may be eligible for Government assistance under the TRRA Natural Disaster Local Government Relief Policy must be separately costed for consolidation and audit purposes. Normal maintenance and administration costs are not eligible for assistance. However, additional costs over and above normal operating budgets may be regarded as eligible expenditure (eg. plant hire and overtime).

Damage to any asset must be directly attributed to the event and should not include normal maintenance operations, particularly for assets that were in a poorly-maintained state at the time of the emergency. For auditing purposes, Council is required to supply records of maintenance on the items and assets in question.

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

DRFA category	Type	Claimable expenses
Category A	Essential	Emergency food, clothing Repair or replacement of essential items and personal effects Essential emergency repairs to housing (to make residence safe and habitable) Demolition or rebuilding to restore housing Removal of debris from residential properties Extraordinary counter-disaster operations for the benefit of an affected individual Personal and financial counselling Evacuation Centre costs
Category B	Essential	Restoration or replacement of essential public assets (road, footpath, pedestrian bridge, stormwater, bridges, tunnels, culverts, rivulets, local government offices) Counter-disaster operations for the protection of the general public
Category C	Non-Essential	No automatic coverage however, an affected area may apply for a Community Recovery Fund for reimbursement of eligible expenditure associated with repairs of non-essential infrastructure (eg. repairs to sportsgrounds, playgrounds, tracks, trails, etc). A fund may also include community awareness and education campaigns and other resilience building grants.
Category D	Non-Essential	A Category D measure is an act of relief or recovery implemented to alleviate distress or damage in circumstances which are, according to the Minister, exceptional. These must be approved by the Prime Minister in writing.

Assistance may be provided to Council to restore an essential public asset to the equivalent of its pre -emergency standard, subject to current planning and developmental controls and building standards. Additional costs incurred by Council beyond that level in restoring or replacing an asset to a higher standard (improvement or betterment) are not eligible for assistance and must be borne by Council.

Where claims are to be made for TRRA relief reimbursement, the MC will discuss the matter first with DPAC. Where appropriate, a written application will be developed and submitted to DPAC. Council's Finance Department has designated responsibility for the cost recovery/claims process.

If the Premier announces TRRA activation for the Council area, Council will collate records accordingly and pursue cost recovery. Council claims under TRRA and Tasmanian Government claims under DRFA are subject to audit and assurance processes before acquittal. The TRRA and DRFA contain details about evidence that agencies and councils must collect and maintain. DPAC will provide information and advice on request.

2.14 Personal support

Council provides an employee assistance program to support staff and their families with the impact of an emergency. Supplementary personal support services may be sourced through SREMC.

Section 6: Recovery arrangements

This section describes what is done to support short to longer-term recovery across the four main recovery domains.

2.1 Overview

Recovery is the process of dealing with the impacts of an emergency and returning social, economic, infrastructure and natural environments to an effective level of functioning. Recovery is most effective when communities are supported to lead and participate in processes and activities in their local area. Municipal committees, councils, community groups and local leaders all play a significant role in enabling and facilitating local engagement in recovery planning, and in coordinating the implementation of local recovery activities.

The *State Recovery Plan* and *Southern REMP* describe various state-level and regional-level recovery arrangements and should be read in conjunction with this plan and the *Glenorchy Community Recovery Plan.*

During and after an emergency response of regional and/or state significance, the State Recovery Advisor and DPAC (Resilience and Recovery Tasmania) will review impact assessments and provide the Regional Controller and/or State Controller with advice on the recommended structure for longer-term recovery arrangements.

Recovery structures and activities are planned and coordinated across all recovery domains being:

- social
- economic
- infrastructure
- environment, and
- cross-domain.

Typical recovery considerations for Council include but are not limited to:

- assessing recovery needs across all domains and prioritising actions required
- developing, implementing and monitoring recovery activities that are aligned as much as possible with the Council's long-term planning objectives and goals
- enabling community communication and participation in decision-making
- wherever possible, contributing to future mitigation requirements or improvements to planning requirements (eg. through debrief processes).

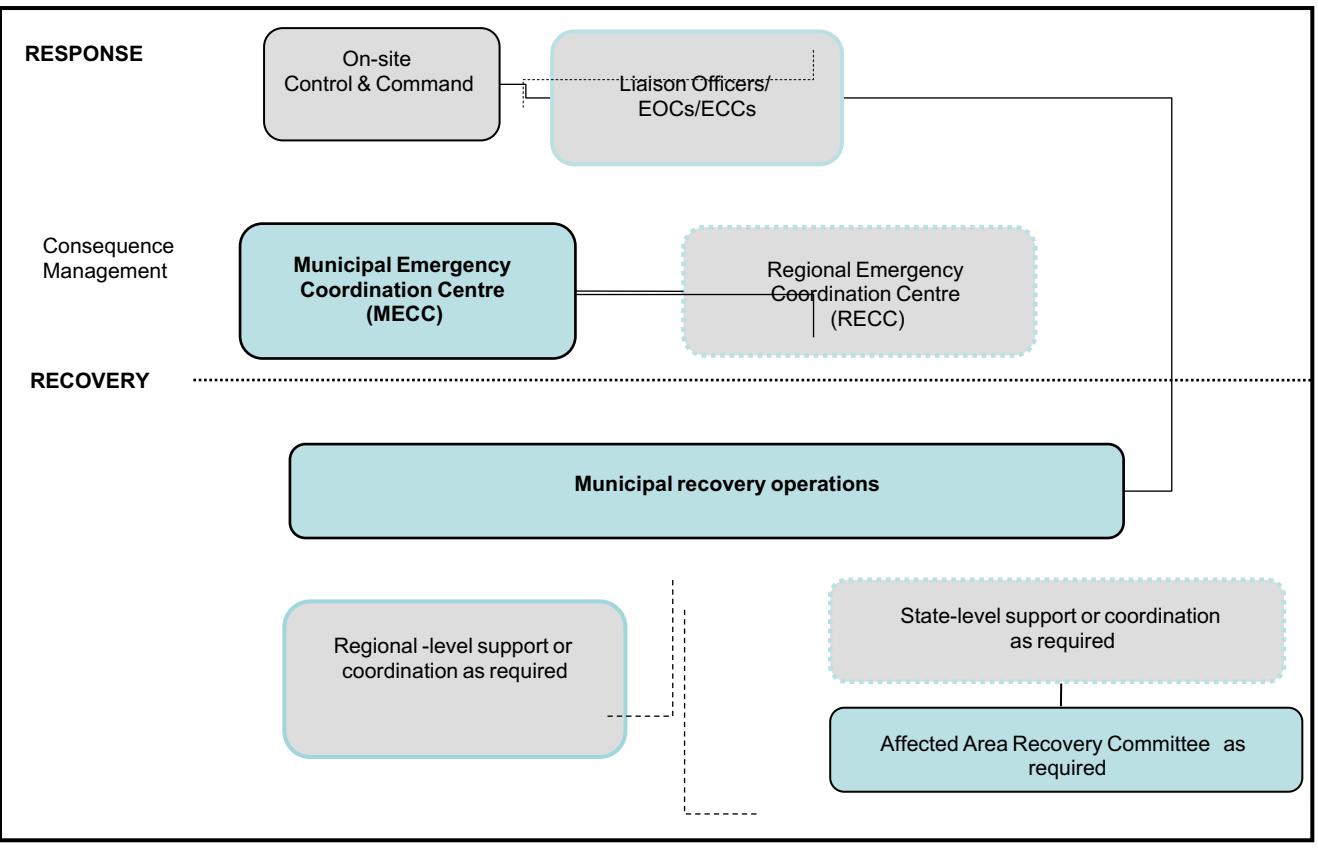
2.2 Municipal recovery functions

Council has municipal-level responsibility for locally-led recovery across social, economic, infrastructure, environmental and cross-domain recovery functions. Council has a primary role in providing recovery services in the immediate aftermath of an emergency. This role can be delivered in partnership and with the assistance or support of Tasmanian Government agencies and NGOs, depending on the capacity and presence of support services in the area. This assistance can be coordinated through SREMC.

As longer-term recovery arrangements are determined, some of these responsibilities may transfer to a different recovery structure/organisation, such as an Affected Area Recovery Committee (AARC).

2.3 Current arrangements

Figure 3 below provides a guide to typical all-hazards recovery arrangements, showing the close relationship between response and recovery, spanning short to longer-term activities. Arrangements are applied as required and described in more detail in the following sections.



LEGEND

Direct reporting relationship

Also works/communicates with

2.4 Media and public information

In recovery, information may be communicated through a range of channels, including:

- TasRECOVERY section of the TasALERT website
- websites and social media of the RMA and other Tasmanian Government agencies
- radio, television and print media
- printed publications and brochures

- public meetings, Community Centres and face-to-face outreach visits.

Council has a critical role in providing community leadership and ongoing information updates to reduce community uncertainty. This role should be implemented as soon as possible after an emergency to reduce the potential for inappropriate action or undue concern.

The Mayor has a pivotal role as community leader to coordinate and communicate information to the local community, and be the spokesperson for Council and the affected community. The Mayor will be supported by Council's communications officer and the General Manager in the preparation of community and media statements. The MC provides the Mayor with recovery-related information.

If the whole-of-government PIU is activated in response to an emergency, it will have dedicated resources tasked with coordinating recovery information and contributing to the development of documents and messages to guide transition from response to recovery, including development of a *Recovery Communications Strategy*.

2.5 At-risk groups of people

Council-specific roles and responsibilities support a collaborative stakeholder approach for meeting the recovery needs of at-risk people.

In supporting community recovery, the MRC is responsible for leading Council's work in the following activities:

- provide Evacuation Centres that are accessible to a broad cross-section of the community
- maintain broad knowledge of relevant service providers within the municipality
- promote community resilience as part of normal Council business
- maintain a broad knowledge of the whereabouts of special facilities (schools, aged care facilities, childcare centres) within the municipality
- provide local demographic information and advice to stakeholders as able and required
- provide support to EM stakeholders with a statutory responsibility for vulnerable and at-risk people, as able and required
- develop and maintain relationships with relevant stakeholders whose role it is to directly cater for the EM needs of vulnerable and at-risk people, as able and required.

2.6 Short-term recovery

In the immediate aftermath of an emergency, short-term recovery services are generally delivered or coordinated by Council. After consultation with the RMA, DPAC (Resilience and Recovery Tasmania) and other EM partners about impact assessment, recovery needs and capacity, local arrangements may be activated by the MC, supported by the Regional Coordinator.

Short-term regional recovery coordination is activated by the Regional Controller through the Regional Coordinator at the request of Council. This may follow advice from the RMA and/or Regional Controller.

Council is responsible for operating facilities that provide access to recovery services for the community. The places currently identified as suitable for Recovery Centres and functions are summarised in *Appendix 8*. Recovery facilities may be activated at the request of or advice from:

- MC
- MRC
- Regional Coordinator
- Regional Controller.

Council is responsible for coordinating ongoing community impact assessments, particularly as they relate to recovery. This work informs appropriate governance structures for medium and long-term recovery. The MC (through an Emergency Recovery Committee, if formed) will arrange for impact assessments to be conducted.

Council registration processes must follow procedures or directions from the Regional Controller and advice provided by the MC, comply with confidentiality and security of personal information requirements, and be compatible with Register.Find.Reunite. Registration data collected by Council must be provided to Tasmanian Government agencies for recovery purposes.

2.7 Long-term recovery

As the response phase draws to a close, recovery activities transition from short-term coordination to long-term arrangements designed to meet anticipated recovery needs.

Arrangements for the assessment of recovery needs and long-term recovery structures are documented in the *State Recovery Plan*. The State Recovery Advisor (DPAC) works in consultation with the MC, Regional Controller and RMA to advise the Tasmanian Government on appropriate long-term recovery arrangements.

Where recovery needs can be met within municipal capabilities, medium to long-term recovery is coordinated locally by the MEMC (Level 1). Recovery activities in this instance are primarily supported by Council resources, business as usual services and community-based initiatives. The MC may seek support or raise emerging issues through SREMC. If recovery is locally led, the MC may seek to establish a Local Community Recovery Committee as soon as practicable. This group will include appropriate affected people, existing community groups and agencies to begin recovery discussions. No matter what the scale or severity of the event, it is important for local communities to have an avenue to discuss and share experiences.

After significant emergencies and/or where recovery needs exceed municipal capabilities and/or resources, additional state-level recovery support may be activated. Level 2 and Level 3 arrangements are detailed in the State Recovery Plan. State-supported recovery (Level 2) involves the Tasmanian Government supporting the coordination of recovery coordination at local or regional levels, usually through an AARC. State-coordinated recovery (Level 3) involves the Tasmanian Government coordinating recovery through AARC/s, as well as appointing a Recovery Taskforce, generally led by a Recovery Coordinator.

AARCs may be established under section 24E of the Act, in partnership with local government bodies, municipal committees and affected communities. AARCs may be established locally for one municipality or regionally for multiple municipalities.

The purpose of an AARC is to coordinate recovery activities at regional and local levels through information-sharing, collaboration and collective decision-making. An AARC's role includes developing event-specific recovery plans, facilitating community engagement and participation in recovery, and guiding the implementation of local recovery projects and activities.

An AARC is usually chaired by the Mayor, the MC or another regional/local representative. AARCs can include representatives from affected communities, local government, state government agencies and other organisations with a significant recovery role. DPAC may support the administration of an AARC and coordinate multi-agency recovery efforts to support local and council -led activities.

An AARC will typically develop a recovery plan that:

- takes account of Council's long-term planning and goals
- includes assessment of recovery needs and determines which functions are required
- develops a timetable for completing major functions
- considers the needs of specific population groups within the community, including but not limited to youth, aged, disabled and non-English speaking people
- allows full community participation and access
- allows for monitoring of recovery progress
- effectively uses the support of Tasmanian and Australian Government agencies
- provides public access to information on proposed programs and subsequent decisions and actions

- allows consultation with all relevant community groups.

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

- forums and information sessions for the community
- debriefs for recovery workers

- progress reports for Council, the community, SEMC, SREMC and any other agency/organisation as agreed and appropriate, including progressive summaries/analysis of records (financial and information).

Section 7: Plan administration

2.1 Plan contact

This MEMP is maintained by the MC on behalf of the MEMC. Feedback should be provided in writing to:

Email: gccmail@gcc.tas.gov.au
Mail: PO Box 103, GLENORCHY 7010

2.2 Review requirements and issue history

Section 34 of the Act requires that this MEMP is reviewed by the MEMC at least once every two years after approval by the State Controller.

In reviewing the MEMP, the MEMC shall take account of all suggested amendments provided by relevant stakeholders. The MEMP is to be reissued in full, after approval by the State Controller, in accordance with the distribution list provided at *Section 7.4*.

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

Table 9: Issue table

Issue No.	Year approved	Comments/summary of main changes
Issue 5	1999	Review and rewrite
Issue 6	2006	Review and rewrite
Issue 7	2010	Review and rewrite
Issue 8	2013	Review and rewrite
Issue 9	2015	Review and rewrite
Issue 10	2016	Review and update
Issue 11	2020	Review and update
Issue 12	2022	Review and update, incorporating new warnings, map, recovery information
Issue 13	2026	Review and update, incorporating new warnings, map, recovery information

2.3 Consultation for this issue

Review and update of this issue was coordinated by the MC for the MEMC as part of the statutory two-yearly review schedule. Comment was invited from:

- SES
- TFS
- TASPOL
- MEMC members
- Regional Coordinator.

2.4 Distribution list

This plan will be available electronically through WebEOC after approval. Electronic copies will be provided as follows:

Table 10: Distribution list

Organisation	Position
Council	• All MEMC members • Mayor and Councillors • GM • Relevant community groups and organisations
SES	• SES Unit Manager/s • Regional Manager (South) • Regional Coordinator (for Regional Controller) • Senior Planning and Education Officer (for SES Director, State Controller, WebEOC)
TASPOL	• Officer in Charge, Glenorchy Station
TFS	• District Officer, Hobart District
AT	• Superintendent, Southern Region
St John Ambulance	• Chief Executive Officer
Neighbouring municipalities	• Hobart City Council • Derwent Valley Council • Brighton Council • Clarence Council
Other Organisations	• TasWater, TasNetworks

2.5 Communications plan summary

When endorsed by Council and approved by the State Controller, update of this MEMP will be communicated as follows:

- email copies sent to the positions listed in *Table 10*
- submitted for noting by SREMC
- published for staff access on Council's intranet
- published on Council's website and available to the public by request to the MC
- available to interested parties on request.

2.6 Validation

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

- participating, where able, in other municipal/regional exercises
- conducting/participating in relevant debriefs
- as described in *Appendix 4*.

Section 8: Appendices

Appendices are part of this MEMP and as such are not to be updated or circulated as separate attachments without this MEMP being approved by the State Controller.

Appendix 1:	List of associated documents
Appendix 2:	Risk assessment report
Appendix 3:	MEMC terms of reference
Appendix 4:	MEMC maintenance and activity schedule
Appendix 5:	Centres for emergency management
Appendix 6:	Duty Statements and Action Cards
Appendix 7:	SOPs and policies for warnings, public information, working with the media
Appendix 8:	Community centres
Appendix 9:	Nearby Safer Places
Appendix 10:	Map of municipality and location of key services

APPENDIX 1: List of associated documents

The documents listed here are relevant to this MEMP. When the MEMP is reviewed, current versions of these documents will also be checked. Other relevant documents that may also have been developed between issues will be included.

a. **Legislation**

Legislation	Related hazard or function	Administration
Emergency Management Act 2006	All-Hazard statewide emergency management provisions	SES
Land Use Planning and Approvals Act 1993	Planning schemes	DoJ
Local Government Act 1993	Council responsibilities	DPAC

b. **Plans and arrangements**

Row	Title	Custodian	Version	Available from/Date
Council arrangements and plans				
1.	Council maps for council roads and alternative transport plans	Council	N/A	Manager Assets, Engineering & Design
2.	GCC Flood Action Plan	Council	2025 – reviewed annually	Manager Assets, Engineering & Design
3.	Hobart Fire Management Area Bushfire Risk Management Plan	Council	2022	Coordinator Bushfire Management
4.	GCC Community Recovery Plan	Council	2025	Coordinator Recovery
5.	GCC Bushfire Mitigation Strategy 2020-30	Council	2020	Coordinator Bushfire Management
Regional arrangements and plans				
6.	Regional Emergency Management Plan	SES	Issue 10	2024
State arrangements and plans				
7.	Tasmanian Emergency Management Arrangements (TEMA)	SES	Issue 2	2023
8.	Tasmanian Emergency Evacuation Framework	SES	Issue 1	2018
9.	State Road and Bridge Emergency Management Plan	DSG	Issue 4	2024
State Special Emergency Management Plans (SSEMP)		**Available WebEOC File Library**		
10.	SEMP – Biosecurity	NRE Tas	Issue 2	2023
11.	SEMP – Building Collapse	TFS	Issue 3	2024

12.	SEMP – Counter-terrorism	TASPOL	Issue 3	2023
13.	SEMP – COVID 19	DoH	Issue 5	2022
14.	SEMP – Cyber Security Emergency Plan	DPaC	Issue 1	2025
15.	SEMP – Dam safety	NRE Tas	Issue 5	2025
16.	SEMP – Electricity, gas and liquid fuel disruption arrangements	DSG	Issue 4	2023
17.	SEMP – Fire protection	TFS	Issue 4	2022
18.	SEMP – Flood	SES	Issue 4	2023
19.	SEMP – Hazardous materials	TFS	Issue 9	2021
20.	SEMP – Impact & damage assessment	DPAC	Issue 3	2019
21.	SEMP – Interoperability arrangements	DPAC	Issue 6	2025
22.	SEMP – Mass casualties	DoH	Issue 4	2023
23.	SEMP – Multiple Fatality	Chief Coroner	Issue 1	2017
24.	SEMP – Pandemic influenza	DoH	Issue 5	2024
25.	SEMP – Port safety (nuclear warships)	SES	Issue 5	2023
26.	SEMP – Public health	DoH	Issue 2	2014
27.	SEMP – Recovery	DPAC	Issue 4	2022
28.	SEMP – Search and rescue	DPFEM	Issue 6	2023
29.	SEMP – Tasmanian Public Health Emergencies	DoH	Issue 2	2014
30.	SEMP – Transport crash	TASPOL	Issue 4	2022
31.	SEMP – Tsunami	SES	Issue 3	2023
Other				
32.	Emergency Alert – Frequently Asked Questions	TFS		Emergency Alert FAQ
33.	TasPorts Emergency Management Plan	TasPorts	2017	TasPorts website

34.	TFS Community Protection Plans	TFS	Various	TFS website
35.	SES Community Flood Guides	SES	Various	SES Website
36.	Tasmania Marine Oil and Chemical Spill Contingency Plan	EPA	2019	EPA
37.	Wellington Park Fire Management Strategy	Wellington Park Management Trust	March 2006	Under review

Glenorchy Emergency Management SOPs (EMSOPs) are located in the ECC	
ID	**Title**
1	First alert of emergency or potential emergency
2	Communication with public, Councillors, staff and media
3	Standing up the Emergency Coordination Centre (ECC)
4	Emergency Coordination Centre (ECC) roles
5	Customer Service Centre and the ECC
6	Emergency Operations Centre
7	After-hours access – store
8	Emergency road closures
9	After-hours access to Jackson Street Waste Management Centre
10	Bushfires – Council roles and responsibilities, plant and materials
11	Major plant and vehicle schedule

APPENDIX 2: Risk assessment report

a Tasmanian Government responsibilities – emergency risk management

Tasmania's commitment to emergency risk management is demonstrated through development of *Tasmanian Emergency Risk Assessment Guidelines*, the *Tasmanian Disaster Risk Assessment* and risk assessment workshops.

b Local government responsibilities – emergency risk management

Tasmania's local government authorities participated in workshops and contributed to development of the *Tasmanian Emergency Risk Assessment Guidelines* and the *Tasmanian Disaster Risk Assessment*. The benefits to Council in participating in these processes include to:

- demonstrates sound commitment to managing emergency risks within the community and a primary interest in community safety
- potentially reduces levels of risk within the community
- ensures the identification of risks that are the focus of EM planning
- ensures a focus on preventing emergencies rather than to reacting to them
- enables improved community understandings of EM and the risk management process
- improves governmental understanding of risks from a community perspective
- provides an opportunity to reduce the cost to communities from emergency impacts
- enables use of a best practice standard in risk management;
- ensures and maximises access to national DRFA funding
- complements Council's existing practices and commitment to risk management.

The responsibilities of Council and the MEMC in relation to emergency risk management are summarised in Table 3 and detailed in the TEMA.

c Risks, recommended treatment strategies and timeframes

The following risk register includes a description of risks and treatment strategies. Sources of risk were reviewed and assessed with review of this MEMP.

Timeframes for undertaking treatment options are defined as:

- **Immediate action:** must be completed as soon as practical within current budget cycle (12 months)
- **Short-term action**: must be completed as soon as practical within the next budget cycle (12-24 months)
- **Long-term action**: must be completed within five years
- **Ongoing**: continuously monitor the adequacy of existing arrangements to mitigate the risk, or
- as described in the table.

d Responsibility for treatment

Council is responsible for managing the incorporation of treatment strategies that are either the responsibility of Council, or of both Council and other levels of government or agencies, into appropriate operational plans and/or partnership agreements as required.

Register of risks and treatment strategies				
ID	**Risk statement**	**Treatment/s**	**Responsibility for treatment**	**Timeframes**
GC 01 Flood				
GC 01.01	There is a risk that residential and commercial property will be flooded around Humphreys Rivulet	Flood mitigation planning and modelling Mitigation strategies	Council, SES	Short-term then ongoing
GC 01.02	There is a risk that residential and commercial property will be flooded around Islet Rivulet	Flood mitigation planning and modelling Mitigation strategies	Council, SES	Short-term then ongoing
GC 01.03	There is a risk that residential and commercial property will be flooded around New Town Rivulet	Flood mitigation planning and modelling Mitigation strategies	Council, SES	Short-term then ongoing
GC 01.04	There is a risk that residential property will be flooded around Faulkners Rivulet	Creek maintenance – vegetation control	Council/Landowner	Ongoing
		Community involvement	Council/Landowner	Ongoing
GC 01.05	There is a risk that residential and commercial property will be flooded around Abbotsfield Rivulet	Creek maintenance – vegetation control Council/Landowner Ongoing		
GC 01.06	There is a risk that residential and commercial property will be flooded around Barossa Creek	Creek maintenance	Council/Landowner	Ongoing
		Flood mitigation strategies	Council/Landowner	Ongoing
		Assess structures at risk	Council	

GC 01.22	There is a risk that flooding of waterways will cause damage to roads and bridges	Maintain annual review and asset renewal program Keep waterways clear		Short-term then ongoing
GC 02 Bushfire				
GC 02.01	There is a risk that bushfire will impact life and human settlements throughout the Council area	Hobart Fire Management Area Bushfire Risk Management Plan	TFS, Council, Hobart LGA, Derwent Valley LGA, Kingborough LGA, Clarence LGA, Brighton LGA, Huon Valley LGA, Sustainable Timber Tasmania, Wellington Park Management Trust, TasWater, TasNetworks, NRE Tas	Ongoing
		Wellington Park Fire Management Strategy	TFS, Council, Hobart LGA, NRE Tas, private landowners, Wellington Park Management Trust, TasNetworks	Seasonal and ongoing
		Planning scheme provisions for bushfire	Council	Ongoing
		Fuel reduction burning program	TFS, Council, other landowners	Ongoing
		Community education	TFS, Council, community	Ongoing
		Community participation	TFS, Council, community	Ongoing
		Critical asset identification	Government agencies	Ongoing
		Asset maintenance	Council, TFS, Government agencies	Ongoing
		Organisation coordination	TFS, SES, Council, AT, TASPOL, industry.	Ongoing
		Hobart Fire Management Area Bushfire Risk Management Plan strategies	TFS, Council, Hobart LGA, Derwent Valley LGA, Kingborough LGA, Clarence LGA, Brighton LGA, Huon Valley LGA, Sustainable Timber Tasmania, Wellington Park Management Trust, TasWater, TasNetworks, NRE Tas	Ongoing
		Wellington Park Fire Management Strategy	TFS, Council, Hobart LGA, NRE Tas, TasNetworks, private landowners, Wellington Park Management Trust	Ongoing
		Fuel reduction program	TFS, Council, private landowners	Ongoing

GC 02.02	There is a risk that bushfire will impact the natural environment throughout the Council area	Community education	TFS, Council, community	Ongoing
		Community participation	TFS, Council, community	Ongoing
		Critical asset identification	Government agencies	Ongoing
		Asset maintenance	Council, TFS, Govt Agencies	Ongoing
		Organisation coordination	TFS, SES, Council, AT, TASPOL, industry	Ongoing
GC 02.03	There is a risk that bushfire will impact critical infrastructure throughout the Council area	Hobart Fire Management Area Bushfire Risk Management Plan	TFS, Council, Hobart LGA, Derwent Valley LGA, Kingborough LGA, Clarence LGA, Brighton LGA, Huon Valley LGA, Sustainable Timber Tasmania, Wellington Park Management Trust, TasWater, TasNetworks, NRE Tas	Ongoing
		Wellington Park Fire Management Strategy	TFS, Council, NRE Tas, TasNetworks, community, Wellington Park Management Trust	Ongoing
		Fuel reduction program	TFS, Council, private landowners.	Ongoing
		Community education	TFS, Council, community	Ongoing
		Community participation	TFS, Council, community	Ongoing
		Critical asset identification	Government agencies	Ongoing
		Asset maintenance	Council, TFS, TasNetworks, Government agencies	Ongoing
		Organisation coordination	TFS, SES, Council, AT, TASPOL, industry	Ongoing
GC 03 Storm				
GC 03.01	There is a risk that power supplies will be damaged due to storm throughout the Council area	Education programs	Council, SES, TasNetworks, BOM	Ongoing
		Alternate power supply routes	TasNetworks, Council	Ongoing
		Enforcement of Building Code of Australia	Council	Ongoing
		Early warning	BOM, SES, Council	Ongoing
		Provide resources	Council, insurance companies, SES	Ongoing
		Education programs	Council, SES, TasNetworks, BOM	Ongoing
		Enforcement of Building Code of Australia	Council	Ongoing
		Early warning	BOM, SES, Council	Ongoing

GC 03.02	There is a risk that residential, industrial and commercial assets will be damaged as a result of storms throughout the Council area	Provide resources	Council, insurance companies, SES,	Ongoing
		Identify high-risk assets	Council, industry, Government agencies, SES, utilities	Short-term then ongoing
GC 03.03	There is a risk to life from storms	Education programs	Council, SES, TasNetworks, BOM	Ongoing
		Enforcement of Building Code of Australia	Council	Ongoing
		Early warning	BOM, SES, Council	Ongoing
		Provide resources	Council, insurance companies, SES	Ongoing
		Identify high-risk assets	Council, industry, utilities, SES, Government agencies	Short-term then ongoing
GCC 05 Earthquake or landslip				
GC 05.01	There is risk of landslip causing property damage at identified sites	Geotechnical testing	Property owners, Council, DSG, property developers	Ongoing
		Planning controls	Council, NRE Tas	Ongoing
		Geological reports	DSG, property developers	Ongoing
		Buy-back	Council, DPAC, financial institutions	Ongoing
		Monitoring and maintenance	Council, DSG, property owners	Ongoing
		Area management systems	Council, State Growth, property owners	Ongoing
		Community Support	DoH, Council	Ongoing
GC 05.02	There is a risk that landslip will impact on non-declared developed sites	Geotechnical testing	Property owners, developers, Council, DSG	Short-term then ongoing
		Planning controls	Council, NRE Tas	Ongoing
		Geological reports	DSG, property developers	Ongoing
		Monitoring and maintenance	Council, DSG, property developers	Ongoing
		Area management systems	Council, DSG, property developers	Ongoing
		Community supports	DoH, THS, Council	Ongoing

GC 06 Public health				
GC 06.01	There is a risk that a contagious disease will impact on the population	Education	DoH, health sector	Ongoing
		Immunisation – if available	DoH, health sector	Ongoing
		Legislation	Government agencies	Ongoing
		Sanitation/public health standards	DoH, private sector, health sector, community	Ongoing
		Quarantine	DoH, medical profession, Australian Government	Ongoing
GC 08 Animal disease				
GC 08.01	There is a risk that an exotic animal disease will cause hardship to the community	Legislation	Australian/Tasmanian Government, peak bodies	Ongoing
		Community awareness/response	Government agencies, community, animal owners	Ongoing
		Veterinary services	Government agencies, private sector, industry peak bodies	Ongoing
		Quarantine	Animal owners, Australian and Tasmanian Government, vets	Ongoing
		Animal destruction	Animal owners, NRE Tas	As required
		Carcass disposal	Animal owners, NRE Tas, Council	As required
GC 21 Infrastructure failure				
GC 21.01	There is a risk that damage to local bridges will cause community disruption	Bridge inspection	Council, Tasmanian Government	Ongoing
		Maintenance	Council, Tasmanian Government	Ongoing
GC 21.05	There is a risk that dam failure will result in loss of water supply and flooding	Dam failure studies	TasWater	Long-term
		Maintenance/upgrades to spillways to ANCOLD standards	TasWater	Long-term
		Monitoring	TasWater	Ongoing
		Flood Inundation mapping	TasWater, Council, SES	Long-term
		Backup power supply	Council, TasNetworks	Short-term
			Council	Ongoing

GC 21.07	There is a risk of loss of power (greater than 4 hours) to essential services	Risk assessment of Council infrastructure		
		Emergency Response Plan preparation	Council	Ongoing
GC 23 Hazardous materials				
GC 23.01	There is a risk of hazardous materials being released into the ground, water, air and consumables causing harm to the environment	Risk assessment & emergency response plans	Nyrstar, SES, Council, NRE Tas, peak industry groups	Ongoing
		Legislation, Council environmental policies	Tasmanian Government, Council	Ongoing
		Training (eg. incident protocols for staff)	Nyrstar, other industry, TFS, Council, DoH	Ongoing
		Education (public awareness)	WorkSafe Tasmania, Nyrstar, TFS, NRE Tas, other industry, poison information centre	Ongoing
		Monitoring/maintenance/audits/ compliance	WorkSafe Tasmania, Nyrstar, other industry, TFS, Council, NRE Tas	Ongoing
		Provision of dump site/disposal of waste	NRE Tas, Council, property owners, companies	As required
GC 23.02	There is a risk of hazardous materials being released into the ground, water, air and consumables causing harm to the health of the community within Glenorchy	Risk assessment & emergency response plans	Nyrstar, Council, NRE Tas, other industry groups	Ongoing
		Legislation, Council environmental policies	Tasmanian Government, Council	Ongoing
		Training (eg. incident protocols for staff)	Nyrstar, other industry, TFS, Council, DoH	Ongoing
		Education (public awareness)	WorkSafe Tasmania, TFS, NRE Tas, industry groups, poison information centre	Ongoing
		Monitoring/maintenance/audits/compliance	WorkSafe Tasmania, industry, TFS, Council, NRE Tas	Ongoing
		Provision of dump site/disposal of waste	NRE Tas, Council, property owners, companies	As required
GC 24 Industrial accident				
		Audit of the diverse range of industries in the city and associated risks from industrial groupings	Tasmanian Government, Council	Short-term
		Legislative requirements for managing industrial risk	Tasmanian and Australian Governments	Ongoing

GC 24.01	There is a risk of an industrial accident affecting the community wellbeing	Town planning legislation to ensure appropriate land use	Council	Ongoing
GC 25 Pollution				
GC 25.01	There is a risk of pollution being released into the air, water and/or soil causing harm to the environment	Legislation	Tasmanian Government	Ongoing
		Emergency response plans/risk management plans	Industry groups, SES, Council, NRE Tas	Ongoing
		Community Education	NRE Tas, Council, industry groups, community environmental groups	Ongoing
		Clean-up/disposal of pollutant	Polluter, NRE Tas, Council	Immediate as required
GC 25.02	There is a risk of pollution being released into the air, water and/or soil causing harm to the wellbeing of the community	Legislation	Tasmanian Government	Ongoing
		Emergency response plans/risk management plans	Industry groups, SES, Council, NRE Tas	Ongoing
GC 26 Transport accident				
GC 26.01	There is a risk that traffic flow will be disrupted due to a transport accident	Identification and rectification of black spot areas on roads	DSG, Council, Australian Government	Ongoing
		Community education (speeding, DUI, fatigue	Australian and Tasmanian Governments	Ongoing
		Identification of alternative traffic routes	Tasmanian Government, Council	Short-term
GC 26.02	There is a risk that pollution of the environment will occur from a transport accident or from the clean-up operations	Development of plans and protocols to deal with expected problems with pollution eg. oil spills	Tasmanian Government, Council	Short-term
		Identification and provision of resources to deal with pollution	Tasmanian Government, Council	Short-term
		Monitoring of affected sites to mitigate migration of pollutants from control areas and also long-term environmental effects of the affected area	Tasmanian Government, Council	Ongoing

GC 45 Crowded places				
GC 45.01	There is a risk to the community attending mass gathering events	Adherence to protocols and guidelines for health and safety in public places	Council, Tasmanian Government	Ongoing
GC 49 Terrorism				
GC 49.01 N	There is a risk that an act of terrorism will affect the municipality	Support national and state strategies and legislation	Council, Tasmanian and Australian Governments	Ongoing
GC 50 Business continuity				
GC 50.1 N	There is a risk that the business of council will be disrupted by emerging events or infrastructure failure	Develop a business continuity plan	Council	Short-term

APPENDIX 3: MEMC Terms of Reference

Glenorchy
Municipal Emergency Management Committee
Terms of Reference

Committee	Glenorchy Municipal Emergency Management Committee (MEMC)
Date and status	Issue 13, April 2026
Enquiries	Executive Officer (Municipal Emergency Management Coordinator) Glenorchy City Council
Review notes	These Terms of Reference are due for review in October 2024
General standards & practices	The *Tasmanian Emergency Management Arrangements* (TEMA) describes the framework for this MEMC and its usual practices are aligned with the guidelines maintained by the SES for emergency management (EM) committees (available from www.ses.tas.gov.au). The following are specific to this Committee:
1. Authority & background	Section 20 of the *Emergency Management Act 2006* (the Act) establishes the Glenorchy MEMC within the EM framework for Tasmania's Southern Region.
2. Purpose	Section 22 of the *Act* outlines the MEMC's purpose and functions generally as: *"…to institute and coordinate, and to support the institution and coordination of, emergency management in the municipal area, or in the case of a combined area, in the municipal are that constitutes the combined area, including the preparation and review of the Municipal Emergency Management Plan and Special Emergency Management Plans that relate to emergency management …"*
3. Role and functions	3.1.1 Institute and coordinate policy, arrangements and strategies for municipal EM, aligning activities where relevant with regional strategies and priorities. 3.1.2 Determine and review EM policy for the municipal area, including the performance of hazard risk assessment and management in accordance with current and relevant standards 3.1.3 Enhance EM arrangements by reviewing the management of emergencies that have occurred in the municipal area/s and identifying excellence as well as opportunities for improvement. 3.1.4 Oversee management of emergencies where Council resources are required to support response and recovery. 3.1.5 Report to the Regional Controller on any municipal matters that relate to the functions of the Regional Controller or the Southern Regional Emergency Management Committee. 3.1.6 At the direction of the MEMC Chairperson or Municipal Coordinator, assist them or Council with the performance/exercise of functions and powers under the Act. 3.1.7 Provide a municipal forum for organisations with EM responsibilities in the municipal area. 3.1.8 Coordinate/participate in at least municipal EM exercise every two years.

3.1.9 Support the activities of responding organisations during an emergency impacting the municipality.

3.1.10 Coordinate a post-emergency operational debrief for all organisations involved in an emergency event.

4. Reports to	Southern Regional Emergency Management Committee
5. Membership	Section 21 of the *Act* establishes arrangements for this committee's membership, supplemented by the following practices: • membership is reviewed when Terms of Reference are reviewed and members are confirmed in writing by the responsible officer/manager • proxies assume the member's role if the member is unable to attend the meeting or is unable to perform their usual role for the committee. Invited guests support municipal emergency management as requested by the Chairperson, within their limits of safety and training.
6. Chairperson and role	Mayor or delegate. The role of the MEMC Chairperson is to: • chair MEMC and meetings • receive notification of emergencies from the Municipal Coordinator • maintain contact with and support the Municipal Coordinator during an emergency • maintain regular contact/liaison with the Municipal Coordinator in regard to administrative arrangements of the MEMC.
7. Executive Officer	Municipal Coordinator
8. Members	• Mayor or delegate (Chair) • Municipal Coordinator (Executive Officer) • Deputy Municipal Coordinator • Municipal Recovery Coordinator • Deputy Municipal Recovery Coordinator • Council: Manager Engineering, Design & Infrastructure • Council: Coordinator Bushfire Management • Tasmania Police – Glenorchy Inspector • Resilience and Recovery Tasmania Representative • Ambulance Tasmania – Southern Operations Manager • Hobart District Nursing Service – CEO • Nyrstar Representative • Tasmania Fire Service – Derwent Group Officer • Tasmania Fire Service – Hobart District Officer • SES – Regional Coordinator • SES – Regional Manager
9. Meetings	The MEMC aims to meet twice a year unless an emergency occurs and a review of operational aspects of the Municipal Emergency Management Plan (MEMP) is required. Meetings are scheduled by the Executive Officer.
10. Nominated proxies	Chairperson proxy: Mayor or delegate Executive Officer: Deputy Municipal Coordinator
11. Sub-committees	There are no formal standing sub-committees of the Glenorchy MEMC. Recovery matters are dealt with through the MEMC.

12. Stakeholders

Stakeholder groups of Glenorchy MEMC include but are not limited to:

- Utility service providers eg. Telstra, TasNetworks, Hydro, TasWater
- Recovery service providers eg. Centrelink, St Vincent de Paul, Red Cross.

13. Plan review process

The MEMC formally reviews the MEMP every two years in conjunction with the MEMC meeting schedule. Reviews will, as a minimum, take into consideration: emerging risks and hazards and potential treatments; compliance of the plan with current legislation and policy; accuracy of content e.g. roles, procedures and contacts; functionality of the MEMP during emergencies; and comments and suggestions from key stakeholders.

APPENDIX 4: MEMC maintenance and activity schedule

Action	Responsibility	Frequency	Scheduled for conduct
Conduct meetings of the MEMC	Municipal Coordinator	Biannually	April, September
Conduct meetings of the Glenorchy Recovery Committee	Social Recovery Coordinator	Biannually	April, September
Coordinate emergency management training for selected worker member/s on rotating basis	MEMC	Annual	October
Plan, conduct and review an EM related exercise	MEMC	Annual	November
Review EM Plan and all appendices (including risk assessments and treatment strategies). Lodge plan with SREMC	MEMC	Annual	March
Review and update contact lists	Municipal Coordinator	Biannually	March, August
Attend SREMC meetings	Municipal Coordinator	Quarterly	As advised
Attend regional recovery meetings	Recovery Coordinator	Quarterly	As advised
Review Risk Treatment options in conjunction with strategic plan and budget	Municipal Coordinator	Biannually	March, September
Conduct meetings of Glenorchy Emergency Management Working Group	Municipal Coordinator	Biannually, as required	March, September

APPENDIX 5: Centres for emergency management

a Muncipal Emergency Operations Centre (EOC)

The EOC is the municipality's operational focus point for providing municipal resources and support at the request of the relevant RMA.

	Municipal location	Contact	Regional location	Contact
Primary:	Works Centre 34 Vieste Dr, Glenorchy	Manager Works (or delegate) 03 6216 6495 0475 727 766 Or Duty Supervisor after hours 6216 6800	SES Southern Region Headquarters 1/28 Bathurst St Hobart	SES Duty Officer T: 03 6173 2707

To provide accurate and timely coordination of resources in an emergency, the existing management structure will be used as far as practical. Outdoor crews across the municipality will work together under the coordination of the EOC Manager, who would take advice from the MC for managing the allocation of resources. Supervisors and team leaders will be assigned specific responsibilities as they are defined. Refer to Duty Statements and Action Cards in *Appendix 6.*

b Municipal Emergency Coordination Centre (ECC)

The ECC is the focal point for coordinating municipal consequence management activities arising from the emergency, including the activation of Council and community resources. The ECC also monitors operational activities, coordinates the provision of information to local communities and identifies and coordinates local community recovery support.

	Municipal location	Contact	Regional location	Contact
Primary:	Council Committee Room & Chambers 374 Main Road, Glenorchy	MC, Deputy MC T: 0409 242 171	SES Southern Region Headquarters 1/28 Bathurst St Hobart	Regional Coordinator T: 03 6173 2707
Secondary:	Moonah Arts Centre 23 – 27 Albert Road Moonah 7009	MC, Deputy MC T: 0409 242 171		

Refer to Refer to Duty Statements and Action Cards in *Appendix 6* and ***EMSOP 5: Customer Service and Establishment of Coordination Centre*** for specific details on establishing the ECC and the procedures to follow once staff become aware of an event, noting the following:

- All significant emergencies will be referred to the MC/DMC on roster.
- The MC/DMC will advise the General Manager, Mayor and MEMC about the emergency and that identified Council staff may be required to undertake ECC functions.
- The MC/DMC is responsible for assessing the emergency and determining the appropriateness of establishing the ECC, considering whether or not:
    - coordination of local resources is required by external agencies;
    - it is expected that significant community impact will result from the event; and/or

    - demand on resources is greater than normal operational resources available.

- Personnel required in the ECC will be determined by the MC. Depending on the emergency, the number and expertise of personnel will vary, but will generally comprise the MC, Administration Officer, Works Centre Communicator, GIS Officer, Recovery Coordinator and Communications Officer.
- All staff designated as having ECC functions will undergo appropriate training, with skills validated on a regular basis.

Telephone Operator/Administrative Officer

A staff member familiar with communications will be assigned to establish and oversee all necessary radio and telephone communications to the incident controller, support agencies, Council and SES Regional Headquarters and maintain the operations logs and status boards.

Administration staff

Council will provide staff who will be responsible for:

- operating telephones and/or radios as required
- undertaking administrative tasks as required
- ensuring the needs of ECC staff are met, eg. welfare and nourishment
- acting as messengers, if required
- maintaining event records, including using WebEOC.

GIS Officer

Council's GIS Officer will plot spatial data as required to map the location of incidents and impacts, and information about the deployment of Council resources. If Council's GIS officer is unavailable, Council may request assistance from a local, contracted provider or another member of staff. The MC can provide more information.

Liaison Officers

Each organisation involved in providing operational support in an emergency may provide a Liaison Officer to the ECC, being a person nominated to represent his/her organisation. 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.

Council may also be required to provide a Liaison Officer to support a RECC or the RMA's or Support Agency's EOC.

Customer Service Team

The Customer Service Team may become aware that an emergency situation is imminent and will:

- notify the MC that an event is potentially unfolding and normal channels are unable to cope with the volume of calls
- direct calls relating to the emergency according to instructions provided by the MC
- if the MC declares an 'Emergency Situation', be aware that an ECC will be established to respond to emergency calls
- liaise with the MC regarding after-hours operation of the call centre.

All media enquiries are to be referred to the ECC.

APPENDIX 6: Duty Statements and Action Cards

The following Duty Statements and Action Cards are designed to provide an abbreviated prompt to key emergency management personnel on the actions they need to consider when an emergency occurs. They can be extracted from the Plan and kept in a readily available location.

These arrangements are designed to be flexible and scalable and one person may fulfil more than one function, dependent upon the scale and nature of the emergency. Should the event be larger than Council's capacity to respond, the MC will seek support from the REMC.

MEMC Duty Statements

Committee

When it meets prior to or during an emergency, MEMC is to provide strategic advice on the management of emergencies where Council resources are required to support response and recovery. The committee shall also consider the following:

- nature of the emergency
- resources available to deal with the event
- task prioritisation
- communications
- business continuity
- community engagement
- recovery.

Chairperson

1. Chair the MEMC.
2. Arrange for reports to Council, on an as needs basis, covering the activities of the MEMC and related emergencies.
3. Maintain regular contact/liaison with the Municipal Coordinator and General Manager regarding MEMC and MECC administrative arrangements
4. Receive notification of emergency from the Municipal Coordinator and General Manager.
5. If appropriate, during an emergency, convene MEMC and support the Municipal Coordinator,

Executive Officer (Municipal Coordinator)

1. Undertake the role of MEMC Executive Officer and carry out the administrative functions of that role.

Committee Members

1. Provide advice within their field of expertise.
2. Coordinate and manage resources from their respective organisation in support of the MEMC.

ACTION CARD 1

Position: **MAYOR**

Responsible to: **Glenorchy City Council**

DUTIES

1. Receive notification of emergency from Municipal Coordinator/General Manager
2. Advise and inform Councillors, if appropriate
3. Maintain contact with and support Municipal Coordinator/General Manager
4. Manage ongoing information to Councillors
5. Undertake the role of Council spokesperson for the local community and for providing information to the community and media in relation to the municipal area
6. Chair or delegate chairing MEMC meetings
7. Establish and maintain links with Australian and Tasmanian Government Ministers, when appropriate.
8. Establish and maintain community profile
9. Promote and support emergency relief appeal arrangements

ACTION CARD 2

MEMC

Position: **CHAIRPERSON**

Responsible to: **Mayor/Glenorchy City Council**

DUTIES

1. Chair MEMC
2. Receive notification of emergency from Municipal Coordinator/General Manager
3. If appropriate, convene the MEMC and support the Municipal Coordinator
4. Maintain contact with & support the Municipal Coordinator and General Manager
5. If appropriate, support and liaise with the Mayor and other Councillors, including arranging reports to Council covering activities of the MEMC, MECC and related EM activities
6. Maintain regular contact/liaison with the Municipal Coordinator regarding MEMC administrative arrangements and meetings

ACTION CARD 2

ACTION CARD 3

Position: **GENERAL MANAGER**

Responsible to: **Glenorchy City Council**

DUTIES

1. Establish and maintain contact with the Mayor (and Councillors if warranted)
2. Assist the Mayor with community and media information
3. Manage ongoing information to the community and media
4. Manage ongoing information to Council staff
5. Liaise with and support the Municipal Coordinator
6. Authorise the use of resources as appropriate, outside normal operating guidelines, in support of Council's response to an emergency
7. Ensure accurate records of financial expenditure associated with the emergency are kept

ACTION CARD 4

GLENORCHY CITY COUNCIL

Position: **MUNICIPAL COORDINATOR**

Responsible to: **General Manager**

DUTIES

As prescribed in the *Emergency Management Act 2006* and include:

1. Responsible for overall management of Council's role in supporting response to the emergency
2. Notify and liaise with the Mayor, MEMC Chairperson, General Manager and other MEMC members of the emergency or potential emergency
3. Ensure the MEMC Chairperson is fully briefed
4. Activate the municipal EOC and MECC as appropriate, and assist the Manager Works with EOC resourcing
5. Manage functions, resources and activities in the MECC
6. Liaise with emergency services
7. Liaise with the Regional Controller, as appropriate, and the Regional Coordinator
8. As MEMC Executive Officer, convene MEMC meetings and liaise with members
9. Represent Council at SREMC meetings
10. Lead activities in accordance with the MEMP
11. Liaise with the Municipal Recovery Coordinator and regional recovery authorities

ACTION CARD 5

Position: **DEPUTY MUNICIPAL COORDINATOR**

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

DUTIES

As prescribed in the *Emergency Management Act 2006* and include:

1. Assist the Municipal Coordinator in all duties
2. Act as Municipal Coordinator in their absence
3. Participate and contribute to the work of the MEMC and MECC

ACTION CARD 6

GLENORCHY CITY COUNCIL

Position: **RECOVERY COORDINATOR**

Responsible To: **Municipal Coordinator**

DUTIES

1. Receive notification of emergency from Municipal Coordinator
2. Identify and establish an Evacuation Centre or other Community Centre, as requested by the Municipal Coordinator
3. Notify and liaise with appropriate recovery organisations and personnel
4. Liaise and maintain contact with Resilience and Recovery Tasmania (DPAC), including throughout the provision of services to the community
5. Maintain contact with and support the Municipal Coordinator
6. Manage assessment of community needs, with support from SREMC
7. Manage and maintain the activities of an Evacuation Centre or other Community Centre, including recording expenditure associated with the emergency
8. Participate in and contribute to the work of the work of the MEMC and MECC

ACTION CARD 7

GLENORCHY CITY COUNCIL

Position: **EOC MANAGER (MANAGER WORKS OR DELEGATE)**

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

DUTIES

1. Receive notification of emergency from Municipal Coordinator
2. Ensure identified plant, equipment and other resources are available
3. Coordinate field operations relevant to the emergency
4. Establish and manage the EOC as requested by the Municipal Coordinator
5. Maintain contact with and support Municipal Coordinator
6. Record expenditure associated with the emergency
7. Participate in and contribute to the internal Emergency Management Working Group

ACTION CARD 8

GLENORCHY CITY COUNCIL

Position: **EVACUATION CENTRE MANAGER (RECOVERY COORDINATOR)**

Responsible To: **Municipal Coordinator**

DUTIES

1. Receive notification of emergency from Municipal Coordinator
2. Establish Evacuation Centre and other Community Centres, as requested
3. Acquire and provide human/physical resources to sustain the operations of the Evacuation Centre
4. Maintain safe and effective coordination of activities at the Evacuation Centre
5. Maintain liaison with and support Municipal Coordinator and Deputy Municipal Coordinator

ACTION CARD 9

GLENORCHY CITY COUNCIL

Position: **ECC LOGISTICS COORDINATOR**

Responsible To: **Municipal Coordinator**

DUTIES

1. Receive notification of emergency from Municipal Coordinator
2. Assist with the establishment of an EOC and the MECC, as requested
3. Acquire and supply human/physical resources to sustain the operations of these centres
4. Maintain liaison with and support Municipal Coordinator and Recovery Coordinator

ACTION CARD 10

GLENORCHY CITY COUNCIL

Position: **ECC ADMINISTRATION OFFICER**

Responsible To: **Municipal Coordinator**

DUTIES

1. Receive notification of emergency from Municipal Coordinator
2. Assist with the establishment of an EOC and the MECC as requested
3. Support officers within the MECC with any administrative and other miscellaneous activities including phone calls, radio calls, nutritional provisions
4. Maintain contact with and support the Municipal Coordinator and Recovery Coordinator

APPENDIX 7: Standard Operating Procedures

When first advised of an emergency or potential emergency, the following roles and responsibilities will be followed. Council also maintains a series of Emergency Management SOPs (EMSOPs) to complement this MEMP. A list of these is provided at *Appendix 1*.

First alert – Municipal Coordinator (MC)

When first alerted about an emergency or potential emergency the MC must:

a assess the necessity to establish the MECC and/or EOC

b contact the Manager Works to alert/activate response EOC teams/supervisors and other potentially affected operational areas as deemed appropriate

c notify Council's General Manager

d notify the Media Officer/Executive Officer

e contact the staff who may have a direct role in the emergency.

If the first alert is received outside usual working hours, the MC must re-assess and determine the appropriate people to contact, including the Duty Officer. Such contact will depend on the type and extent of the incident.

Liaison with emergency services

In the event of an emergency within the municipal area that threatens life and/or property, the MC will liaise with emergency services and SREMC through the Regional Coordinator or Regional Controller, who will arrange for briefings from the RMA. These briefings will identify the role of Council and the physical and human resources that may be required to assist.

Bushfire

The MC will be advised of days of total fire ban declared by the TFS and days of increased fire risk. This will provide the trigger to alert Council staff to be vigilant in identifying fire outbreaks and monitoring the situation.

Should any Council employee become aware of a fire that may have the potential to threaten any residential area of Glenorchy it will be reported immediately to TFS (phone 000) in the first instance, and then the MC. The MC shall contact the Manager Works or other nominated officer to be responsible for the coordination of information and response.

Council's employees are not required to provide frontline firefighting capability, however, support to the TFS will be provided in mop-up operations when the major fire risk has abated.

Flood

SES receives flood alerts and warnings from BOM and for conveys that advice to local government authorities that may be affected by potential floods.

Council is responsible for supporting the community during a flood emergency. The MC will be provided with advice on the potential for flood events, the possible extent of flood inundation, and the resources available from SES to assist with flood mitigation actions. If evacuation is required, the decision to evacuate will be made by the RMA (SES) in consultation with the Regional Controller.

Depending upon the severity of the event and potential for flooding, the MC may request the Manager Works to move all available crews to flood response operations and activate the EOC.

Storms

SES receives storm warnings from BOM and conveys that advice to the local government authorities that may be affected. The MC will be advised of any severe weather warnings that are issued by BOM that indicate an impact within the Glenorchy municipal area.

SES will provide initial response to any report of structural damage. In severe events, Council may be requested to support SES in responding to calls for assistance from the community. This request will be received through the MC. Depending upon the severity of the event, the MC may request the Manager Works to move all available crew to flood response operations and, if necessary, activate the EOC.

APPENDIX 8: Evacuation centres

This list summarises locations that may be useful for managing emergencies.

Centre, location title and contact	Facilities	Location	Normal usage	Could be used for	Comments
Metro Football Club ground Contact: Ben Atkin PH: 0419 108 726 Or out of hours Council emergency number 62166800 Capacity – 350	Kitchen facilities Large hall space and smaller separate rooms suitable for meeting room Tables and chairs Internet capability toilets and showers, lift access to changing rooms downstairs. Large grounds for animals, Good carparking space	155 Allunga Road, Chigwell, 7011	Daily	Assembly Evacuation Centre Information	May be cut off in flooding Primarily for bushfire evacuation Disability accessible facility
Moonah Community Centre Contact: Ben Atkin PH: 0419 108 726 Or out of hours Council emergency number 62166800 Capacity – 300	Commercial kitchen Large hall space 2 smaller breakout spaces Smaller office area Internet capability Tables and chairs 2 Male toilets, 1 urinal, 3 Female toilets, 1 unisex toilet and 1 staff toilet	7 Gormanston Road, Moonah	Daily	Assembly Evacuation Centre Information	Located next to Benjafield Park and barbecue area Walking distance from Moonah CBD, childcare centre and Multicultural Hub Limited parking Off main road – may be difficult for people to locate easily
Moonah Arts Centre Contact: PH: Andy Clark 0421 009 776 PH: General number business hours 6214 7633 Capacity – 100	Unisex toilets and accessible toilet Commercial kitchen Kiosk/server area Screen & Projector Office spaces Additional small kitchen Large performance space for main room and two additional spaces suitable for smaller groups and meeting room Fenced outdoor courtyard Tables and chairs Internet capability	23-27 Albert Road, Moonah	Occasional	Assembly Evacuation Centre Recovery Information	Close to shops, services and bus route Near shopping centre Car parking

Information and Recovery Centres

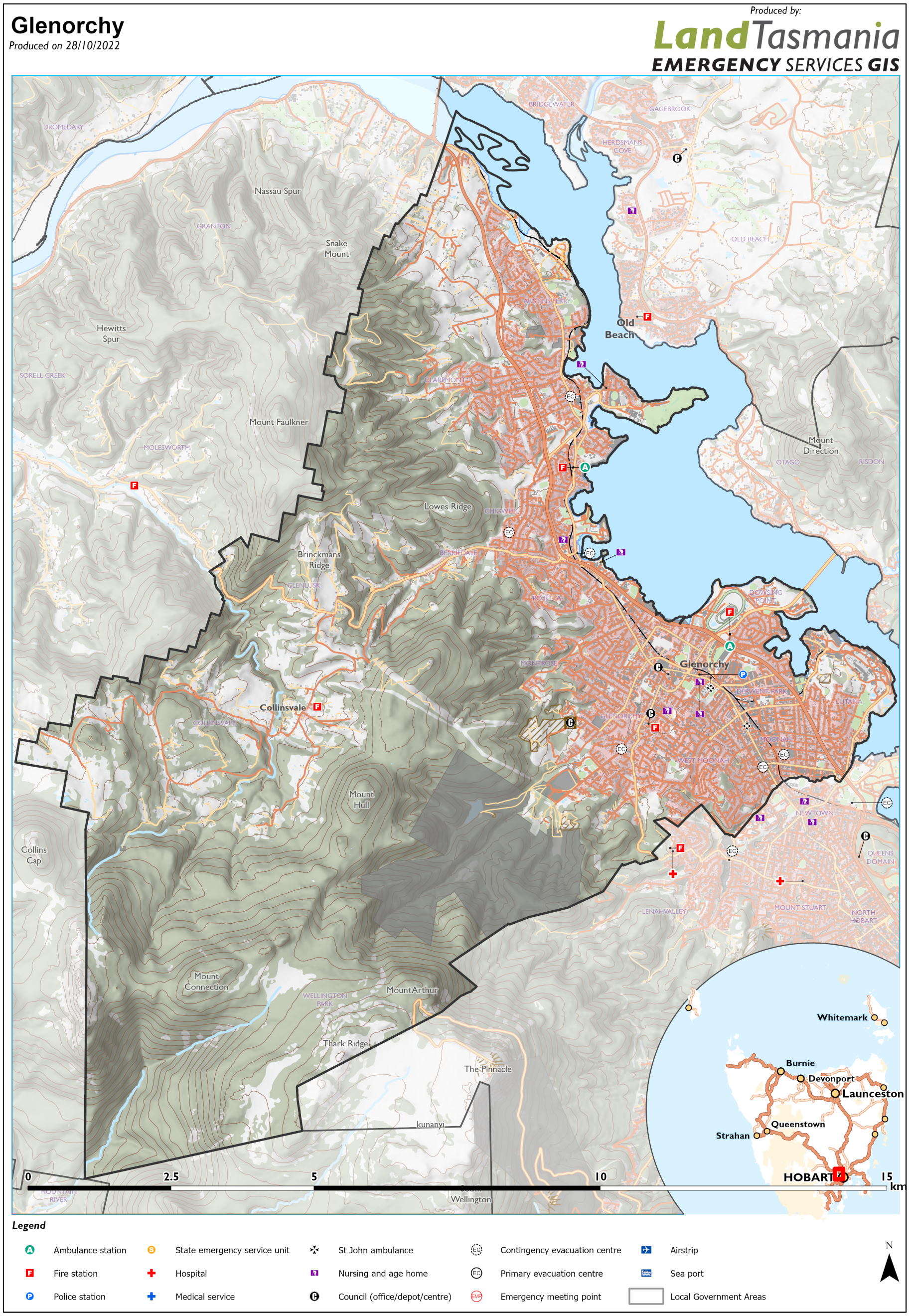
Berriedale Community Centre Contact: Ben Atkin PH: 0419 108 726 Or out of hours Council emergency number 62166800 Capacity – 100	1 male, 2 urinal, 2 female toilets and 1 unisex accessible toilet One large room ground level & smaller room and office space upstairs Commercial kitchen Office space-computers on ground level Internet capability Small outdoor grassed barbecue area	631 Main Rd Berridale	Occasional	Assembly Evacuation Centre Recovery Information	Close to shops, bus route, Chigwell and Bucaan community centres and the Child and Family Centre Has own carpark
Chigwell Barn Contact: Ben Atkin PH: 0419 108 726 Or out of hours Council emergency number 62166800 Capacity – 150	Adjacent to large Reserve 1 male, I urinal and 2 female toilets No accessible toilet Large hall space Kitchen for warming food/server Small breakout room Minimal tables and chairs Storage cupboards Internet capability	10 Bucaan St Chigwell	Daily	Assembly Evacuation Centre Recovery Information	Adjacent to Bucaan Community House, BBQ area and small shopping centre Has own carparking
Tolosa Hall Contact: Ben Atkin PH: 0419 108 726 Or out of hours Council emergency number 62166800 Capacity – 200	2 male, 2 single urinals, 3 female toilets and 1 unisex accessible toilet Kitchen for warning food Tables and chairs 1 large hall space Smaller space suitable for meeting room/office Internet capability	148 Tolosa St Glenorchy	Occasional	Assembly Evacuation Centre Recovery Information	Limited infrastructure Limited parking Near built-up area Close to Tolosa Park and Dominic College

APPENDIX 9: Nearby Safer Places (A Place of Last Resort)

Nearby safer places where people can shelter during bushfires. Sheltering at a nearby safer place is not without risk during an emergency.

TFS identifies Nearby Safer Places and lists these in *Community Bushfire Protection Plans.* Glenorchy refers to these places as Places of Last Resort as safety cannot be guaranteed and it is preferred that people evacuate earlier and safely.

Nearby Safer Places are identified below:

Row	Nearby Safer Place	Location	Community Bushfire Protection Plan	Fire Danger Rating/Index	Comments
1	Abbotsfield Park Claremont	Adelphi Rd Claremont	Granton Area	Catastrophic 100+	Sportsground
3	Rosetta Primary School	1 Riverview Pde Rosetta	Glenorchy Area	Catastrophic 100+	School buildings, toilets, sportsground
4	Chapel St Reserve	Chapel St Glenorchy	Glenorchy Area	Catastrophic 100+	Open Reserve
5	Dominic College Soccer Grounds	Tolosa St Glenorchy	Glenorchy – Lenah Valley Area	Catastrophic 100+	Open Reserve
6	Collinsvale Reaction Ground & War Memorial Hall	14 Hall Rd Collinsvale	Collinsvale Area	Catastrophic 100+	Sportsground, buildings, toilet
7	Jim Bacon Reserve	Devines Rd West Moonah	Glenorchy – Lenah Valley Area	Catastrophic 100+	Open reserve

APPENDIX 10: Map of municipality and location of key services