

# **HOTHAM**

Mount Hotham Resort Management Board



## **MOUNT HOTHAM RESORT MANAGEMENT BOARD**

### **MUNICIPAL EMERGENCY MANAGEMENT PLAN**

**2015 -2018  
Audited Plan - October 2015**

(This plan is made available for public viewing with the understanding that a review is currently in progress to implement recommendations of the VICSES auditors.)

**MT HOTHAM RESORT MANAGEMENT BOARD  
EMERGENCY MANAGEMENT PLAN**

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***FORWARD***

The economic and social effects of emergencies, including loss of life, destruction of property, and dislocation of communities are inevitable. Mt Hotham Resort Management Board (the Board) has been subjected to emergencies that have resulted in damage to property and disruption to the community.

Coping with hazards gives the reason and focus for planning. Hazards exist within all communities whether they are recognised or not. The priority in an emergency is to provide timely support to the affected community and to ensure the social and economic impact is minimised.

To ensure Mt Hotham Resort Management Board has appropriate management strategies for all emergencies, the Board has prepared a Municipal Emergency Management Plan (MEMP) in accordance with the requirements of Section 20(1) of the Emergency Management Act 1986.

This MEMP is one component of a broader framework that enables the Board to identify hazards, determine risks, and prepare for emergencies to strengthen community resilience and capability.

The Board is committed to working in partnership with the community, emergency services, and other agencies and management authorities, to prevent and minimise the occurrence of emergency events and their impact on community wellbeing, including social, economic, and the natural and built environments.

This Plan has been prepared to align with the Victorian Emergency Management Arrangements and should be read in conjunction with the Emergency Management Manual Victoria at:  
[www.emv.vic.gov.au](http://www.emv.vic.gov.au)

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***MEMPC CONTACT DIRECTORY***

***Committee Members:***

Position or Organisation	Name	Contact Number	Email
Chairman Municipal Emergency Manager (MEM)	General Manager MHRMB		
Emergency Response Coordinator (MERC)	Senior Sergeant Victoria Police		
Municipal Emergency Response Officer (MERO)	Manager Technical & Environmental Services MHRMB		
Deputy Municipal Emergency Response Officer (Deputy MERO)	Winter Operations Manager MHRMB		
Municipal Recovery Manager (MRM)	General Manager MHRMB		
Acting Deputy Municipal Recovery Manager (Deputy MRM)	Compliance & Risk Mgmt MHRMB		
Ambulance Victoria	Team Manager Bright Branch Hume Region		
CFA	Operations Officer District 24		
DELWP	Fire & Land District Manager Ovens Hume Region		
Acting Executive Officer	Min Martin, Executive Assistant MHRMB		
Medical Representative	Doctor in charge Mt Hotham Medical Centre (winter) Bright Medical Centre (summer)		
MHSC	General Manager - Operations		
Parks Victoria	Ranger in Charge, Fire and Emergency Operations North East District		
VICSES Bright	Unit Controller Bright Branch		
DHHS	Manager Emergency Management East Division		

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***Invited Attendees:***

Organisation	Name & Position	Contact Number	Email
CFA	Operations Manager  Regional Officer District 24		
Police Representative	Duty Officer (on mountain at the time)		
Ski Patrol Director	MHRMB		
Mt Hotham Chamber of Commerce	President		
Municipal Building Surveyor	Alpine Building Permits & Consultants		
Environmental Health Officer	Indigo Shire Council		
VICSES	Regional Officer North East, Hume Region		
Ambulance Victoria	Paramedic		
AusNet Services	Electricity Network Representative		
Department of Health and Human Services	Emergency Management Coordinator Hume Region East Division		
Alpine Shire	Emergency Management Coordinator		
VicRoads	Manager Planning North Eastern Region		
Hotham Airport	Manager Airport Operations		
Victoria Police	Emergency Management Inspector & Response Coordinator Hume Region		



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***CONTROL AND SUPPORT AGENCIES***

Emergency/Threat	Control Agency	Key Support Agency
Aircraft, Civil	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	Ambulance Victoria - 000 CFA VICSES - 132500 MHSC MHRMB
Aircraft, Military	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	Ambulance Victoria - 000 CFA VICSES - 132500 MHSC MHRMB
Aircraft, Unregistered	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	Ambulance Victoria 000 CFA VICSES - 132500 MHRMB
Aerial cable way (Chairlifts)	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	WorkSafe MHSC VICSES - 132500 Ambulance Victoria - 000
Animal Welfare	DELWP Customer Service Centre (for native animals) 136 186	RSPCA MHRMB
Avalanche	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	Ambulance Victoria – 000 VICPOL VICSES - 132500 MHSC MHRMB
Boiler or Pressure Vessels	CFA Captain Mt Hotham  Operations Officer, District 24	Ambulance Victoria 000 VICSES 132500 WorkSafe MHRMB
Building Structure Collapse (not fire related)	VICSES – 13 2500 Regional Officer, North East, Hume Region	Ambulance Victoria - 000 CFA VICPOL MHSC MHRMB
Commonwealth Resources	ADF 1300 333 362 (Defence National Switchboard) EMA	Defence Forces
Communications (Coordinated through a designated Resort Communications Officer)	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	ESTA - 000 WICEN MHRMB
Dams	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	VICSES 132500  Other MEMPlan Agencies as required

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Emergency/Threat	Control Agency	Key Support Agency
Dangerous Goods & Hazardous Materials	CFA Captain Mt Hotham  Operations Officer, District 24	Ambulance Victoria - 000 VICPOL VICSES - 132500
Deceased Persons, Identification	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	Coroners Court Victoria (CCoV)
Detection of Emergency Locator Transmitters	CASA 13 17 57	Airservices Australia
Earthquake	VICSES – 13 2500 Regional Officer, North East, Hume Region	Other MEMPlan Agencies as required
Electrical Safety and Restoration of Service	AusNet Services	Energy Safe Victoria
Emergency call taking and dispatch	ESTA	
Emergency Medical Care and/or Transport	Ambulance Victoria - 000	Bright Medical Centre Mt Hotham Medical Centre (winter only)
Emergency Relief Centres or shelters	MHRMB 28 Great Alpine Road, Hotham Heights	VICSES - 132500
Environmental Impact Assessment	EPA - 1300 372 842	DELWP PV
Evacuation	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	VICSES 132500 MHRMB
Explosion Gas, LPG Tanks, LPG Gas escape, asphyxiation, fire and building supplied with reticulated LPG	CFA Captain Mt Hotham  Operations Officer, District 24	Ambulance Victoria - 000 VICPOL VICSES 132500 MHRMB
Explosive Devices	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	Ambulance Victoria - 000 CFA VICSES - 132500 MHRMB
Extreme Weather, Storms or Snowfalls	VICSES – 13 2500 Regional Officer, North East, Hume Region	Ambulance Victoria - 000 VICPOL CFA MHSC MHRMB
Fire, Country	CFA Captain Mt Hotham  Operations Officer, District 24	MHRMB VICPOL VICSES - 132500 Ambulance Victoria - 000
Fires, Forest, National Parks and Public Lands	DELWP Fire & Land District Manager, Ovens Hume Region	CFA MHRMB VICPOL VICSES - 132500 Ambulance Victoria - 000

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Emergency/Threat	Control Agency	Key Support Agency
First Aid	Ambulance Victoria 000 (Emergencies)	St John Ambulance Bright Medical Centre Mt Hotham Medical Centre (winter only)
Floods	VICSES – 13 2500 Steve Schneider - (03) 9256 9655 Regional Officer, North East, Hume Region	VicRoads - 131170 VICPOL MHSC Ambulance Victoria – 000 CFA
Food and Water	MHRMB (with support from local businesses)	Red Cross (State Duty Officer - 24/7 contact)
Food or Water Poisoning or Wilful Contamination & Human Disease	DHHS Manager Emergency Management, East Division	MHRMB VICPOL Ambulance Victoria - 000
Food supply manufacturing & logistics	MHRMB (with support from local businesses)	DELWP (General Enquiries)
Lifts and Cranes	CFA Captain Mt Hotham  Operations Officer, District 24	MHSC WorkSafe
Mas Hypothermia	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	MHRMB VICSES - 132500 CFA MHSC Ambulance Victoria - 000
Media Relations	Control Agency	VICPOL
Non Food Items	MHRMB (mattresses & blankets)	Salvation Army
Oil Spills & Pollution about to flow into inland waters	CFA Captain Mt Hotham  Operations Officer, District 24	VICPOL VICSES - 132500 EPA - DELWP MHRMB
Oil Spills & Pollution already flowing into inland waters	EPA	VICPOL VICSES - 132500 CFA
Plague, Plant, Pests & Diseases	DELWP Fire & Land District Manager, Ovens Hume Region	VICPOL
Psychological First Aid	MHRMB	DHHS (Hume Region – Benalla) VCC Red Cross (24/7 contact)
Public Warnings	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	BOM <a href="http://www.bom.gov.au/australia/warnings/">www.bom.gov.au/australia/warnings/</a> MHRMB
Radioactive Materials Incidents	DHHS Leo Ryan - (03) 58321530 (Hume Region – Benalla)	CFA VICPOL VICSES - 132500 Ambulance Victoria - 000

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Emergency/Threat	Control Agency	Key Support Agency
Registration and inquiries	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	Red Cross (24/7 contact) (Register.Find.Reunite)
Relocations	Control Agency	VICPOL VICSES - 132500 MHRMB
Road	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	VicRoads VICSES - 132500 CFA Ambulance Victoria - 000 MHRMB
Search & Rescue, Land and Water	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	VICSES - 132500 CFA Ambulance Victoria - 000 MHRMB
Threats to Life or Property	Victoria Police - 000 Mt Hotham Police Station (winter only) Bright Police Station Omeo Police Station	Other MEMPlan Agencies as required
Translation and Interpreting Services	Victorian Interpreting and Translating Service	
Transport, Engineering and Services Support	VicRoads  North East Region – Benalla, Works Coordinator	Other MEMPlan Agencies as required
Trenching	CFA Captain Mt Hotham  Operations Officer, District 24	Ambulance Victoria - 000 VICSES - 132500 VICPOL
Tunnelling	CFA Captain Mt Hotham  Operations Officer, District 24	Ambulance Victoria - 000 VICSES - 132500 VICPOL
Weather Information and Forecasting	Bureau of Meteorology (BOM) <a href="http://www.bom.gov.au">www.bom.gov.au</a>	
Work place/work related investigations and technical support	Worksafe	

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***PART 1 INTRODUCTION***

**1.1 MUNICIPAL ENDORSEMENT**

This plan has been produced and with the authority of Mt Hotham Resort Management Board, pursuant to Section 20(1) of the Emergency Management Act 1986.

The Board understands and accepts its roles and responsibilities as described in Part 4 of the Emergency Management Act 1986.

This plan is the result of the co-operative efforts of the planning committee after consultation with those agencies and organisations identified therein.

Document Title:	Municipal Emergency Management Plan
Version Number:	Final Version pre audit
Date of Release:	October 2015

Approved by:                      Jon Hutchins  
   Chief Executive Officer .....

   Position Title    Signature    Date

1.2 AUDIT CERTIFICATE



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### **1.3 AIM**

The aim of the Mt Hotham Resort Management Board Municipal Emergency Management Plan is to detail the agreed arrangements for the prevention, the response to, and the recovery from emergencies that could occur in the Mt Hotham Alpine Resort as identified in Part 4 of the *Emergency Management Act 1986*, read in conjunction with the *Emergency Management Act 2013*. In addition the document is aligned to the *State Controller's Intent Statement* (Appendix 26).

### **1.4 OBJECTIVES**

The broad objectives of this Plan are to:

- a) Implement measures to prevent or reduce the causes or effects of Emergencies;
- b) Manage arrangements for the utilisation and implementation of Resort resources in response to emergencies;
- c) Manage support that may be provided to or from adjoining Resorts and/or Municipalities;
- d) Assist the affected community to recover following an emergency; and
- e) Complement the Resort, Regional and State planning arrangements.

### **1.5 ACCESS TO THE MEMP AND SUPPORTING DOCUMENTS**

#### **1.5.1 HARD COPIES**

Hard copies of the Plan are circulated to the distribution listing as per Appendix 5.

#### **1.5.2 ELECTRONIC COPIES**

Electronic copies of the Board MEMP and Supporting Documents are referred to and can be accessed on the MHRMB Server.

Access can be provided to external parties with approval being through the MERO or MRM.

This allows:

- The most current documents to be available;
- Documents to be available remotely; and
- Reduces risks associated with accessing the Board server.

## **PART 2 BACKGROUND**

### **2.1 CONTEXT**

Mt Hotham Alpine Resort is one of Victoria's six designated alpine resorts. The Resort was originally created by the *Mt Hotham Alpine Resort Act 1972* and subsequently amended by the *Alpine Resorts Act 1983*, and the *Alpine Resorts(Management) Act 1997*.

The Resort is located on the Great Alpine Road and can be accessed through both Bright and Omeo. It is 460 km from Melbourne via Bairnsdale and 370 km via Wangaratta. The Mt Hotham Airport located on the Omeo side of the Resort offers an alternative access.

Snowfalls that create and maintain a persistent snow cover usually begin about mid June and continue intermittently until early October each year. Accumulated snow depth builds up to an average of 170cm but can peak at 300cm.

The average minimum winter temperature is -4°C with extremes of -10°C common. In summer the monthly maximum temperatures vary from 30°C at the lowest elevations to 15°C at the highest elevations. Days are hot and dry at lower elevations and cooler and windier higher up the mountain. Summer temperatures may reach a maximum of 26°C with a more common range of 12° - 18°C.

Rainfall is greatest during the winter months with the topography having a large influence. The greatest falls have been recorded at high elevations with a north westerly orientation. Significant rainfall through storm activity is common throughout the summer months.

### **2.2 AREA CHARACTERISTICS**

#### **2.2.1 TOPOGRAPHY**

Located in North East Victoria, Mt Hotham has a summit of 1,861 metres elevation and the snowline altitude is 1,100. Mt Hotham is located in a mountainous area comprising sharp and slightly rounded peaks connected by ridge lines that are incised by steep water courses and gullies. The main village area is at an elevation of 1750 metres with the highest year-round accessible sealed road in Australia, reaching 1845 metres near 'The Cross' along the Great Alpine Road.

To the North East of the summit is a ridge known as Loch Spur, which leads to Mary's Slide, the Orchard and eventually Mt Loch. To the East of Mt Hotham, the land falls steeply into the valley of Swindler's Creek. This is a highly active watercourse, which runs from its source on Mt Loch, past the Plains of Heaven and beyond. The Dargo, Kiewa and Cobungra rivers also rise in the Resort. The Eastern side of Swindler's Creek climbs approximately 300 metres to a ridge running south from Mt Loch.

The Resort has 120 hectares of area available for downhill skiing and 23 kilometres of cross country ski trail. The downhill ski terrain ranges from relatively open and flat ridge areas to steep valley sides.



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The major vegetation communities include Alpine Herb fields, Heathlands and Grasslands found on the most exposed areas of the Resort, namely mountain peaks and ridgelines. Snow Gum Woodlands are widely distributed throughout the Resort and occur at an elevation of between 1,400 and 1,700 metres.

Mountain Gums and Snow Gum Forests are abundant within the Resort on the northern and gentle slopes at lower elevations between 1,200 to 1,500 metres. Understoreys are generally heathy with scattered shrubs with areas of Black Mallee woodland also common.

### **2.2.2 DEMOGRAPHY**

There are no individual townships within the Resort. The Village Guides (Appendix 1) show the location of the individual accommodation houses throughout the Resort. During the declared winter season most of these are fully occupied with the capacity being between 4,500 and 5,000 people. There are approximately 25 residents during the green season.

The primary industry within the Resort is the ski industry. The average number of visitor days to the Resort over the declared winter season is approximately 343,000. The Resort is populated primarily during winter. There are minimal visitors to the Resort during other times however they can peak to around 200 visitors during green season events. The activities pursued are mainly hiking, four wheel driving, and interpretative walks.

## **2.3 VULNERABLE PERSONS: COMMUNITY ORGANISATIONS & FACILITIES**

There are no vulnerable persons or community organisations or facilities within the Mt Hotham Alpine Resort.

## **2.4 MUNICIPAL LOCATION MAPS**

A set of maps detailing the area covered by this plan can be found in Appendix 2.

## **2.5 HISTORY OF EMERGENCIES**

The history of major emergencies in this Municipality have been largely related to bushfires and missing persons primarily through the extreme and hostile weather conditions for six months of the year. Unfamiliarity of the environment by its visitors is also a prime cause.

The table below summarises the record of major incidents over the past 16 years.

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**HISTORICAL DATA**

SEARCH AND RESCUE	SKIFIELDS 1999,2000, 2001, 2002, (RAZORBACK SPUR/BIG DIPPER), 2003, 2005, (FATALITY IN UNPATROLLED AREA OF MCCUTCHINS SHOULDER), 2006, (AUSSIE DRIFT INTO DARGO RIVER) 2009 2011 (FATALITY AT FEATHERTOP) <b>2012</b> <u>NB.</u> SEVEN INSTRUCTORS BECAME DISORIENTATED WHILE EXPLORING THE GOLDEN POINT AREA. THEY ENDED UP EAST OF THE AREA AND DOWNSTREAM IN SWINDLERS CREEK, AFTER WALKING UPSTREAM. PHONE CONTACT WAS MADE AND THE PARTY WALKED OUT TO RESCUERS IN THE BIG SPUR AREA.
BUSHFIRES	2003, 2006, <b>2013</b> <u>NB.</u> THE 2013 HARRIETVILLE/FEATHERTOP FIRE WAS IGNITED BY LIGHTNING STRIKE ON 21 <sup>ST</sup> JANUARY 2013 NEAR THE TOWNSHIP OF HARRIETVILLE. OVER 30,000 HECTARES WERE BURNT INCLUDING AREAS OF THE MOUNT HOTHAM ALPINE RESORT.
PLANE CRASH	2005
SNOWMOBILE CRASH	2000
HOUSE FIRES	2002 (IN BASIN AREA IN GREEN SEASON)
MAJOR RAIN EVENT	<b>2010</b> (CLOSURE OF BLUE RIBBON – SWINDLER’S CREEK FLOODING, SNOW WATER AVALANCHE) <u>NB.</u> EXTENSIVE RAIN FALL OCCURRED WITHIN THE RESORT. AS A RESULT, THE VILLAGE CHAIRLIFT SUFFERED A LAND SLIP FROM THE SOUTH SIDE SLOPE WHICH DESTROYED THE BOTTOM VILLAGE CHAIR TICKET HUT. THERE WERE NO SERIOUS INJURIES. THE VILLAGE CHAIRLIFT ITSELF WAS NOT DAMAGED AND WAS FULLY OPERATIONAL LATER THAT WEEK.
HELICOPTER CRASH	1993
AVALANCHES	2007, 2008, <b>2010</b> <u>NB.</u> A SNOW-WATER AVALANCHE DOWN THE TWO MICK’S GULLY BEHIND THE VILLAGE CHAIR RESULTING IN THE DESTRUCTION OF THE VILLAGE CHAIR TICKET BOX.
FREEZE/THAW PHENOMENA	2002 (FATALITY) ANNUAL
VEHICLE & MOTOR BIKE ACCIDENTS	ANNUAL
BUS NEAR MISS	ANNUAL

## ***PART 3 PLANNING ARRANGEMENTS***

### **3.1 PLANNING STRUCTURES AND RESPONSIBILITIES**

....activities which seek to eliminate or reduce the impact of hazards themselves and/or to reduce the susceptibility and increase the resilience of the community subject to the impact of those hazards..... (Emergency Management Australia)

#### **3.1.1 MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE (MEMPC)**

This Committee is formed pursuant to Section 21(3) & (4) of the Emergency Management Act 1986, to formulate a plan for the Resorts consideration in relation to the prevention of, response to and the recovery from emergencies within the Mt Hotham Alpine Resort.

Due to the location and composition of the Resort, the most effective way to plan and manage all aspects of emergency management is through having one planning committee that encompasses Emergency Planning, Prevention, Response, Recovery and Relief. This model has been adopted by the Municipal Emergency Management Committee and has been in force since 1999.

The following persons make up the Emergency Management Planning Committee:

<b>POSITION</b>	<b>INCUMBENT</b>
CHAIRMAN MUNICIPAL EMERGENCY MANAGER (MEM)	General Manager Resort Management Board
EMERGENCY RESPONSE COORDINATOR (MERC)	Senior Sergeant Doug Incoll, Victoria Police
MUNICIPAL EMERGENCY RESPONSE OFFICER (MERO)	Manager Technical & Environmental Services Resort Management Board
DEPUTY MUNICIPAL RESPONSE MANAGER (DEPUTY MERO)	Winter Operations Manager Resort Management Board
MUNICIPAL RECOVERY MANAGER (MRM)	General Manager Resort Management Board
DEPUTY MUNICIPAL RECOVERY MANAGER (DEPUTY MRM)	Executive Assistant Resort Management Board
MHSC	General Manager - Operations
CFA	Operations Officer District 24
MEDICAL REPRESENTATIVE	Doctor in Charge Mt Hotham Medical Centre
DHHS	Manager Emergency Management East Division
AMBULANCE VICTORIA	
VICSES BRIGHT	Controller
DELWP	
PARKS VICTORIA	
EXECUTIVE OFFICER	Executive Assistant Resort Management Board

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The following persons are invited to attend Committee meetings:

**COMMITTEE MEETING ATTENDEES**

<b>POSITION</b>	<b>INCUMBENT</b>
<b>CFA</b>	Operations Manager Regional Officer Region 24
<b>POLICE REPRESENTATIVE</b>	Duty Officer on Mountain at the time
<b>SKI PATROL DIRECTOR</b>	
<b>MT HOTHAM CHAMBER OF COMMERCE</b>	President
<b>MUNICIPAL BUILDING SURVEYOR</b>	
<b>ENVIRONMENTAL HEALTH OFFICER</b>	Indigo Shire Council
<b>VICSES</b>	Regional Officer
<b>AMBULANCE VIC.</b>	Ambulance Paramedic
<b>AUSNET SERVICES</b>	
<b>HEALTH AND HUMAN EMERGENCY SERVICES</b>	
<b>ALPINE SHIRE</b>	Emergency Management Coordinator
<b>VIC ROADS</b>	
<b>HOTHAM AIRPORT</b>	Manager Airport Operations
<b>VICTORIA POLICE</b>	Emergency Management Inspector & Response Coordinator

**3.1.2 MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE FUNCTIONS**

Mt Hotham Resort Management Board accepts responsibility for management of Resort resources and the coordination of community support to counter the effects of an emergency during both the response to and recovery from emergencies.

This includes planning for:

1. The provision of emergency relief to those persons responding to or affected by during the response phase;
2. The provision of resource supplementation to Control and Relief agencies during response and recovery;
3. Resort assistance to agencies during the response to and recovery from emergencies;
4. The assessment of the impact of the emergency; and
5. Recovery activities with the Resort, in consultation with Department of Health and Human Services.

**3.1.3 MUNICIPAL FIRE MANAGEMENT PLANNING SUB COMMITTEE (MFMP)**

The Municipal Fire Management Planning Committee is a subcommittee of the MEMPC. Part 6A of the EMMV, Guidelines for Municipal Fire Management Planning outlines the terms of reference for the Committee (Appendix 3), identifies their minimum core membership and requires the development of a Municipal Fire Management Plan (Appendix 9.3).

The MFMP Terms of Reference were endorsed by the MEMPC on the 22nd November 2011.

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The purpose of the MFMP is to provide a forum for building and sustaining organisational partnerships with regards to fire management, and to ensure that plans of individual agencies are linked effectively so as to complement each other.

This is facilitated by the MFMP having representation from key stakeholder organisations with respect to fire management within the Mt Hotham Alpine Resort.

**3.1.4 MEMBERSHIP OF THE MFMP**

<b>POSITION</b>	<b>INCUMBENT</b>
<b>CHAIR</b>	General Manager Resort Management Board
<b>DEPUTY CHAIR</b>	CFA Operations Officer, District 24 (North East Region)
<b>CFA</b>	Brigade Captain Mt Hotham/Dinner Plain CFA
<b>DEPARTMENT OF ENVIRONMENT, LAND, WATER &amp; PLANNING</b>	
<b>PARKS VICTORIA</b>	

**3.1.5 MUNICIPAL FIRE MANAGEMENT PLANNING COMMITTEE FUNCTIONS**

The role of the Committee is to:

- Plan for fire management in a manner that coordinates fire management activities across agencies;
- Provide information to and engage with the community on matters related to fire management planning;
- Develop a Municipal Fire Management Plan and monitor, review and report on its delivery;
- Advocate to the Regional Strategic Fire Management Planning Committee for municipal fire management needs;
- Work with the MEMPC to align planning activities; and
- Share knowledge and create an environment of continuous improvement.

**3.1.6 EMERGENCY MANAGEMENT TEAM**

In order to carry out its management functions, the Mt Hotham Resort Management Board will form an Emergency Management Team (EMT). The EMT will provide support to the EMT Chair (the controllers/coordinators for the respective phase of emergency management which is responsible for directing the actions of agencies) with a wide information base.

The EMT coordinates the activities of agencies with roles and responsibilities in emergency management in order to present the community with a unified approach during the readiness for, response to and recovery from an emergency.

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The EMT assists the EMT Chair to more easily identify risks, establish priorities and identify actions to mitigate the priority risks and the agencies responsible for action. This information forms the basis of a unified agency plan for managing the particular phase of the emergency.

The EMT Chair will task support agency or functional commanders to implement a strategy or to provide resources in support of these strategies. Support agency commanders then implement the allocated strategy through their respective command structures, and report back to the EMT Chair as to the success or otherwise of the strategy.

The EMT Chair will include the strategies and the actions of all agencies in the relevant incident action plan.

### **3.1.7 DUTIES OF THE EMT CHAIR**

The EMT Chair should:

- Notify the EMT member agencies and identify those to be represented in the EMT;
- Identify the need for EMT meetings and issue invitations;
- Chair and lead the EMT meeting;
- Consider establishing sub groups within the EMT to analyse specific areas of impact or consequence, such as evacuation, health support, provision of community support etc;
- Keep EMT meeting minutes, including a record of attendees, decisions made and their justification, and a log of actions and responsibilities;
- Incorporate EMT meeting outcomes into the log of actions;
- Communicate with the emergency response coordinator to resolve issues and escalate them, if required to the next tier of emergency management;
- Follow up on actions required from individual responsible agencies;
- Plan the transition from response to recovery;
- Ensure debriefs and after action reviews are conducted, documented and communicated when required; and
- Decide when to conclude the activities of the EMT for the emergency or to handover the Chair position for the next phase of emergency management.

Issues between agencies should be resolved by either the controllers or the EMT. Unresolved issues should escalate to the Chair of the EMT at the next tier of emergency management for attention.

### **3.1.8 EMERGENCY MANAGEMENT TEAM MEMBERS**

The EMT generally comprises the senior operational representative of agencies with a role or responsibility in the management of an emergency or its consequences. Membership is flexible to allow for the range of service providers responding to different types of emergency. The services provided by some agencies are hazard specific while others provide services during every type of emergency.

Part 7 of the EMMV describes the roles and responsibilities of agencies in specific types and phases of emergencies and provides the basis for controllers to identify agencies to be included.

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All affected agencies should either have a representative in the EMT or be advised of its outcomes by the EMT Chair.

Representatives of the Board, the Mt Hotham community and major business are also included when the incident may affect them.

Where an agency cannot send a representative to attend meetings in person, agencies can nominate another agency to represent their interests or the EMT Chair can arrange for the agency representative to dial into a teleconference.

Consistent representation on the EMT assists in building relationships and working more efficiently and effectively with other agency representatives during emergencies.

Representatives should be authorised to contribute on behalf of their agency; understand the potential risks and consequences of the emergency on their portfolio responsibility or service provision; and be comfortable speaking in public and answering general questions on behalf of their agency.

Appendix 4 Incident EMT Template provides an outline of how the EMT operates.

### **3.1.9 MEETINGS**

The Municipal Emergency Management Planning Committee is required under the Emergency Management Act to meet on at least two occasions each year. The dates of these meetings will be set for May and November, with extraordinary meetings held where required.

The purpose of the Municipal Emergency Management Planning Committee is to develop and review the Mt Hotham Municipal Emergency Management Plan (MEMPC) for adoption by the Board; and to provide information and advice to assist with planning for potential emergencies in the Mt Hotham Alpine Resort.

All meeting agendas will include, but is not limited to:

- Review of contact details of the MEMPC members;
- Municipal Emergency Management Plan updates or amendments;
- Risk reviews and treatments;
- Sub Committee and Agency reports;
- General business; and
- Desktop and field exercise planning.

All agenda items must be forwarded to the Executive Officer by close of business 10 working days prior to the next scheduled meeting.

The agenda with attached meeting papers will be made available to the Committee members five working days prior to the next scheduled meeting.

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The meeting minutes will be made available within 10 working days of the meeting.

A copy of the minutes will be forwarded to the Regional Emergency Response Coordinator and Regional Recovery Committee.

### **3.1.10 MEMP REVIEW**

Content of the MEMP is to be reviewed annually or after an emergency to assess its currency and relevance. The General Manager is the Mt Hotham Resort Management Board's Municipal Emergency Manager and caretaker of the plan. Organisations delegated with responsibilities in this plan are required to notify the Executive Officer and MEM of any changes in contact details as they occur.

Review of the plan will occur annually or as events dictate. Review will include hazards and subsequent risk treatment plans as well as currency.

Amendments are to be produced and distributed by the Mt Hotham Resort Management Board as required. See Appendix 5 "Distribution List".

### **3.1.11 TESTING**

The MEMP is tested on an annual basis unless there has been activation during the period. This will be done in a form determined by the MEMPC and involve multi agencies. Any procedural anomalies or short falls encountered during these exercises or ensuing operations must be addressed and rectified at the earliest opportunity. It is recognised that the best form of testing is the actual operation during an emergency and the subsequent debrief.

A number of options exist to enable testing of the MEMP, these range from debriefs, training and a variety of exercises.

The MEM is responsible for overseeing the conduct of and debrief from an exercise as well as maintaining a record of outcomes.

Where applicable the MEM will ensure debrief outcomes are reflected in amendments to this Plan.

#### **3.1.11.1 DESKTOP EXERCISE**

This is an indoor exercise employing a carefully prepared scenario to test and practise various aspects of the MEMP and the emergency management system. It can be:

- *A simple discussion type exercise* in which participants play through a scenario with real times expanded or contracted to maintain realism and allow time for discussion of key issues; or
- Extended to include actual tests of critical processes such as procedures, communication arrangements and coordination/liaison methods (sometimes called an *indoor telephone exercise*).



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Over the past ten years a number of desktop exercises involving multi agency responses have been carried out these include:

- Bus slides;
- Bus and multi vehicle accidents;
- Communications; and
- Municipal Emergency Coordination Centre (MECC).

**3.1.12 FIELD EXERCISE**

This is an exercise in which organisations and agencies involved in the MEMP respond to a simulated situation on the ground as though it were a real emergency.

An important component of this type of exercise is for a debrief that is structured in such a way as to provide feedback on what actually happened during the exercise compared to what should have happened in terms of the exercise objectives.

Over the past ten years a number of field exercises that involve multi agency responses have been carried out, as well as real life emergencies. These include but are not limited to:

- Lodge fire/missing persons;
- Chairlift evacuation exercise;
- Major skidoo collision;
- Missing persons major searches;
- Death on slippery slope Davenport Areas;
- Plane crash;
- Death of skier; and
- Disruption of gas supply for 24 hours.

**3.1.13 AUDIT**

Mt Hotham Resort Management Board pursuant to section 21A of the Emergency Management Act 1986 shall submit the Emergency Management Plan to the Victoria State Emergency Service for audit at least once every three years. This audit will assess the plans compliance against guidelines issued by the Minister Emergency Management through the Emergency Management Commissioner.

**3.2 MUNICIPAL ROLES AND RESPONSIBILITIES**

**3.2.1 MUNICIPAL EMERGENCY MANAGER**

Mt Hotham Resort Management Board has appointed the General Manager as the Municipal Emergency Manager.

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The Municipal Emergency Manager is responsible for the effective management of the Board's emergency management activities as outlined in Part 6 of the Emergency Management Manual Victoria (EMMV).

The roles and responsibilities of the Municipal Emergency Manager are:

- Coordinate a range of risk reduction activities to ensure maximum efficiency and synergy is obtained;
- Liaise with the community on all safety matters and support staff and groups designated to deal with specific risks;
- Track the progress of risk treatment programs;
- Chair the MEMPC;
- Ensure the MEMP is effective and current;
- Ensure the municipal resources are utilised effectively in a community emergency;
- Arrange meetings for the MEMPC or the Municipal Emergency Management Team as appropriate during an emergency;
- Maintain effective liaison with all Regional, State or Commonwealth emergency related agencies servicing the Resort;
- Ensure that an effective contact base is maintained so the municipal resources can be accessed on a 24 hour basis;
- Ensure that appropriate operating procedures and processes are developed, documented and tested by those required to use them during an emergency, and that suitable training takes place;
- Ensure that appropriate procedures, processes and systems are in place to record and monitor any council expenditure specifically applicable to an emergency;
- Ensure that applications for expenditures eligible for assistance from State sources are submitted to appropriate agencies;
- Ensure that debriefing sessions are held for any response and recovery operation after an emergency to examine the effectiveness of the MEMP, and amend it as necessary; and
- Keep the Board and the CEO informed on emergency management activities.

**3.2.2 MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE EXECUTIVE OFFICER**

Mt Hotham Resort Management Board has appointed the Executive Assistant to the General Manager as the MEMPC Executive Officer.

The role and responsibilities of the Executive Officer is to manage the process of the MEMPC meetings; this includes:

- Proposing meeting dates to the Chair;
- Sending out invitations and reminders to the Committee;
- Preparing agenda's and distributing to the Committee;
- Arranging minute taking at meetings and distribution of minutes to the Committee;

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- Follow up action items to ensure those made responsible have actioned them;
- Managing the process of plan amendment distribution;
- Confirming regular updates of the contact lists and other sections of the plan;
- Recording outcomes of the risk management process and subsequent reviews;
- Update and distribute the MEMP as required; and
- Other MEMP duties as determined by the Committee.

**3.2.3 MUNICIPAL EMERGENCY RESOURCE OFFICER**

Mt Hotham Resort Management Board has appointed the Manager Environment and Technical Services as the Municipal Emergency Resource Officer pursuant to 21(1) of the Emergency Management Act 1986.

The Board has appointed the Winter Operations Manager as Deputy Municipal Emergency Resource Officer.

The role and responsibilities of the Municipal Emergency Resource Officer (MERO) are to:

- Coordinate municipal resources in emergency response;
- Provide Board resources when requested by emergency services or police during response activities;
- Maintain effective liaison with emergency agencies within or servicing the Resort;
- Maintain an effective contact base so municipal resources can be accessed on a 24 hour basis;
- Keep the Municipal Emergency Coordination Centre prepared to ensure prompt activation if needed;
- Liaise with the MEM and MRM on the best use of Resort resources;
- Organise a response debrief if requested by the Municipal Emergency Response Coordinator (MERC), an appointee of Victoria Police;
- Ensure procedures and systems are in place to monitor and record expenditure by the Board in relation to emergencies; and
- Perform other duties as determined.

The Municipal Emergency Response Officer is responsible for the coordination of municipal resources in responding to emergencies, and has full delegated powers to deploy and manage the Board's resources during emergencies.

**3.2.4 MUNICIPAL RECOVERY MANAGER**

Mt Hotham Resort Management Board has appointed the General Manager to perform the role of Municipal Recovery Manager.

The Board has appointed the Executive Assistant to the General Manager as Deputy Municipal Recovery Manager.

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The role and responsibilities of the Municipal Recovery Manager are to:

- Coordinate Resort and community resources for relief and recovery;
- Establish priorities for the restoration of community services and needs;
- Liaise with the MEM and MERO on the best use of Resort resources;
- Establish an information and coordination centre at the Resort Management Board offices or a location more appropriate to the affected area;
- Liaise, consult and negotiate with recovery agencies and the Board on behalf of the affected area;
- Liaise with the Regional Recovery Committee and Department of Health and Human Services;
- Undertake other specific recovery activities as determined; and
- Assist with collating and evaluating information gathered in the post impact assessment.

The Municipal Recovery Manager may delegate duties to provide for effective management of the recovery functions.

The current role of the Deputy Municipal Recovery Manager is:

- To support the MRM;
- To perform duties for MRM as required; and
- Other duties as required

### **3.2.5 MUNICIPAL FIRE PREVENTION OFFICER**

The Board does not have an appointed Municipal Fire Prevention Officer (MFPO) pursuant to the *Country Fire Authority Act 1958*.

However the duties for the MFPO listed below are carried out by Board employees as part of the annual fire season preparations.

These are carried out in accordance with the Board's Municipal Fire Management Plan (MFMP) and its Bushfire Emergency Management Plan (BEMP).

The role of the Municipal Fire Prevention Officer through the Board's staff is to:

- Undertake and regularly review the Board's fire prevention planning and plans together with the Municipal Fire Management Planning Committee (MFMP);
- Liaise with fire services, Brigades, other authorities and Municipalities regarding fire prevention planning and implementation;
- Advise and assist the Municipal Emergency Management Planning Committee and MFMP on fire prevention and related matters;
- Ensure the MEMP contains reference to the Municipal Fire Management Plan;
- Report to the Board on fire prevention and related matters;

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- Investigate and act on complaints regarding potential fire hazards;
- Advise, assist and make recommendations to the general public on fire prevention and related matters; and
- Facilitate and support fire services in the delivery of community fire safety education programs.

### **3.2.6 MUNICIPAL EMERGENCY RESPONSE COORDINATOR**

In addition to its role as control or support agency in certain emergencies, Victoria Police has the responsibility under the *Emergency Management Act 1986* for emergency response coordination.

Emergency Response Coordinators are responsible for ensuring the coordination of the activities of agencies having roles or responsibilities, in response to emergencies, with the exception of emergencies involving defence force vessels or aircraft.

The State Emergency Response Coordinator appoints, for each municipal district, a member of the Victoria Police as Municipal Emergency Response Coordinator. The Municipal Emergency Response coordinator must sit on the Municipal Emergency Management Planning Committee.

For the Mt Hotham Resort Management Board, the position of Municipal Emergency Response Coordinator is the Senior Sergeant, Bright Police Station.

The role of the MERC is to:

- Ensure that the appropriate control and support agencies are in attendance or have been notified by the controller and are responding to an emergency;
- In the event of uncertainty, determine which agency is to perform its statutory response role, where more than one agency is empowered to perform that role;
- Ensure the Incident Controller has formed and is chairing an Incident Emergency Management Team (IEMT) or, if the Incident Controller is unable to attend or there are several disparate emergencies within the Municipality, form and chair the IEMT;
- Arrange for the provision of resources requested by control and support agencies and escalate unfulfilled requests to the Regional Emergency Response Coordinator (RERC);
- Advise the RERC of emergencies that have the potential to require supplementary resources from outside the municipal district; ensure timely warnings and information are provided to the community and support agencies by the control agency;
- Ensure the Incident Controller has developed and issued an incident action plan (including objectives and strategies for managing the incident);
- Ensure the MERO is advised of the emergency, is available to provide access to municipal resources if required and is receiving information as appropriate;
- Attend, or arrange delegate to attend the Municipal Emergency Coordination Centre, if activated;

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- Consider registration of persons evacuated or otherwise affected across the municipality;
- Consider the provision of relief to evacuees and agency personnel where necessary and advise the Municipal Recovery Manger of requirements;
- Consider the need for declaration of an emergency area;
- Ensure the MRM has been notified by the Incident Controller of the emergency;
- Provide the RERC with information or advice on issues relating the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

Any Control Agency requiring Resort support will request that support through the Municipal Emergency Management Response Coordinator, who will pass on all relevant requirements to the Municipal Emergency Resource Officer.

### **3.3 STRATEGIES PARTNERSHIPS AND GUIDELINES**

Mt Hotham Resort Management Board and the emergency response and recovery agencies that operate within its boundaries recognise they have a key role in preparedness activities.

To complement the emergency management process the Board enforces and continues to review existing policies in land use, building codes and regulations, urban planning, community safety and health.

To achieve this, the Board ensures that resources are used efficiently and effectively and that services and facilities are accessible and equitable.

The Board undertakes community consultation, engagement and planning to reduce the likelihood of emergencies and to build community resilience and capacity to recover from events that do occur.

The Board achieves this through strategic partnerships and the development of a range of policies, strategies and plans that tie to emergency management.

A list of specific partnership arrangements and guidelines related to the Municipal Emergency Management Plan are listed in Appendix 6.

These include but are not limited to:

- 6.1** Mt Hotham/Dinner Plain Community Information Guide - Bushfire
- 6.2** Mt Hotham & Dinner Plain Standing Orders for CFA  
(PLAN LOCATED IN MT HOTHAM/DINNER PLAIN CFA BUILDING)
- 6.3** Mt Hotham Bushfire Protection Compliance Guidelines
- 6.4** Mt Hotham Building Standards of Occupancy Guidelines
- 6.5** Medical Centre Evacuation Plan  
(PLAN LOCATED AT MT HOTHAM MEDICAL CENTRE)
- 6.6** Commercial Premises Evacuation Plan  
(PLAN LOCATED AT INDIVIDUAL COMMERCIAL PREMISES)

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- 6.7** Ski Lifts Evacuation Plan  
(PLAN LOCATED AT MHSC)
- 6.8** Standing orders for Lift Company  
(PLAN LOCATED AT MHSC)
- 6.9** Mt Hotham Airport Emergency Management Plan  
(PLAN LOCATED AT MT HOTHAM AIRPORT & MHSC)
- 6.10** 2015 Alpine Shire Emergency Management Plan  
(PLAN LOCATED IN MHRMB GENERAL MANAGER'S OFFICE)
- 6.11** Victoria Police – Business Continuity Management Protocol for Mt Hotham

## ***PART 4 PREVENTION/MITIGATION ARRANGEMENTS***

### **4.1 INTRODUCTION**

Mt Hotham Resort Management Board recognises that it has a key role in prevention and mitigation activities that reduce risk and minimise the effects of emergencies that may occur in the area.

The Board's enforcement and continued reviewing of existing policies in land use, building codes and regulations, and urban planning, along with the various agencies responsible for prevention activities throughout the community, combine to ensure that all measures possible are addressed to reduce the likelihood of emergency and identify potential hazard areas.

The Municipal Emergency Management Planning Committee also plays a role in prevention by identifying potential hazard areas.

The ability of the community to respond to an emergency situation and in turn recover from the effects of an emergency will depend on the attitude of the people affected. Obtaining the preferred response from people during emergencies requires community education and awareness programs to be implemented for this purpose.

The Resort and the Municipal Emergency Management Planning Committee will support and promote appropriate prevention and awareness programs with the resort including media releases, advertisements, newsletters, and the Board's website.

### **4.2 CERA PROCESS**

The Community Emergency Risk Assessment (CERA) process was utilised in the preparation of the MEMP by the MEMPC. It provides a framework for considering and improving the safety and resilience of the community from hazards and emergencies that aligns with ISO 31000:2009 Risk Management Standard.

The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community assets, values and functions. As such CERA provides an opportunity for multiple community impacts and consequences to be considered enabling collaborative risk treatment plans and emergency preparedness measures to be described.

The CERA tool, provides a robust framework for a 'community of interest' to identify and prioritise those emergency risks that are likely to create most disruption. The assessment tool assisted in identifying and describing hazards and assessment of impacts and consequences based upon the vulnerability or exposure of the community or its functions.

The outputs of the assessment process were used to inform the MEMP, introduce risk action plans and ensure that communities are aware of and better informed about hazards and the associated emergency risks that may affect them.

Appendix 7 sets out the Consequence Rating Criteria Tables used within the CERA process.

The heat map below provides a graphic on which each analysed risk is plotted dependent upon its assessed risk level. Each risks position on the plot is determined by:

- Its assessed residual consequence; and
- The accessed control efficiency.



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**4.3 CERA HEAT MAP**

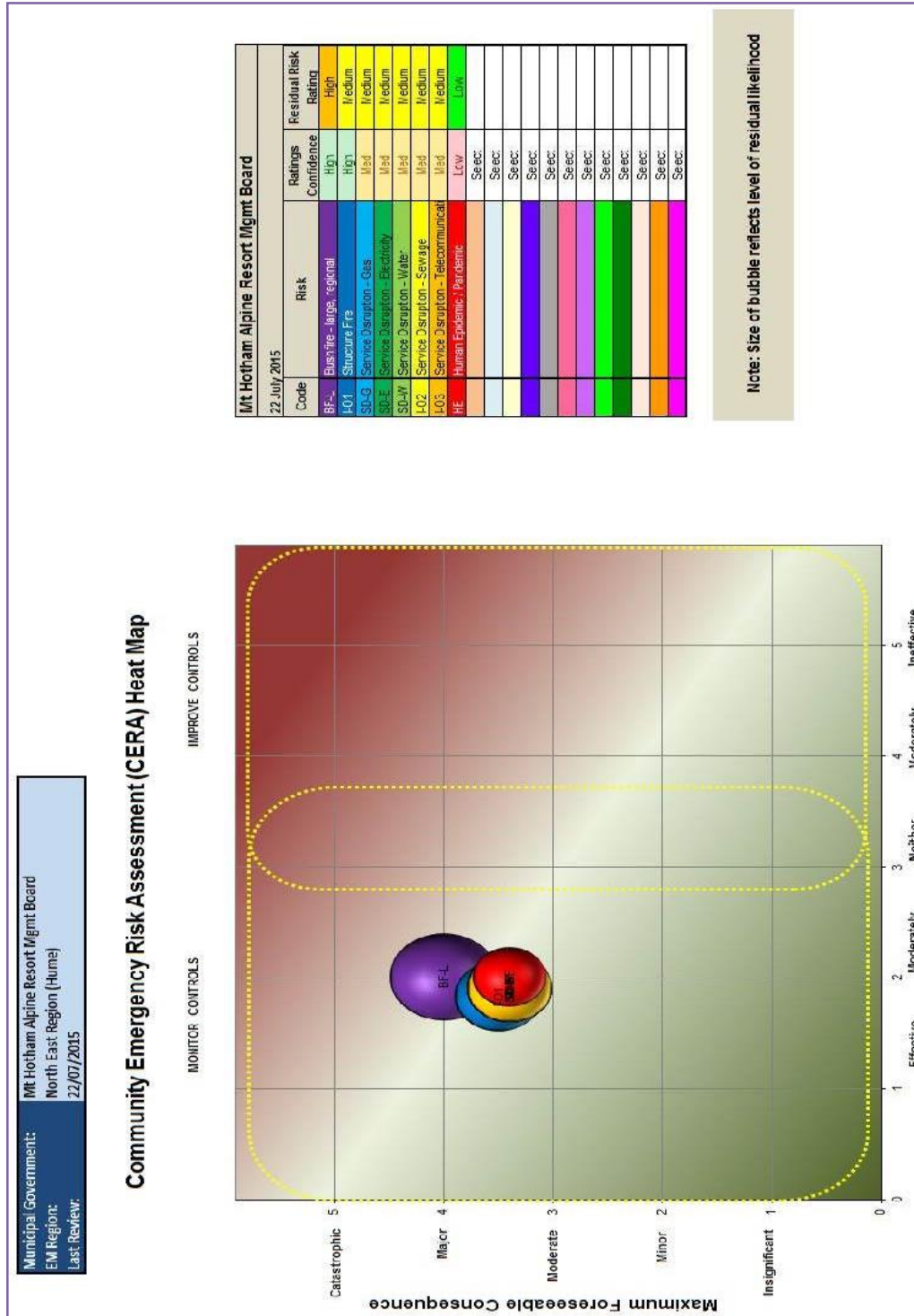


Figure 1 CERA process Risk Heat Map

## **4.4 RISK IDENTIFICATION AND ANALYSIS**

Mt Hotham's Risk Management Policy Framework is based on the Australian Standard AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines. The framework is mandated by the Ministerial Standing Direction 4.5.5 – Risk Management Framework and Processes.

### **4.4.1 HAZARD, EXPOSURE AND VULNERABILITY**

To examine the consequences and likelihood of a risk occurring, the MEMPC first had to understand the amount of risk generated by the hazard, x exposure x vulnerability relationship within the context of a location or situation.

#### **4.4.1.1 HAZARD**

A hazard is described as a source of potential harm or a situation with a potential to cause loss. It is a specific event characterised by a certain magnitude and likelihood of occurrence. Risk statements are generated to establish a credible relationship between a source of risk and elements of risk.

#### **4.4.1.2 EXPOSURE**

Risk Exposure is defined as the "situation or set of circumstances where the probability of harm to an area or its population increases beyond a normal level". It identifies the factors, such as people, buildings, networks, environment and economy that are impacted upon by a specific hazard.

#### **4.4.1.3 VULNERABILITY**

Vulnerability refers to the characteristics of an element exposed to a hazard – road, building, community, or economy – that contributes to the capacity of that element to resist, cope with and recover from the impact of a hazard.

### **4.4.2 RISK MANAGEMENT**

"Risk Management involves establishing an appropriate infrastructure and culture and applying a logical and systematic method of establishing the context, identifying, analysing, evaluating, treating, monitoring and communicating risks associated with any activity, function or process in a way that will enable organisations to minimise losses and maximise gains."

Source: AS/NZ Risk Management Standard 4360:2004

Risk is assessed by determining consequences and the likelihood of the consequence occurring, and the elements at risk. An event or a set of circumstances may have multiple consequences and may affect multiple objectives. Existing risk treatments and their effectiveness should be taken into account when rating the level of risk.

As a first step in the assessment process by the MEMPC, each of the identified risks were refined into succinct risk statements and entered into a risk register. Risk statements are a description of the risk and simply describe the risk in terms of the source through to the impact. Each risk statement outlines:

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- The hazard (source of risk);
- The element of risk; and
- The consequence of the interaction as a result of an event.

#### **4.4.3 RESILIENCE**

Essential to understanding risk in a local context is determining the effects on a community exposed to a risk and their ability to recover from an emergency. This is known as ‘resilience’.

Community resilience is the community’s:

- Capacity to absorb stress or destructive forces through resistance or adaption;
- Capacity to manage, or maintain certain basic functions and structures during disastrous events; and
- Capacity to recover or “bounce back” after an event.

#### **4.5 RISK ASSESSMENT RESULTS**

During the preparation of MEMP, a risk analysis was carried out to identify potential natural and manufactured hazards within the Resort. The history of their occurrence and the nature of each hazard, especially community vulnerability, was considered during the analysis process. Due to ongoing changes of seasonal conditions, community development and public attitudes, the rating of the identified threats may vary over a period of time.

Eight risks (as decided by the MEMPC) have been identified for assessment. Future reviews will assess the remaining lower risks identified in the previous *Community Emergency Risk Management* process. A full description of identified risks and the current hazard rating, and treatment plans are found in Appendix 8.

Listed below is a summary of the identified risks and their risk rating:

Risk	Consequence	Likelihood	Overall Rating	Control Agency	Risk Mitigation Plans/Controls
Large Regional Bushfire	Major	Unlikely	High	CFA or DELWP	Mt Hotham Bushfire Emerg Mgmt Plan Mt Hotham Local Response Plan-B’ Fire
Structure Fire	Major	Rare	Medium	CFA	Municipal Fire Mgmt Plan 2013-2015
Service Disruption - Gas	Moderate	Rare	Medium	MHRMB	MHRMB Gas Safety Case
Service Disruption – Electricity	Moderate	Rare	Medium	MHRMB	Business Continuity Plan (to be completed)
Service Disruption - Water	Moderate	Rare	Medium	MHRMB	Safe Drinking Water Risk Mgmt Plan (work in progress)
Service Disruption – Sewerage	Moderate	Rare	Medium	MHRMB	WTP Ops Manual Tenix UV Ops Manual Mgmt Plan for HACCP

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Risk	Consequence	Likelihood	Overall Rating	Control Agency	Risk Mitigation Plans/Controls
					Risk Mgmt f/work
Service Disruption – Tele-communications	Moderate	Rare	Medium	MHRMB	Satellite phones UHF radio network
Pandemic/ Epidemic	Moderate	Very Rare	Low	DHHS	EHO property inspections Lodge Mgr briefings OHS Polices & Proc.

#### **4.6 PREVENTION AND PREPAREDNESS ACTIVITIES**

Mt Hotham Resort Management Board incorporates a whole of community approach when developing and participating in a range of plans and initiatives that prevent and prepare for emergencies.

These activities take many forms and include legislation, risk management programs and plans, which are integrated within everyday business and activities. A component of this involves education and information sessions to increase community resilience and capability for when emergencies occur.

The Board, together with emergency management services and agencies, actively engage the community through a range of mechanisms including community programs and projects, media releases, the Board’s website [www.mthotham.com.au](http://www.mthotham.com.au) and through distribution lists.

#### **4.7 MHRMB SUB PLANS TO MEMPC**

The Board and the MEMPC have developed a number of sub plans (Appendix 9) that deal with specific risks to the Resort, and include treatment plans and risk prioritisation. These include:

- 9.1** Mt Hotham Risk Management Framework
- 9.2** Mt Hotham Local Response Plan - Bushfire
- 9.3** Municipal Fire Management Plan 2013 - 2015
- 9.4** Mt Hotham Bushfire Emergency Management Plan
- 9.5** Mt Hotham Business Continuity Plan 2015  
(PLANS LOCATED IN MHRMB GENERAL MANAGER’S OFFICE)
- 9.6** Search Procedure Plan
- 9.7** Ski Patrol Operations and Training Manual  
(PLANS LOCATED IN SKI PATROL DISPATCH OFFICE)
- 9.8** Gas Safety Case
- 9.9** Extreme Rain Event – Swindlers Valley  
(PLANS LOCATED IN MHRMB MANAGER TECHNICAL AND ENVIRONMENTAL SERVICES OFFICE)
- 9.10** Severe Weather Protocol
- 9.11** Mt Hotham Road Closure Protocols
- 9.12** Mt Hotham Critical Systems Recovery Plan
- 9.13** Mt Hotham Emergency Management Plan – Template for Public Events  
(PLANS LOCATED IN MHRMB MANAGER INNOVATION AND GUEST SERVICES)

## **PART 5 RESPONSE ARRANGEMENTS**

*....activities which activate preparedness arrangements and plans to put in place effective measures to deal with emergencies and disasters if and when they do occur... (Emergency Management Australia)*

### **5.1 INTRODUCTION**

Emergency Response Planning provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the Resort. It also provides for requests for physical assistance from the Region, State and Commonwealth when Resort resources have been exhausted.

Response management brings together the resources of many agencies and individuals who can take appropriate and timely action. Response management is based on three key management tasks; command, control and coordination.

### **5.2 COMMAND, CONTROL, COORDINATION**

#### **5.2.1 COMMAND**

##### **RELATES TO ORGANISATIONS**

Command of operational personnel of authorities and organisations involved is vested in the command structure of that particular authority or organisation and will remain exclusively with that body. The term “Chain of Command” refers to the organisational hierarchy of an agency and identifies people or positions with accountability.

#### **5.2.2 CONTROL**

##### **RELATES TO SITUATIONS**

Control of emergency operations will at all times remain the responsibility of the Municipal Emergency Management Plan Agency or Organisation directly responsible for controlling the particular type of emergency. The Controlling Authority is to appoint an Incident Controller who will control the emergency. A comprehensive list of Control Agencies and their roles can be found in Part 7 of the Emergency Management Manual Victoria (Appendix 13).

#### **5.2.3 COORDINATION**

##### **RELATES TO RESOURCES**

The Emergency Response Coordinator is appointed by the Chief Commissioner of Police in accordance with 56 and 57 of the Emergency Management Act 2013 and must be a member of the Victorian Police Force.

### **5.3 MUNICIPAL RESPONSE ARRANGEMENTS AND RESPONSIBLE AGENCIES**

The Municipal Emergency Management Roles and Functions have been defined in Part 3 of this Plan.

Emergency Management Roles and Functions not included in Part 3 of this Plan are in accordance with *Part 7. Emergency Management Manual Victoria (Appendix 13)*.

#### **5.3.1 EMERGENCY RELIEF CENTRE MANAGER**

The Emergency Relief Centre Manager (ERCM) is located at an Emergency Relief Centre (ERC) and has the responsibility for overseeing daily operations at an activated Emergency Relief Centre to ensure the provision of support and essential needs is in a safe, appropriate environment for people relocating and seeking shelter in the event on an emergency.

The management of Relief Centres is further discussed in Part 7 of this Plan.

Emergency Relief Centres (ERC's) have been determined for use during emergencies. Refer to Appendix 10 "Emergency Relief Centres".

#### **5.3.2 EMERGENCY COORDINATION CENTRE**

The Mt Hotham Resort Management Administration Building, 28 Great Alpine Road has been identified as the Emergency Coordination Centre (ECC), with the Mt Hotham Police Station 89 Great Alpine Road as an alternative in the event that the Primary Emergency Coordination Centre should become unserviceable.

#### **5.3.3 DEPUTY MERC, MERO AND MRM**

In the event the MERC, MERO and MRM are required to undertake other functions such as planning, meetings or briefing sessions; the Deputy MEM, MERC, MERO, MFPO and MRM are required to undertake the associated roles.

This also includes taking on the role during extended leave periods. The Deputy MERO and or Deputy MRM may also be required to fulfil other functions, for example, community information sessions, assist operational officers or undertake inspections of the ERC's.

The details of the staff nominated to perform the deputy roles are contained within the MEMPC Contact Directory located at the beginning of this plan.

#### **5.3.4 PUBLIC INFORMATION AND WARNINGS**

It is important to ensure that public information and warning is maintained at an optimum level. This provides the public with the necessary information to develop an understanding and awareness of the issues associated with the prevention of, response to and recovery from emergencies.

It is the responsibility of the Control Agency to ensure vital information and warnings to the public are maintained at an optimum level.

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**5.3.4.1 PREVENTION (BEFORE EMERGENCIES)**

Any information released to the public on behalf of the Mt Hotham Resort Management Board will be to educate and assist the community to prepare for emergencies. The Emergency Management Planning Committee must approve this information. The Municipal Recovery Manager may at their discretion, release information in the preparation for an emergency that will ensure that the community and the Board can commence the recovery process in the event of an emergency.

**5.3.4.2 RESPONSE PROCESS**

Releasing general information in relation to an emergency is normally the responsibility of the Control Agency(s) in conjunction with the Municipal Emergency Response Coordinator and the Municipal Emergency Resource Officer.

The release of information by the Board in relation to Policy, Financial, Political or potentially politically sensitive matters must be approved by the MEM, Chief Executive Officer or Executive Management.

Information is categorized under the following three phases.

**PRE IMPACT**

To enable the public to take reasonable measures to prevent, or lessen the potential effects of emergencies, to cope during the impact phase of an emergency and to prepare for the recovery process after an emergency.

**DURING IMPACT**

To produce suitable news releases through the media concerning the effects of the emergency and what action can be taken by the public and the details of support available.

**POST IMPACT**

To maintain the crucial information flow to those in need of assistance and direction.

**5.3.4.3 RECOVERY PROCESS**

Releasing information will be the responsibility of the Mt Hotham Resort Management Board and the Department of Health and Human Services. The release of general information is approved by the MEM or MERO.

The release of information by the Board in relation to Policy, Financial, Political or potentially politically sensitive matters must be approved by the MEM, Chief Executive Officer or Executive Management.

Liaison must take place so duplication and confusion does not occur.

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**5.3.5 DISSEMINATION OF INFORMATION**

Immediate use of the media should be made to avoid phone congestion. The public should be advised to direct calls to the appropriate agencies and centres to answer questions or disseminate information. Information lines and bulk SMS phone trees may be established to provide advice and information to the community.

The “Standard Emergency Warning Signal” may be used to alert the public to an actual or impending emergency or maintain the dissemination of public information. Authority to use the signal over electronic media must be given by the Regional Emergency Response Coordinator or their representative.

**5.3.6 METHODS**

All methods of dissemination are considered including, but not limited to:

- Radio Stations;
- Television;
- SMS;
- Advice Lines;
- Local Telephone Information Lines;
- Newspapers (particularly in extended response and recovery phases);
- Ethnic Groups;
- Community Newsletters;
- Information Centres;
- Public Meetings;
- Manual Door Knock of each Residence;
- Electronic Media, Faxing, Internet;
- Community Organisations (Hotham Ski Association, Chamber of Commerce);
- All available Emergency Services; and
- Social Media

**5.3.7 DISABLED, NON ENGLISH SPEAKING OR VULNERABLE PERSONS**

Special considerations are given to warning disabled and non-English speaking groups. In the case where information or communication is required with persons unable to speak English an interpreter service such as the Telephone Interpreter Service may be able to assist.

All agency representatives dealing with this situation should carry a language indicator card which can be used to establish the language in question.

Vision Australia provides support services to people who are blind or have low vision. Resources and information are available from Vision Australia (1300 84 74 66).



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Vic Deaf (03 9437 1199) provides support services for people who are deaf or hard of hearing including interpreting and case management.

Victorian Interpreting and Translating Service can be accessed from 8.30am to 5.30pm Monday to Friday and all day Saturday, Sunday and public holidays on 03 9280 1955. The referring agency is responsible for costs associated with the service. Calls to deaf or hearing impaired individuals can also be made via the National Relay Service (133 677).

Mt Hotham Resort Management Board has established winter 'Visitor Guides' in two other languages – Hindi and Mandarin, as well as a 'Disability Visitors Guide' (see Appendix 1). These brochures are available from the RMB Administration Office and website [www.mthotham.com.au](http://www.mthotham.com.au). Mt Hotham Alpine Resort's website also features the Google translation option.

There are no identified vulnerable persons living within the Mt Hotham Alpine Resort.

### **5.3.8 INFORMATION RESOURCES**

The following systems are an essential part of these arrangements and are utilised if and when required:

- Electronic Media;
- Victoria Police Media Liaison; and
- Literature/Brochure Information Print Media.

If an emergency requires concurrent media response through radio, television and newspaper outlets, the Victoria Police Media Liaison Section can be contacted through the MERC.

### **5.3.9 INFORMATION CENTRE**

If required a public and media information centre will be established. All public and media releases shall be issued from this centre. The Mt Hotham Resort Management Board shall appoint a Media Liaison Officer as the contact person for the Centre.

### **5.3.10 WARNING SYSTEMS**

Warnings will be used under specific circumstances where community action is necessary to protect lives, property or the environment. The warning arrangements are set out in the Victorian Warning Protocol available on the EMV web Site [www.emv.vic.gov.au](http://www.emv.vic.gov.au).

The Control Agency has responsibility for issuing warnings to the potentially affected community and to other agencies.

The method of alerting people to the need for evacuation will depend on a number of factors including:

- The type of emergency;
- The number of people affected; and
- The ethnic origins of the affected people.

## **5.4 EVACUATION**

Evacuation is the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.

Evacuation may be undertaken by individuals, families and households on their own volition and independent of advice, or it may be after an assessment of information provided by a Control Agency.

Evacuations may be pre-planned or immediate depending on the circumstances.

The decision to recommend evacuating is made by the Incident Controller/Control Agency. The Control Agency for evacuation is Victoria Police.

The Incident Controller/Control Agency delivers the warning or recommendation to those affected of impending evacuation. The Victoria Police Commander is responsible for coordinating shelter of evacuated people. Depending on the circumstances evacuated people may be directed to an emergency relief centre. The Board is responsible for managing the relief centre.

The Victoria Police Commander is responsible for coordinating the return of evacuated people upon advice of the Control Agency that it is safe to return.

The decision to evacuate rests with Victoria Police in conjunction with available expert advice. Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

Once the decision to evacuate has been made, the Board's MERO and MRM should be contacted to assist in the implementation of the evacuation.

Mt Hotham Resort Management Board will provide advice regarding the most suitable Emergency Relief Centre, potential staging areas or assembly points and other resources that may be required, for example public health, emergency relief considerations or requirements and special needs groups.

Assistance in an evacuation may also be provided by private transport operators in the supply of buses and where required ambulance buses.

Evacuation plans for specialised services in the Resort, such as lodges and apartment buildings are the responsibility of the site managers.

Further information on Evacuation can be found in Part 3 *Emergency Management Manual of Victoria*.

## **5.5 CONTROL AND SUPPORT AGENCIES**

The Control and Support Agencies and their roles and functions for the Mt Hotham Resort Management Board are in accordance with the arrangements within the Emergency Management Manual of Victoria (Appendix 13). Contact details for these agencies are detailed at the beginning of this plan.

## **5.6 MUNICIPAL EMERGENCY COORDINATION CENTRE**

A Municipal Emergency Coordination Centre (MECC) is a facility at which key agencies can be brought together to coordinate the provision of the Board's and community resources both human and material, during an emergency for the response and recovery effort.

The MECC facilitates activities of key personnel from local and State government agencies, emergency services and others as required to assist.

The MECC will also maintain an overall view of the operational activities with the MEMP area of responsibility, for recording, planning and debriefing purposes.

The MECC may also become operational during support operations to a neighbouring municipality.

Administrative staff for the MECC will generally be drawn from the Board's employees. Provision of MECC functions may, in the first instance be conducted from any location deemed appropriate.

The MECC may be established in a "virtual" environment if the incident is relatively straight forward and communications are secure. The Municipal Emergency Response Coordinator may request activation of a MECC if required.

The Board's **PRIMARY** Municipal Emergency Coordination Centre is:

**MT HOTHAM RESORT MANAGEMENT ADMINISTRATION BUILDING**  
(28 Great Alpine Road, Hotham Heights)

The Board's **ALTERNATIVE** Municipal Emergency Coordination Centre, in the event that the primary ECC becomes unserviceable is:

- 1<sup>st</sup> **MOUNT HOTHAM POLICE STATION** (89 Great Alpine Road, Hotham Heights); **AND**
- 2<sup>nd</sup> **MT HOTHAM CFA BUILDING** (82 Great Alpine Road, Hotham Heights)

Operating Guidelines for use in the MECC are detailed in Appendix 12.

Reference should also be made to the MECC Practice Note (Appendix 12 and also available on the *Royal Commission website* [www.royalcommission.vic.gov.au](http://www.royalcommission.vic.gov.au) .

## **5.7 OPERATIONS CENTRE**

The centre established by an agency for the command or control functions within their own agency.

Mt Hotham Resort Management Board may establish an operations centre, if necessary, to control its own resources in an emergency.

## **5.8 FINANCIAL CONSIDERATIONS**

Financial accounting for Municipal resources utilised in emergencies must be authorised by the MERO or the MRM and shall be in accordance with the normal financial arrangements of the Mt Hotham Resort Management Board.

Control agencies are responsible for all costs involved in that agency responding to an emergency. Government agencies supporting the Control Agency are expected to defray all costs from their normal budgets.

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities.

Mt Hotham Resort Management Board is accountable for any monies donated to an emergency event where the Board has established the appeal and will implement systems to receive and account for all such donations. Other appeals may be commenced and managed at a State or Commonwealth level.

Financial arrangements for mitigation, response and recovery are discussed in further detail in Part 7 of this Plan.

## **5.9 NEIGHBOURHOOD SAFER PLACES AND FIRE REFUGES**

There are no designated Neighbourhood Safer Places or Fire Refuges in Mt Hotham Resort.

There are identified Shelter in Place locations within the Mt Hotham Resort.

These are described in more detail and identified on the Resort map in Appendix 1 of the Mt Hotham Bushfire Emergency Management Plan 2014 (Appendix 9.4) and are as follows:

- Mt Hotham Resort Management Board Administration Building Board Room (Primary);
- All Car Parks;
- Loch Car Park for operations to the water catchment and Mt Loch area;
- Corral Car Park for operations on the west side of Mt Higginbotham; and
- Slatey Shed.

## **5.10 CROSS BOUNDARY EVENTS**

Emergency events may cross municipal boundaries, requiring response and recovery activities from two or more local governments. Victoria Police is the control agency for response and will request the MERO to contact neighbouring MERO's when resources are required from outside the municipality.

DHHS is the strategic and operational interface agency for emergency recovery at a Regional or State level and works in collaboration with the Municipalities who have local responsibility.

At a Municipal level communication of identified risks across Municipality boundaries take place through provision of MEMPs to Municipalities that border the Mt Hotham Resort. Conversely, the Mt Hotham Resort Management Board is issued copies of the MEMP for:

- Alpine Shire; and
- East Gippsland Shire

These are located with the MEMPC Chair.

Every opportunity is taken to include bordering Municipalities with MEMP exercises and to contact those Municipalities if new risks are identified that may impact them.

The Mt Hotham Resort Management Board is a member of the Hume Region Municipal Emergency Management Enhancement Group and has representatives regularly attending Regional Committees for Response and Recovery.

## **5.11 RESOURCE SHARING PROTOCOLS**

Mt Hotham Resort Management Board is committed to the reciprocal sharing of resources when required with Dinner Plain, Mt Hotham Skiing Company, the Hotham Airport and the Alpine Shire.

Duties undertaken by the Board's staff seconded to another Municipality for assisting with response and recovery operations fall within the scope of the Memorandum of Understanding (Appendix 16).

Resources can be requested at any time during an emergency including the recovery stages. Requests for assistance may be initiated by the CEO (or person acting in this role) or by any person nominated by the CEO at the receiving Municipality.

Requests should be directed to the CEO or any person nominated by the CEO at the assisting Municipality. It is noted that in many cases the person nominated by the CEO will be the MERO at both the assisting and receiving Municipalities.

Such request may be verbal or in writing, however verbal requests must be confirmed in writing as soon as practicable and in most cases will be logged at the Municipal Emergency Coordination Centre (MECC).

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A summary of the Board's resources is listed in Appendix 17

Requests for information should include the following information:

- A description of the emergency for which assistance is needed;
- The number and type of personnel, equipment and or facilities (resources) required;
- An estimate of time as to how long the resources will be required; and
- The location and time for the staging of the resources and a point of contact at that location.

The Municipal Emergency Response Coordinator or Regional Emergency Response Coordinator (RERC) should be contacted before the resources are moved. Requests for resources should be logged in the Municipal Emergency Coordination Centre (MECC).

It is anticipated that a requesting Municipality will initially seek assistance from surrounding Municipalities. This will reduce travel times and expenses for assisting Municipalities to respond and return.

## **5.12 DEBRIEFING ARRANGEMENTS**

A "hot" debrief refers to participants during or directly after an incident meeting to discuss issues related to the event. It may be undertaken at the end of a shift or at the immediate end of the operation of the incident.

A hot debrief may identify issues that need to be dealt with immediately or that might otherwise be forgotten as time passes.

A "cold" debrief should take place as soon as practicable after an emergency. A cold debrief permits all participants to fully discuss the event and to develop solutions to issues raised. The Municipal Emergency Response Coordinator will convene the meeting and all agencies who participated should be represented with a view to assessing the adequacy of the Plan and to recommend any changes. Such meeting should be chaired by the Chairperson of the Municipal Emergency Management Planning Committee.

It may also be appropriate to conduct a separate recovery debrief to address recovery issues.

This should be convened and chaired by the Municipal Recovery Manager. Considering the extended period of time involved with emergency recovery a number of debriefs may be required. The MRM should determine a suitable arrangement depending upon the circumstances of the incident being managed.

## **5.13 RESPONSE – RECOVERY TRANSITION**

### **5.13.1 INITIAL IMPACT ASSESSMENTS**

The intent of the Initial Impact Assessment is to capture, during the initial 48 hours of an emergency, the nature and scale of the impact on people, community infrastructure, and economic, natural and built environments.

The Control Agency has the overall responsibility for the instigation and management of the Initial Impact Assessment process and all organisations involved in the emergency may be tasked to collect, confirm and exchange relevant information to ensure the process is undertaken in a timely manner.

### **5.13.2 RESPONSE TO RECOVERY HAND OVER**

Emergency Relief and Recovery functions are detailed in Part 6 of this Plan.

It is essential to ensure a smooth transition from the response phase to the recovery process, in any emergency at Municipal level. While it is recognised that recovery activities will have commenced shortly after impact, there will be a cessation of response activities and a hand over to recovery agencies.

This will occur when the MERC in conjunction with the Control Agency declares “Stand Down” of response. The early notification of recovery agencies involved in the emergency will ensure a smooth transition of ongoing activities from response to recovery.

Accounts and financial commitments made during the response phase are the responsibility of the MERO through the MEMP arrangements.

### **5.13.3 TERMINATION OF RESPONSE ACTIVITIES AND HAND OVER OF GOODS/FACILITIES**

When response activities are nearing completion the MERC in conjunction with the Control Agency will call together relevant relief and recovery agencies including the MERO and the MRM, to consult and agree on the timing and process of the response stand down.

In some circumstances, it may be appropriate for certain facilities and goods obtained under MEMP arrangement during response to be utilised in recovery activities. In these situations there will be a hand over of facilities and goods to the MRM. The hand over will occur after agreement has been reached between response and recovery managers and following the handover of Initial Impact Assessment data and clean-up project status reports.

Payment for goods and services used in the recovery process is the responsibility of the MRM in consultation with the MERO, through the MEMP arrangements.

### **5.13.4 POST IMPACT ASSESSMENT**

A post impact assessment is an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency. The gathering and processing of information through this process enables appropriate planning and recovery

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arrangements to be established to support the community and to monitor the recovery process and provide further assistance as required.

A post assessment will be conducted. To facilitate the Mt Hotham Resort Management Board through the Emergency Management Coordination Group, as early as practicable they shall perform the following tasks:

- Survey the extent of damage indicating evaluation of financial and material aid needed;
- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions; and
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

The Emergency Management Coordination Group may co-opt persons within the community with the appropriate expertise to assist with the above tasks.

Should the emergency extend beyond the municipal boundaries of the Resort the post impact assessment may be merged with that of the other affected Municipality(s).



## ***PART 6 RELIEF AND RECOVERY ARRANGEMENTS***

*....activities which assist a community affected by an emergency or disaster in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being.....(Emergency Management Australia)*

### **6.1 INTRODUCTION**

To ensure adequate arrangements are in place to assist those who are affected by emergencies the Mt Hotham Resort Management Board's Relief and Recovery Arrangements have been developed in accordance with State Emergency Recovery Arrangements, the Guidelines for Municipal Emergency Management Planning at Part 6, Emergency Management Manual Victoria, and in accordance with the *Emergency Management Act 1986*. They have also been developed with reference to the Regional Recovery Plan, Hume Region Department of Health and Human Services.

Mt Hotham Resort Management Board's MEMP has been written with the understanding that relief and recovery must be community focussed and consequence driven, and be considered across the four environments of social, economic, built and natural. Appendix 25 provides an overview of the operation phases of Recovery.

### **6.2 OVERVIEW**

In reading these arrangements, it is essential to have an appreciation of the assumptions and accepted understandings that underpin them. These assumptions and accepted understandings are:

#### **6.2.1 RESILIENCE OF INDIVIDUALS AND COMMUNITIES IS RESPECTED**

Recovery services and programs must acknowledge the inherent resilience that affect individuals and communities display. Individuals, when possessing information about the situation and available services are able to make informed choices about their recovery. Communities, when supported with information and resources are able to support and manage their own recovery.

#### **6.2.2 BUSINESS RECOVERY**

Business should be considered during recovery arrangements. The earlier income, jobs, goods and services can be restored, the quicker the overall community will recover. Many government agencies provide support to affected businesses; therefore it is important this information is made available even when support isn't requested.

#### **6.2.3 RECOVERY IS PART OF EMERGENCY MANAGEMENT**

Recovery is an integral component of the arrangements that support the whole of emergency management activity in Victoria. These arrangements are documented in the Emergency Management Manual Victoria.

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**6.2.4 LEVELS OF RECOVERY OPERATIONS**

In order to ensure the success of the arrangements, it is vital that all agencies and organisations involved in management, coordination or service delivery undertake these activities in a cooperative and collaborative manner. Within the agreed framework, coordination and communication both at and between the various levels of operation will assist in ensuring the success of recovery activities for the affected community.

**6.2.5 ROLES OF ORGANISATIONS AND AGENCIES**

Recovery is not the exclusive domain of any single agency. All agencies and organisations willing to participate have an important role to play. This recognises that recovery must be a whole-of-government and a whole-of-community process.

The tables below are provided as a guide to indicate the range of services, which can be needed in a recovery process and the principal sources of those services. The information shown is in summary form.

RECIPIENT	SERVICE PROVIDED	PROVIDER	
		GOVERNMENT	NON-GOVERNMENT
<b>INFORMATION</b>			
Individuals & Families	Advice on Financial Assistance, Insurance Claims, Legal Advice	DHHS – Recovery; DELWP; Centrelink; RFCV	VCC; IDRO
	Water & Food Safety	DHHS – Health and Human Services; MHRMB	
Communities	Advice on assistance	MHRMB – Recovery; DHHS - Recovery	Red Cross; VCC
	Advice on roads and transport	DEDJTR; VicRoads	
Municipalities	Advice on safe water, safe food, waste disposal, accommodation standards	DHHS – Public Health MHRMB	
	Advice on erosion and catchment protection, reforestation, flora, fauna, environmental issues, advice on disposal of dead/maimed animals	DELWP, NECMA, PV, EPA	
	Business Data	Australian Business Register	
Small Businesses	Advice on options and support available	DEDJTR – Small Business Counselling Service	RFCV
All	Mapping Services/information	Land Victoria; DELWP; CFA; VICSES; PV	
	School information	Department of Education and Training	
	Indigenous issues	DHHS; DEDJTR	

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RECIPIENT	SERVICE PROVIDED	PROVIDER	
		GOVERNMENT	NON-GOVERNMENT
<b>FINANCIAL</b>			
Individuals & Families	Relief of personal hardship Income support Loan funds towards restoration of dwelling	DHHS – Recovery; Centrelink; RFCV	Insurance companies; Financial institutions; Charities; Public appeals; Australian Red Cross; Salvation Army; St Vincent’s; Service Clubs
Municipalities	Restoration of public assets and emergency protection works, specific funding	Department of Treasury & Finance; DEDJTR; DHHS; RDV	Insurance companies; Financial institutions; Public appeals
Small Businesses	Loan funds towards restoration of income – earning assets; working capital;	DEDJTR; RDV	Insurance companies; Financial institutions; Public appeals; Business and Tourism Associations
Community Groups	Loan funds towards: restoration of assets; rural leadership and community events program; community building projects	DEDJTR; DHHS; RDV; RFCV	Insurance companies; Financial institutions; Public appeals
<b>TEMPORARY ACCOMMODATION</b>			
Individuals & Families	Short to medium term	MHRMB; DHHS – Recovery; DHHS – Housing	Insurance companies; Real estate agents; Lodge managers
<b>NON FOOD ITEMS</b>			
Individuals & Families	Essential personal & household items	DHHS – Grants Project; Victorian Relief Committee	Red Cross; Salvation Army; St Vincent’s
<b>REBUILDING AND UTILITY RESTORATION</b>			
Individuals & Families	Assessment, repair & rebuilding, household services – water, power, telephone, sanitation	MHRMB; Telstra; DHHS – Housing; CFA; SES	Trade association; Service clubs; Electricity distributors
Municipalities	Roads & bridges	VicRoads	
Public Land	Clearing, restoration & rehabilitation of roads, bridges, & other public assets	DELWP; PV; VicRoads; MHRMB	
<b>PERSONAL SUPPORT SERVICES</b>			
Individuals & Families	Debriefing, counselling, mental health services & support, support groups, community activities	MHRMB; DHHS – Recovery, hospitals, community health/mental health centres; Centrelink; Department of Education & Training	Red Cross; VCC; Salvation Army; Voluntary Groups, St Vincent’s; Community Health; Kilmany Uniting Care; Red Cross; Lifeline; Gippsland Crisis Line

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RECIPIENT	SERVICE PROVIDED	PROVIDER	
		GOVERNMENT	NON-GOVERNMENT
<b>COMMUNITY</b>			
Community Recovery Committee	Funding, administrative support	MHRMB DHHS – Recovery; RDV	Red Cross; Service clubs & Community groups
Communities	Employment & redevelopment programs	MHRMB; DEDJTR	
Municipalities	Funding, support personnel, advice	DHHS – Recovery	VCC; Service clubs; Volunteers

This guide to the provision of services does not preclude the provision of these or additional services by others than those shown, provided they are managed within the coordination processes established.

**6.2.6 ROLE OF DEPARTMENT OF HEALTH AND HUMAN SERVICES IN RECOVERY**

In the recovery processes of an emergency, the Department of Health and Human Services:

- Acts as the strategic and operational interface between Regional and State tiers of Relief and Recovery;
- Regional relief and recovery coordination;
- Manages social recovery coordination, health emergencies, and human services command activities at a State and Regional level;
- Delivers social recovery programs including; support for individuals (Personal Hardship Assistance Program payments and emergency housing. Health, wellbeing and safety (psychosocial support and personal support) and targeted recovery programs (community engagement); and
- Coordinate social recovery activities.

**6.2.7 AGENCY RECOVERY ROLE STATEMENTS**

The agreed roles and responsibilities of agencies under these arrangements are consistent with Part 7 of the Emergency Management Manual Victoria (Appendix 13).

**6.2.8 OTHER SUPPORT AGENCIES**

The Mt Hotham Resort community receives significant benefit from the emergency management contributions of a wide range of volunteer groups and organisations. The lack of specific inclusion is not intended to limit the involvement of these agencies in the recovery process.

**6.2.9 RESPONSE/RECOVERY INTERFACE**

Recovery should begin as soon as possible when an emergency occurs. It is therefore essential to ensure high levels of understanding and cooperation between response coordinators and recovery coordinators at each of the levels of operation.

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In most instances there will be a transition of coordination responsibility from the Response Coordinator to the Recovery Coordinator. Appropriate arrangements must be negotiated and documented between Coordinators at the levels of operations to ensure this occurs.

It must also be recognised that recovery activities often occur naturally with the affected community. The emergency recovery planning and coordination activities undertaken at State, Regional and Municipal level are intended to provide structure for what would otherwise be ad hoc assistance to people affected by emergencies.

### **6.3 OBJECTIVES OF RELIEF AND RECOVERY**

The *Emergency Management Act 1986* states that recovery is:

*“The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning”*

And:

Emergency relief is defined as:

*“The provision of essential needs to individuals, families and communities during and in the immediate aftermath of emergency”.*

The provision of relief and recovery services from emergencies is a developmental process of assisting individuals and communities to manage the reestablishment of those elements of society necessary for their wellbeing.

The aim of relief and recovery is to achieve a collaborative approach that is jointly owned by all levels of government, together with the individuals and communities affected, as well as other agencies and organisations that support them.

The purpose of relief and recovery is to:

- Set an agreed strategy for managing the planning, assessment and implementation of emergency relief and recovery activities at an individual, household and local level;
- Provide for the effective coordination of emergency relief and recovery activities;
- Set out principles and concepts that are agreed and committed to by the Board, government agencies, non-government organisations and the private sector in undertaking and coordinating emergency relief and recovery activities to support the recovery of communities from emergencies;
- Provide a framework for development of supporting plans, guidelines and standard operating procedures;
- Ensure agencies and organisations involved in management, coordination and service delivery undertake emergency relief and recovery operations within a planned coordinated and adaptive framework;

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- Engage and empower communities in emergency recovery while recognising the complex and dynamic nature of emergencies and communities;
- Support and build on individual, household, neighbourhood, community and organisational capacity; and
- Be community focussed and consequence driven across the four recovery environments.

### **6.3.1 TRANSITION FROM RESPONSE TO RECOVERY**

Recovery operational planning should commence as soon as possible after the impact of an emergency. Recovery planning and operations are implemented as per the State, Regional and Municipal recovery arrangements.

In large or prolonged emergencies, it may be necessary to continue providing relief services to individuals and families under recovery management arrangements after other response activities have finished. This transition should be seamless, as the Municipality will continue to assume the responsibility for the management of emergency relief centres.

The Incident Controller, Emergency Response Coordinator and Recovery Manager should commence transition planning as soon as possible following the start of the emergency, see Appendix 14. The Emergency Management Team should be involved in transition planning discussions to ensure a shared and consistent understanding of the planning, timing and expectations for transition.

The decision relating to the timing of the transition of overall coordination from response to recovery will be impacted by a number of key considerations, including:

- The nature of the hazard/threat and whether there is a risk of a recurring threat;
- The extent of impact on communities, as this may determine if a prolonged transition period needs to be implemented;
- The extent of and known level of loss and damage associated with the emergency;
- The considerations for the extent of emergency relief required by the affected communities; and
- The considerations for the resources required to be activated for effective recovery arrangements.

The Emergency Response Coordinator is responsible for advising all agencies involved in the emergency of the time at which response terminates. Following the conclusion of response activities, the effects of the emergency may continue, and recovery activities will often go on for some time.

The State Recovery Coordinator, Emergency Services Victoria is responsible for State and Regional coordination of relief and recovery. Mt Hotham Resort Management Board is responsible for the relief and recovery management at the Municipal level.

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While termination of response implies the cessation of the responsibilities of the Victoria Police as response coordinators, they and other response agencies may have a previously agreed role in recovery activities.

### **6.3.2 ASSESSMENT OF IMPACTS AND NEEDS**

To determine service, staffing, resource and general recovery requirements it is necessary to obtain an early but full assessment of the emergency and the needs of the community. For example: the number, location and circumstances, including ethnicity of affected people, identify the number of dwellings destroyed or made uninhabitable, establish the extent to which essential services have been disrupted.

The MRM will liaise as early as possible with Victoria Police, State Emergency Services, the Board, Victorian Council of Churches (VCC) and any other relevant controlling and coordinating authorities where required.

The VCC can provide psychosocial support including emotional spiritual care, psychological first aid (PFA) and outreach to all affected persons and communities.

The VCC provides trained Chaplains and Personal Support volunteers to deliver PFA during the response and recovery phases of an emergency or disaster. They support municipalities in establishing post impact needs through coordinated outreach.

### **6.3.3 INITIAL IMPACT ASSESSMENT (IIA)**

The intent of the Initial Impact Assessment is to capture, during the initial 48 hours of an emergency, the nature and scale of the impact on people, community infrastructure, and economic, natural and built environments.

Initial loss and damage assessment can be broken into two components:

- A general overview assessment – initial impact assessment of affected areas; and
- A more specific assessment – more detailed assessment of significantly affected locations.

Both assessments are essential in informing and supporting resource and welfare requirements for response and the early stages of recovery.

The control agency has the overall responsibility for the instigation and management of the IIA process and all organisations involved in the emergency may be tasked to collect, confirm and exchange relevant information to ensure the process is undertaken in a timely manner.

## **6.4 MUNICIPAL MANAGEMENT AND COORDINATION ARRANGEMENTS**

### **6.4.1 RECOVERY COORDINATION**

Recovery coordination refers to the arrangements that will be used in any situation where more than one department, agency or organisation is required to provide services to assist

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communities and individuals recover from the impact of an emergency. Recovery coordination arrangements provides for:

- Assessment of impacts;
- Input of affected community into decision making;
- Coordination of service provisions; and
- Communication strategies.

### **6.4.2 MUNICIPAL RECOVERY COORDINATOR**

The Board has not appointed a Municipal Recovery Coordinator. The responsibility of Municipal Recovery Coordination will rest with the MRM.

The role of the MRM is fully detailed at Part 3.2.4 of this Plan.

Where a person other than the MRM is appointed to act as the Municipal Recovery Coordinator, details of that appointment are to be notified as soon as practicable to the Emergency Management Coordinator, Department of Health and Human Services - Hume Region, and to local recovery agencies.

### **6.4.3 RESPONSIBILITIES OF MUNICIPAL RECOVERY COORDINATOR**

The Municipal Recovery Coordinator has responsibility to:

- Assess the impact of the emergency;
- Seek input of the affected community into decision making;
- Bring together the responsible agencies to ensure that services and activities are provided in a coordinated manner; and
- Communicate with the affected community the range of activities that will be provided.

The Recovery Coordinator does not have the authority to direct organisations. However, there is an expectation that through the recovery planning process, agencies will agree to provide services, and this agreement is documented as part of the planning process.

### **6.4.4 ACTIVATION AND NOTIFICATION**

The Municipal Emergency Response Coordinator (MERC) will advise recovery agencies of the emergency.

Generally, the MERO is responsible for notifying the MRM of the potential need for recovery services. The supplementary Resource Process Flow Chart can be found in Appendix 15. The MRM or delegate is to initiate recovery and/or preparation activities as documented in these arrangements, as soon as practicable, after an emergency; or when advance notice of an impending emergency is known.



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On receiving advice of an emergency, the MRM will bring together the responsible agencies to ensure that services and activities are provided in a coordinated manner, thus activating recovery arrangements.

Circumstances where the Regional Recovery Manager may be required to inform the MHRMB of the need for recovery activities may include those where:

- The event has occurred outside the Resort;
- The response to the event is small scale, but the potential impact is large; and
- There has been no need to activate Municipal resources during the response to the event.

The recovery arrangements may be implemented in support of events where no response activities were required.

### **6.4.5 COMMUNICATING WITH AFFECTED COMMUNITY**

The affected community will need to be advised of the recovery services available to them. The Municipal Recovery Coordinator will ensure the community is advised of the recovery services through appropriate regular community update newsletters produced by the Control Agency and circulated using the strategies previously outlined in Part 5.3.4 of this Plan, Public Information and Warnings.

In addition to Part 5.3.4 consideration should be given to circulating newsletters to:

- Local Member of Parliament, Federal and State;
- MHRMB employees, website, business owners; lodge managers, MHSC;
- Police Station;
- CFA;
- Other recovery, support and community agencies; and
- Impacted persons as required.

### **Community Briefings**

Community Briefings may be conducted by response agencies as part of their role in keeping communities aware of the current emergency situation before, during and after events. Municipal recovery team members including a trained personal support practitioner should be part of the briefing team.

### **Community Information Sessions**

As soon as practicable after an emergency, the MRM should arrange community information sessions. The development of these sessions is the first practical step in the process of ensuring a community is actively involved in the recovery management process. These sessions can also be used to support the development of community recovery committees. The role of community briefings in the recovery context is to:

- Provide clarification of the emergency event (Control Agency);
- Provide advice on services available (Recovery Agencies);

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- Provide input into the development of management strategies (RMB); and
- Provide advice to affected individuals on how to manage their own recovery, including the provision of preventative health information (specialist advisors).

Where the emergency has a criminal component, the Mt Hotham Resort Management Board will need to consult with the investigating authority on any necessity to restrict the content of the briefings.

### **6.4.6 PROVIDING A SINGLE POINT OF CONTACT**

Where the Municipal Recovery Coordinator determines that the emergency is of such scale to warrant a Municipal Recovery Centre, they will establish one to provide a “one stop” service and ensure affected people are integrated into the emergency recovery process at a single point. This centre is located in the Mt Hotham Resort Management Board’s Administration Building.

### **6.4.7 COMMUNITY RECOVERY COMMITTEE**

Communities recover best when they are supported to manage their own recovery. The primary method of ensuring and fostering community management of recovery after an event is through the use of Community Recovery Committees (CRC’s).

#### **6.4.7.1 ESTABLISHMENT OF COMMUNITY RECOVERY COMMITTEE**

The Municipal Recovery Coordinator has the responsibility to ensure the establishment of these CRC’s is completed as soon as possible after the emergency. Existing Resort community representative committees should be used where possible.

#### **6.4.7.2 MEMBERSHIP**

The membership of community recovery committees will depend on the needs of the affected areas and should include:

- The MRM;
- Community Groups;
- Affected Persons;
- Business and Tourism Associations (Chamber of Commerce and Hotham Ski Association);
- Government agencies; and
- Non-government agencies.

Where there is a capacity to assist with recovery services, involvement should include local community agencies and private businesses.

#### **6.4.7.3 FUNCTIONS**

CRC’s help individuals and communities achieve an effective level of functioning. They can coordinate information, resources and services in support of an affected community, establish priorities and provide information and advice to the affected community and recovery agencies.

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### **6.4.7.4 ROLE**

The role of the Community Recovery Committee (CRC) is to:

- Monitor the progress of the recovery process in the community;
- Identify community needs resource requirements and make recommendations to Recovery Agencies, the Board and Recovery Managers;
- Liaise, consult and negotiate on behalf of the community with the recovery agency through the designated Regional Director or delegate; and
- Undertake specific recovery activities as required.

### **6.4.8 VULNERABLE COMMUNITY MEMBERS**

At all times care will be taken to identify those in the community impacted by the emergency that require additional assistance to manage the elderly, disabled, or poor. In different types of emergencies the community members most vulnerable to the emergency can change.

### **6.4.9 FUNCTIONAL AREAS OF RECOVERY**

There are five key functional areas that require the application of coordination arrangements as part of the recovery process. These functional areas focus on the various needs of a community:

- Social, health and community environment;
- Economic environment;
- Natural environment;
- Built environment; and
- Agricultural environment.

#### **6.4.9.1 SOCIAL, HEALTH AND COMMUNITY ENVIRONMENT**

Social, health and community impacts refer to the impact that an emergency may have on the health and wellbeing of individuals and the community fabric. This functional area of individual and community needs include but are not limited to:

- Temporary accommodation;
- Recovery Centres;
- Information Services;
- Accessing Information;
- Food and Water;
- Material assistance;
- Financial assistance;
- Personal support;
- Health and medical services; and
- Community development.

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### **6.4.9.2 ECONOMIC ENVIRONMENT**

Refers to the economic impact that an emergency may have on individuals and communities in an affected geographical area. The economic impact of an emergency is often hidden and may need a detailed assessment to ascertain both immediate and long term effects. This functional area may include but is not limited to:

- Business Continuity planning;
- Local Economic Sustainability;
- Support for Local Tourism industry; and
- Support for Businesses (small and large).

### **6.4.9.3 NATURAL ENVIRONMENT**

Refers to the environmental impacts that an emergency may have on a geographic area. These impacts include but are not limited to:

- Air quality;
- Protecting threatened habitats;
- Protecting threatened species;
- Regeneration of forests;
- Restoring public land (walking, fencing and recreational and visitor facilities);
- Protecting sites of cultural heritage significance;
- Water quality (including catchment management);
- Land degradation and contamination; and
- Natural environment (including public lands and national parks).

### **6.4.9.4 BUILT ENVIRONMENT**

Refers to the impact that an emergency may have on physical infrastructure. Infrastructure assists individuals and communities in the management of their daily lives, but also forms an important part of the community identity. Some public buildings have an important symbolic role and their loss can have a severe negative impact on community morale. Built environment impacts include but are not limited to:

- Assessment of damaged buildings;
- Clean up and demolition of damaged structures;
- Building advice and information;
- Electricity;
- Gas;
- Water/Sewerage;
- Waste and pollution (including garbage)
- Telecommunications;
- Transport;

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- Roads; and
- Other essential services (emergency services, medical services, banking and shops).

### **6.4.9.5 AGRICULTURAL ENVIRONMENT**

Refers to the impacts that an emergency may have on animal welfare and wellbeing & economic recovery of rural communities. This area may include but is not limited to:

- Injured Native Animals;
- Soil Erosion/Land Stability; and
- Contaminated Water Supplies.

### **6.4.10 COMMUNITY DEVELOPMENT AND COMMUNITY DEVELOPMENT OFFICER**

The Board has not appointed a Community Development Officer; however for the purposes of coordinating community development activities, the MRM has been delegated.

It is important that an early assessment is made to evaluate the need to establish a community development service. Community development may be required when:

- The emergency has a demonstrated impact upon community networks;
- Where an affected area is experiencing or is likely to experience socio economic disadvantage as a result of the emergency; and
- The nature of the emergency incurs a high degree of stress within the community that will impact upon its health and wellbeing.

Often multiple community development activities will be taking place in an affected community. The use of a Community Development Officer to coordinate these activities and provide a point of contact for the affected community may be beneficial.

It is normal practice that Community Development Officers are appointed and employed by Municipalities. The MRM may seek assistance in funding community development effort for community development activities from various government departments (primarily Department of Health and Human Services (DHHS)) or the non-government sector.

### **6.4.11 SERVICE COORDINATION**

The needs of individuals and communities after an emergency will vary in scale and complexity. However these needs can usually be met by existing services, supplemented by additional resources where there are capacity issues.

Recovery planning and management should initially be on the basis of linking affected individuals into existing services provided by existing agencies.

In many emergency events people will have a complex set of needs. Some people may find it difficult to access the recovery services. Others may need specialist support that is not readily available, or a complex mix of services to meet their needs. This situation can occur when one emergency is followed by another or where a person's existing circumstances have made them more susceptible to the impact of an event.

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An early assessment should be made for the need and the likely benefits of an application of service coordination model. The appointment of a Service Coordination Officer may be beneficial for those most in need of assistance.

Assistance in funding Service Coordination Officers positions may be sought from State Government.

### **6.5 RELIEF AND RECOVERY ARRANGEMENTS, ROLES AND RESPONSIBILITIES**

#### **6.5.1 EMERGENCY RELIEF**

This section covers the provision of emergency relief to a person affected by or involved in the management of an emergency.

Within the Mt Hotham Resort a number of facilities have been identified as suitable to use as relief centres, details of these facilities, including contact details are attached as Appendix 8.

#### **6.5.2 REQUESTING EMERGENCY RELIEF**

##### **6.5.2.1 CONTROL AND SUPPORT AGENCIES**

Control and support agencies that have the capacity to provide emergency relief functions their own personnel (e.g. catering) are to use their internal organisational resources before requesting emergency relief from the emergency relief system.

Extreme care must be taken to ensure that an individual organisation's emergency relief arrangements do not compromise agreed State, Regional or Municipal emergency management arrangements.

##### **6.5.2.2 SUPPORT TO THE COMMUNITY**

Request for emergency relief should, in the first instance, be directed to the Mt Hotham Resort Management Board via the MERC.

##### **6.5.2.3 COORDINATION OF EMERGENCY RELIEF PROVISION**

Mt Hotham Resort Management Board has the responsibility for coordinating emergency relief at the local level. The relief function roles and the nominated agencies responsible for catering emergency relief centres and material needs are as follows:

- Emergency Relief Centres – Mt Hotham Resort Management Board;
- Food and Water – Mt Hotham Resort Management Board; and
- Non Food Items – Mt Hotham Resort Management Board.

##### **6.5.2.4 ESCALATION**

If the demand for relief exceeds the capacity of the Board, the RERC should be consulted with a view to request the Department of Health and Human Services to coordinate emergency relief at the regional level. To ensure a smooth transition of responsibility the Board should notify

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DHHS as soon as it becomes apparent an event will exceed its capacity (Appendices 15 and 25). This does not replace the requirement of the RERC to monitor the emergency relief situation.

### **6.5.2.5 EMERGENCY RELIEF PAYMENT RESPONSIBILITIES**

The responsibility for payment of emergency relief relies on the details below. Agencies requesting emergency relief should be familiar with these arrangements.

- Mt Hotham Resort Management Board is responsible for the cost of emergency relief measures provided to emergency affected persons;
- If emergency relief is requested by an agency for its own personnel, that agency will be responsible for costs incurred; and
- When a control agency requests emergency relief (e.g. catering) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.

### **6.5.2.6 EMERGENCY RELIEF CENTRE SERVICES**

Both emergency relief and specific recovery services may be provided at an emergency relief centre. Thus, the provision by relevant agencies of any of the relief or recovery services such as catering, material needs, emergency shelter, grants, temporary accommodation and counselling may occur concurrently at such centres.

Irrespective of the emergency relief or recovery services offered or the level of coordination being provided, the overall management responsibility for the centres remains with the Mt Hotham Resort Management Board.

### **6.5.2.7 RELIEF AND RECOVERY CENTRES**

**A Relief Centre** is a building or place established to provide life support and essential needs to persons affected by an emergency. This Centre would normally be established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency (Refer to the DHHS, Emergency Relief Handbook at Appendix 9) and the ERC Activation Checklist at Appendix 20; and will be opened once the nature, extent and the location of an emergency event are known.

**A Recovery Centre** is a building in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical wellbeing is provided. This support will include provision of:

- Psychological (e.g. counselling);
- Infrastructural (e.g. temporary accommodation);
- Environmental (e.g. public health); and
- Economic (e.g. financial assistance) services.

As a “One Stop Shop” the Recovery Centre will ensure that all agencies and stakeholders are properly integrated into the recovery process, at a single point of entry. In large or prolonged

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emergencies, a Relief Centre may evolve into a Recovery Centre when the emergency response has concluded.

This transition should be seamless, as the Mt Hotham Resort Management Board will continue to assume the responsibility for the management of these centres. Coordination responsibility will pass from the Response Coordinator (Victoria Police) to the Municipal Recovery Coordinator or Department of Health and Human Services, depending on the scale of the recovery.

This handover will occur only after agreement has been reached between the Response and Recovery Coordinators, and after any necessary documentation has been completed to the mutual satisfaction of both Coordinators.

### **6.5.2.8 EMERGENCY RELIEF CENTRE KITS**

The Emergency Relief Centre (ERC) Kit contains a collection of items that are immediately required to set up an ERC. The MRM (or their delegate) is responsible for establishing and maintaining the ERC Kits. List of items in the ERC kits are listed in Appendix 18.

### **6.5.2.9 REGISTRATION OF EVACUEES**

Victoria Police is responsible for the registration of evacuees in conjunction with MHRMB and Australian Red Cross, Victoria who is responsible for the operation of the registration and inquiry system (NRIS) including training, resources and personnel.

A number of MHRMB staff has been trained in Australian Red Cross Registration Procedures and will act as first responders until the Red Cross arrive. Appendix 19 contains the Red Cross training manual and registration forms.

### **6.5.3 NON FOOD ITEMS**

The agency responsible for the provision of material needs in the Mt Hotham Resort is the Mt Hotham Resort Management Board. They may be assisted by:

- Mt Hotham Skiing Company;
- Alpine Shire MRM;
- Mt Hotham Chamber of Commerce;
- The General Store Mt Hotham;
- Hotham Ski Association;
- Australian Red Cross; and
- Department of Health and Human Services.

### **6.5.4 RELEASE OF PERSONAL INFORMATION – INFORMATION PRIVACY ACT 2000**

When the Information Privacy Act 2000 was developed the Victorian Parliament acknowledged that in an emergency situation, the public interest in safety will override the privacy



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requirements of the Act, even where emergency response was not the primary reason for collecting the information. Privacy law does not stand in the way of responding to legitimate emergencies.

In an emergency context, the Information Privacy Act contains four main provisions permitting disclosure of personal information:

1. *IPP 2* – Primary Purpose of Collection
2. *IPP 2.1 (d)* – Disclosures necessary to prevent imminent threats to life/health/safety of an individual or public safety, public health or public welfare.
3. *IPP 2.1 (f)* – Use/disclosure required/authorised under law.
4. *IPP 2.1 (a)* – A reasonably expected secondary related purpose.

This requires two separate considerations:

- That the secondary purpose is related to the primary purpose; and
- That an individual would reasonably expect the organisation to use or disclose the information.

An example includes information received by the Board during the course of conducting fire protection and inspection activities. Disclosure of this information to a relevant authority for the secondary purpose of safety against bushfires is likely to be reasonably expected in this circumstance.

Information sharing under *IPP2.1 (a)* between organisations and emergency services following an emergency is also permitted. This applies to sharing information with organisations with a role with the response and recovery phases of an emergency (for example Australian Red Cross, DHHS, Centrelink).

Further information in regard to this is available from the *Office of the Victorian Privacy Commissioner, Information Sheet 02.10, January 2010*, a copy of which is found in Appendix 21.

### **6.5.5 USE OF LOCAL GOVERNMENT RESOURCES IN RECOVERY**

Mt Hotham Resort Management Board has internal arrangements in place to commit Board resources to support local recovery activities.

This commitment includes:

- Availability and capacity of adequately trained Municipal staff appointed to emergency management positions to fulfil roles and responsibilities;
- Capacity to provide adequately trained first line support to the affected community including a capacity to provide a first point of contact for the affected community;
- Availability of the Board's buildings and grounds for such recovery activities that may be necessary to support the community; and
- Commitment of the Board's services in respect of emergency repair, replacement and clean-up.

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### **6.5.6 DEVELOPMENT AND USE OF COMMUNITY NETWORKS**

Recovery Planners, Coordinators and Managers should always be cognisant of the value of existing community networks as a conduit for information delivery, needs of identification and support of those affected. These established networks are significant in the community and often have an inherent value that newly developed service networks may never develop. Where possible and appropriate, recovery programs should work with and through these networks.

Community networks that are functioning in an affected community should be actively engaged and supported in the recovery process. In some instances networks may be present in the community but require additional support to enable them to function effectively as a recovery conduit to the community.

Community networks include:

- Volunteer emergency services;
- Mt Hotham Consultative Forum;
- Mt Hotham Chamber of Commerce; and
- Hotham Ski Association.

### **6.5.7 VOLUNTEER ASSISTANCE**

Following is a list of organisations that may be able to assist with the provision of human resources:

- Victorian Council of Churches;
- Salvation Army;
- St Vincent De Paul Society;
- Australian Red Cross;
- Country Fire Authority;
- State Emergency Service; and
- Individuals.

All contact details are listed in Appendix 22.1.

#### **6.5.7.1 VOLUNTEER MANAGEMENT AND COORDINATION ARRANGEMENTS**

Where practicable the MEM/MRM will appoint an employee of the Board to fulfil the role of Volunteer Coordinator during an emergency to coordinate and maintain a volunteer register.

Preference will be given to volunteers from recognised organisations.

#### **6.5.7.2 RECORDING "CASUAL" VOLUNTEER EMERGENCY WORKERS**

Individuals and groups may offer to volunteer their services during an emergency.

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The Volunteer Coordinator will collate all offers of voluntary assistance and coordinate activity of volunteers see the Spontaneous Management of Volunteers in Appendix 22.2.

This will assist appropriate supervision and hence volunteer protection under the *Emergency Management Act* 1986. It will also help with planning and coordination to ensure priority assistance is given for the most urgent needs. The Registration Form Template is found in Appendix 22.3.

- Record offers of assistance, categorising into type of assistance offered;
- Register volunteers and if not required immediately contact when needed and available;
- Record requests for volunteer assistance and allocate activities appropriately;
- Maintain comprehensive records of all volunteer help requested and of any assistance given; and
- Manage logistical details for all volunteer activities.

### **6.5.7.3 COMPENSATION FOR VOLUNTEERS**

The *Emergency Management Manual Part 8 Appendix 7* lists legal protection for emergency volunteer workers (Appendix 23):

- Compensation in the case of injury or death;
- Protection for volunteer emergency workers from legal liability; and
- Other protection.

### **6.5.8 ESCALATION CRITERIA (RECOVERY)**

Where the impact of an event results in community needs that exceed the capacity of the Mt Hotham Resort Management Board; the Board may seek to escalate the level of management to the regional level. This escalation provides an additional layer of management rather than a replacement layer.

The MRM will contact the RRC, Department of Health and Human Services Hume Region to achieve this escalation.

### **6.5.9 EVALUATION OF RECOVERY ACTIVITIES**

Evaluation of recovery activities and recovery programs following emergency events is essential to maximise lessons learned and identify where improvements can be made. Evaluation may take the form of a formal debrief of operations, or may involve workshops, seminars or applied research into particular areas of activity.

The MRM should conduct an evaluation of recovery operations following activation of the recovery arrangements in the MEMP. The evaluation may be an informal or formal debrief depending on the scale of the activation, and must identify the strengths and weaknesses of the local operational response to the needs of the community.

The MRM must ensure that the RRC is made aware of the outcome of the evaluation.

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**6.5.10 SUPPORT SERVICES AND AGENCIES FOR RELIEF AND RECOVERY**

The table below is provided as a guide to indicate the range and types of support services and agencies which can be needed in a recovery process and the principal sources of those services. These are aligned to the *Emergency Management Manual Victoria Part 7 (Appendix 13)* where detailed description of agency roles is captured. The information shown is in summary form:

SUPPORT TASK	CONTROL AGENCY	KEY SUPPORT AGENCY
Animal Welfare	DELWP	RSPCA
Commonwealth Resources	ADF, EMA	Defence Forces
Communications	Victoria Police	ESTA, WICEN, MHRMB
Deceased Persons, Identification	Victoria Police	CCoV
Detection of Emergency Locator Transmitters	CASA	Airservices Australia
Electrical Safety and Restoration of Service	AusNet Services	Energy Safe Victoria
Emergency call taking and dispatch	ESTA	
Emergency Medical Care and/or Transport	Ambulance Victoria	Bright Medical Centre, Mt Hotham Medical Centre (winter only)
Emergency Relief Centres or shelters	MHRMB	VICSES
Environmental Impact Assessment	EPA	DELWP PV
Evacuation	Control Agency Victoria Police	VICSES MHRMB
First Aid	Ambulance Victoria	St John Ambulance, Bright Medical Centre, Mt Hotham Medical Centre (winter only)
Food and Water	MHRMB	Red Cross
Food supply manufacturing & logistics	MHRMB	DELWP
Media Relations	Control Agency	Victoria Police
Non Food Items	MHRMB (mattresses & blankets)	Salvation Army
Psychological First Aid	MHRMB	DHHS, VCC, Red Cross
Public Warnings	Control Agency Victoria Police	BOM, MHRMB
Registration and inquiries	Victoria Police	Red Cross
Relocations	Control Agency	Victoria Police, VICSES, MHRMB
Transport, Engineering and Services Support	VicRoads	Others as per TESS Plan
Weather Information and Forecasting	Bureau of Meteorology	
Work place/work related investigations and technical support	Worksafe	

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### 6.5.11 EMERGENCY MANAGEMENT AGENCY RECOVERY ROLE STATEMENTS

Emergency Management Agency Relief and Recovery Role Statements are in accordance with *Emergency Management Manual Victoria Part 7* (Appendix 13).

### 6.6 RECOVERY: GOVERNMENT POST EMERGENCY ASSISTANCE MEASURES

A number of post emergency assistance measures which may be made available to assist in various aspects of the recovery process can be found in *Emergency Management Manual Victoria Part 8 Appendix 1* (Appendix 24). Most are provided by Victorian Government agencies; a few Commonwealth assistance measures are also listed.

Important factors to note are:

- Assistance measures are identified as being generally available at departmental discretion, or requiring a specific government decision on each occasion; and
- The table is intended to list specific assistance in the form of financial or in kind measures. Other recovery services are listed under *Services and Agencies for Recovery in Part 7, pages 7-4 to 7-6 Emergency Management Manual Victoria*.

The assistance measures cover:

- Individual human need;
- Community safety/health;
- Economic recovery;
- Residential and community reestablishment; and
- Commonwealth Government – persons and Municipalities.

## **PART 7    ANCILLARY ARRANGEMENTS**

### **7.1    FINANCIAL ARRANGEMENTS FOR MITIGATION, RESPONSE AND RECOVERY**

#### **7.1.1    MITIGATION**

Appendix 1 Part 8 of the *Emergency Management Manual Victoria* summarises the major funding programs which can be accessed for prevention and mitigation purposes (see Appendix 24). Most are offered on a cost sharing basis, typically one third local agency, one third State and one third Commonwealth. Some projects may be funded on a 50:50 basis by State and Commonwealth.

It is important to note that all programs are subject to the eligibility criteria specific to that program and there is generally an assessment panel at both the State and Commonwealth levels that will make either recommendations or final decisions on projects.

#### **7.1.2    RESPONSE AND RECOVERY**

The following summarises financial responsibilities for expenditure on response and recovery activities. As a general rule, whichever agency originates the request for the resources will be responsible for all costs.

##### **7.1.2.1    EMERGENCY PAYMENT RESPONSIBILITIES**

- Where an agency's expenditure is in order to fulfil its own responsibilities, that agency is responsible for the cost;
- Where one agency requests services and supplies in order to fulfil its own responsibilities as articulated in plans, that agency is responsible for costs incurred;
- When a control agency requests services and supplies (for example catering) on behalf of a number of supporting agencies, the control agency will be responsible for cost incurred; and
- Municipalities are responsible for the cost of emergency relief measures provided to emergency affected people.

##### **7.1.2.2    VOLUNTARY AGENCIES**

Agencies are called upon to provide resources within the limit of their means.

##### **7.1.2.3    MUNICIPALITIES**

Mt Hotham Resort Management Board is expected to use its resources in an emergency situation within the Resort. Where equipment and or personnel are sourced from external providers, the Board is responsible for providing those resources.

Some reimbursement is available. Extraordinary expenditure incurred (for example overtime, or equipment hire used in emergency protection works, restoration of publicly owned assets or relief provided emergency affected people) may qualify for reimbursement by the Department of Treasury and Finance, refer to *Emergency Management Manual Victoria Part 8 Appendix 1*.

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### **7.1.2.4 STATE AGENCIES**

State agencies involved in emergency response and recovery activities as part of their normal activities will initially fund them from their own budgets, including supplies (e.g. catering) purchased from contractors or volunteer agencies. For major emergencies some funding supplementation may be required. This would be the subject of a Government decision at the time, in the context of the agency's budget position.

### **7.1.2.5 PRIVATE ORGANISATIONS**

Private organisations meet their own expenses incurred in emergency activities.

## **7.2 COMMUNICATIONS**

### **7.2.1 PRIMARY AGENCY**

The *Emergency Management Manual Victoria Part 7 page 4* identifies Victoria Police as the primary agency for the support service of communications.

### **7.2.2 AGENCY PROVISION**

All agencies having a role in these arrangements are responsible for the provision of their own communications systems during emergencies. Any agency requiring communications will put their request to the Municipal Emergency Response Coordinator (MERC).

### **7.2.3 TELEPHONE COMMUNICATIONS**

The telecom line network will be the initial and primary means of communication in the event of an emergency where practicable, and should be utilised to capacity where possible. When identifying locations for use as emergency coordination centres and emergency relief centres, consideration was given to the communications facilities already in place at that location.

#### **7.2.3.1 ADDITIONAL TELEPHONES**

Additional telephones can be provided by Telstra, upon request to the MERC who will in turn, submit such requests to the MERO for action. All costs related to such installations are the responsibility of the requesting organisation.

### **7.2.4 COMMUNICATIONS RESOURCES**

The following organisations have communications facilities and resources, which may be available to assist in an emergency:

- Victoria Police;
- Country Fire Authority;
- State Emergency Service;
- Department of Environment, Land, Water and Planning;
- Other State Government Departments;
- MHRMB;
- Wireless Institute Civil Emergency Network (WICEN); and
- Telstra.

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### **7.3 SUPPLY OF GOODS AND SERVICES**

The Board and other agencies shall obtain and pay for goods and services through their own purchase and supply systems, the requesting agency may seek payment by the Control Agency, however for this to occur the original request has to have been made and documented via the MECC processes.

### **7.4 EMERGENCY CATERING ARRANGEMENTS**

Emergency catering is a critical support service during emergencies. Emergency operations require individuals that are physically and mentally fit to withstand adverse environmental conditions and prolonged physical activity. Without adequate food and water replenishment, the following is compromised:

- Morale and general wellbeing;
- Hydration;
- Energy levels and stamina;
- Operational effectiveness;
- Organisational duty of care; and
- Health and safety of all involved.

#### **7.4.1 COORDINATING AGENCY**

In the Mt Hotham Resort, the Mt Hotham Resort Management Board is the coordinating body for emergency catering.

#### **7.4.2 ACTIVATION PROCEDURE**

Once the capacity of an agency or locally agreed arrangements are exhausted, requests for catering is to be made to the MERC and the MERO who will contact the MRM so that the provision of additional resources can be coordinated.

#### **7.4.3 ESCALATION**

Should resources at the Municipal level be exhausted, or the event becomes more extensive, the MERC will contact the Red Cross Divisional Emergency Management Response Coordinator Catering Coordinator.

#### **7.4.4 ESCALATION CRITERIA**

The Red Cross Regional Catering Coordinator is to be alerted or activated when the nature of the incident indicates any of the following:

- More than one substantial meal for controllers or other affected persons are required to be supplied;
- Reimbursement for incurred costs will be claimed by local providers; and
- Goods are required to be purchased by an authorised Red Cross purchasing officer.

The Red Cross Regional Catering Coordinator will in conjunction with the local catering providers, ascertain the level of involvement necessary by Red Cross ensuring that local resources, including those already in operations are fully utilised.



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### **7.4.5 CATERING CHECKLIST**

- Number of people – include all agencies involved and emergency affected;
- People/evacuees;
- Other agencies that may be assisting for example, Victoria Police at traffic management point, VicRoads, EPA, DELWP, contractors;
- Changeover of shift – count both incoming and outgoing crews;
- Support vehicles and independents (when known);
- Control and operations centre staff – Incident Control Centre, Emergency Management Team Centre and Municipal Emergency Coordination Centre;
- Avoid duplication – check that meals have not been requested by another agency;
- Type of meal required for example, cold lunch packs, hot multi course meal;
- Time meal is required;
- Location and type of facility including pick up location;
- Does food required distribution? (responsibility of Control Agency);
- Are individual packages required?
- Special diets for example vegetarians, religious dietary requirements or diabetes;
- What resources have already been utilised for emergency catering?
- Any information you have about facilities at the locations; and
- Is the situation likely to be ongoing?

### **7.4.6 FINANCIAL RESPONSIBILITY FOR CATERING**

#### **7.4.6.1 AGENCY ARRANGEMENTS**

- Each agency pays for its own catering.

#### **7.4.6.2 MUNICIPAL LEVEL**

- Emergency Personnel – Control Agency; and
- Emergency affected people – Municipality.

### **7.4.7 FOOD HANDLING LEGISLATION**

Where an organisation provides catering assistance in an emergency as part of its usual function, and may not be later reimbursed, this is not interpreted as a contract of service and consequently would not be considered as selling food as defined under the *Food Act 1984*. Accordingly registration for providers under the *Food Act* would not be required.

It must be emphasised, however, that this does not remove or mitigate in any way common law duty of care. To this end, emergency catering providers such as the Australian Red Cross and the Salvation Army must train their volunteers to understand and comply where practicable with food handling regulations. Environmental Health Officers can provide further specific local information regarding food handling and food safety.

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### **7.5 POST IMPACT ASSESSMENT**

The Municipal Recovery Coordinator will appoint outreach teams to survey/assess the community in affected areas as indicated by the Control Agency. The Victorian Council of Churches (VCC) is to be used as part of the teams.

The Department of Health and Human Services Initial Impact Assessment forms can be used for this process, when needed these are to be obtained from the DHHS via their Recovery Manager.

The economic impact of the emergency on the community is also to be considered for inclusion in the assessment.

### **7.6 ENVIRONMENTAL AND PUBLIC HEALTH**

The Manager Environment and Technical Services is responsible for all environmental and public health matters in the Mt Hotham Resort in an emergency.

As a result of an emergency their responsibilities include but are not limited to:

- Safety of water supplies; and
- Safety of wastewater disposal.

### **7.7 TRANSPORT AND ENGINEERING**

Mt Hotham Resort Management Board's MERO has been delegated the responsibility for transport and engineering matters.

#### **7.7.1 AIM**

The purpose of these arrangements is to identify available transport and engineering resources within the Resort. This will include specialist and technical advice, and deployment of those resources (Appendix 17).

#### **7.7.2 REQUESTING PROCEDURE**

All requests for transport and engineering resources should be directed to the MERC who will request them through the MERO.

Resort resources should be used in the first instance prior to engaging private contractors.

#### **7.7.3 MANAGEMENT OF RESOURCES**

Responsibility for the management of resources shall rest with the MERO who is responsible for maintaining a resource database and contact details. Details of these are included in the resource and contact directories as well as within a number of internal documents and systems (for example asset and fleet management) and in Appendix 17, accessing this information is through the MERO.

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**7.7.4 MUTUAL AID ARRANGEMENTS**

Mt Hotham Resort Management Board has requested to be a signatory to the MAV Protocol for Inter Emergency Management Resource Sharing so that the existing arrangement with the Alpine Shire and the Hotham Airport is more formalised.

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***PART 8 CONTACT DIRECTORY***

**8.1 CONTACTS BY ORGANISATION**

Organisation	Contact	Email	Mobile Phone	Phone Number
ACCOMMODATION:				
Aardvark				
Alpine Club of Victoria				
Anton Huetten				
Apea				
Arrabri				
Asgaard				
Asterix				
Austen				
Bembooka				
B'rush				
Bundarra				
Burrumbeep				
CSIR (The Drift)				
Dolomite (Staff Accom)				
Edelweiss				
Eiger				
Ettamogah				

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Eumarellah				
Gravbrot				
Hangmans Drop				
I.H.P				
Jalanga				
Kalyna				
Karnulurra				
Kongoola				
Koomerang				
Langi Taan				
Lawlers Flat 5A				
Leeton Alpine Club				
Marouka				
McMillan				
Nindethana				
Ormond				
Pegasus				
Peninsula				
Players				
Rodondo				
Ski Club of East Gippsland				
Shamrock				
Shepparton				
Spiral Stairs				
Swindlers Valley Ski Club				

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Taki				
Tallawarra				
Tanderra				
Tantani				
The Lodge				
Tinogra				
Trapdoor				
University Ski Club				
Vagabond				
Valhalla				
Wongungarra				
CFA				
Kobla				
<b>COMMERCIAL Premises:</b>				
Alpine Babysitting				
Alpine Haven Apartments				
Alpine Heights Chalets				
Alpine Property				
Altitude Accommodation				
Arco Ski Lodge - Bar-Beerhall-Restaurant				
Arlberg Apartments				
Arlberg Supermarket				
Merlin				
Avalanche Bar & Bistro				
Central Snowsports @				

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Arlberg				
Chill Bar & Café, Café Niche				
Dinner Plain School				
Dinner Plain Fire Wood Supply				
Hoys Skis				
John Castran Alpine Resort				
Karoondah Apartments				
Lachen Apartments				
Last Run Bar				
Moritz				
The General Store				
Mountain Dreaming Apartments				
Mt Hotham Accommodation				
Mt Hotham Skiing Company				
Myabi Hair Design				
Zirkys Real Estate Mt Hotham				
Snowbird Inn				
Snowmonkey				
Snowpix				
Snow Stuff				
Snowtel				
Snow Tow				
Stadelmanns				
Swindlers				

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Team Hotham Race Hut				
Victoria Police				
Zirkys Apartments				
HOTHAM MEDICAL CENTRE				
<b>TRADE BUSINESSES:</b>				
Harrington Plumbing				
Minimax Contracting				
Mt Hotham Electrical				
O'dear Painting & Decorating				
TJ Chick Builders				
Hotham Freight				
<b>OTHER CONTACTS:</b>				
Ambulance Victoria				
Ausnet Services				
CFA				
CFA District 24 Duty Officer				
MHRMB				
MHRMB				
Vic Roads (North Eastern Maintenance Alliance)				
<b>DINNER PLAIN:</b>				
Alpine Shire/DP				



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Alpine School				
Dinner Plain School				
Hoys Skis				
High Plains Lodge				
Accommodation @ DP				
Accommodation Services of DP				
Alphutte Pizza Restaurant				
Alpine Babysitting				
Alpine Decking & Décor / Dinner Plain Self Storage				
Alpine Property				
Brandy Creek Café & Supermarket				
Cattlemans Hut Restaurant				
Sola Copa				
Dinner Plain Carpet Care				
Dinner Plain Central Reservations				
Dinner Plain Hotel				
Dinner Plain Maintenance				
Dinner Plain Services (snowclearing)				
Dinner Plain Visitor Info Centre				
Graze Restaurant				

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(Rundells)				
High Plains Lodge				
Hotham DP Laundry & Linen Service				
Hoys @ DP				
Mountain Kitchen				
Myabi Hair Design				
TJ Chick Builders				
Tsubo Bar & Restaurant				
<b>MEMP COMMITTEE</b>				
Chairman Municipal Emergency Manager (MEM)				
Emergency Response Coordinator (MERC)				
Municipal Emergency Response Officer (MERO)				
Deputy Municipal Emergency Response Officer (Deputy MERO)				
Municipal Recovery Manager (MRM)				
Deputy Municipal Recovery Manager (Deputy MRM)				

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Ambulance Victoria				
CFA				
DELWP				
Executive Officer				
Medical Representative				
MHSC				
Parks Victoria				
VICSES Bright				
<b>MEMP Contact List</b>				
CFA				
Police Representative				
Ski Patrol Director				
Mt Hotham Chamber of Commerce				
Municipal Building Surveyor				
Environmental Health Officer				
VICSES				
Ambulance Victoria				
AusNet Services				
Department of Health and Human Services				

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Alpine Shire				
VicRoads				
Hotham Airport				
Victoria Police				

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**8.2 CONTACTS BY TASK**

<b>Task</b>	<b>Control Agency</b>	<b>Phone Number</b>	<b>Key Support Agency</b>	<b>Phone Number</b>	<b>Key Support Agency</b>
Animal Welfare	DELWP Customer Service Centre (for native animals)		RSPCA		
Commonwealth Resources	ADF  EMA		Defence Forces		
Communications	Victoria Police (Mt Hotham Police Station)  Bright Police Station Omeo Police Station		ESTA WICEN  MHRMB		
Deceased Persons, Identification	Victoria Police		Coroners Court Victoria (CCoV)		
Detection of Emergency Locator Transmitters	CASA		Airservices Australia		
Electrical Safety and Restoration of Service	AusNet Services		Energy Safe Victoria		
Emergency call taking and dispatch	ESTA				
Emergency Medical Care and/or Transport	Ambulance Victoria		Bright Medical Centre Mt Hotham Medical Centre		
Emergency Relief Centres or shelters	MHRMB 28 Great Alpine Road, Hotham Heights		VICSES		
Environmental Impact Assessment	EPA		DELWP PV		
Evacuation	Control Agency (Variable by emergency) Victoria Police		VICSES MHRMB		

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<b>Task</b>	<b>Control Agency</b>	<b>Phone Number</b>	<b>Key Support Agency</b>	<b>Phone Number</b>	<b>Key Support Agency</b>
First Aid	Ambulance Victoria		St John Ambulance Bright Medical Centre Mt Hotham Medical Centre		
Food and Water	MHRMB (with support from local businesses)		Red Cross (State Duty Officer - 24/7 contact)		
Food supply manufacturing & logistics	MHRMB (with support from local businesses)		DELWP		
Hearing Impaired	Vic Deaf National Relay Service				
Media Relations	Control Agency (Variable by emergency)		Victoria Police Mt Hotham Police Station  Bright Police Station Omeo Police Station		
Non Food Items	MHRMB (mattresses & blankets)		Salvation Army		
Psychological First Aid	MHRMB		DHHS  VCC Red Cross (State Duty Officer - 24/7 contact)		
Public Warnings	Control Agency (Variable by emergency) Victoria Police Mt Hotham Police Station  Bright Police Station Omeo Police Station		BOM <a href="http://www.bom.gov.au/australia/warnings/">www.bom.gov.au/australia/warnings/</a> MHRMB		

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<b>Task</b>	<b>Control Agency</b>	<b>Phone Number</b>	<b>Key Support Agency</b>	<b>Phone Number</b>	<b>Key Support Agency</b>
Registration and inquiries	Victoria Police Mt Hotham Police Station  Bright Police Station Omeo Police Station		Red Cross (State Duty Officer - 24/7 contact) (Register.Find.Reunite)		
Relocations	Control Agency (Variable by emergency)		Victoria Police  VICSES MHRMB		
Translation and Interpreting Services	Victorian Interpreting and Translating Service				
Transport, Engineering and Services Support	VicRoads North East Region – Benalla, Works Coordinator		Others as per TESS Plan		
Vision Impaired	Vision Australia				
Weather Information and Forecasting	Bureau of Meteorology (BOM) <a href="http://www.bom.gov.au">www.bom.gov.au</a>				
Work place/work related investigations and technical support	Worksafe				

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**PART 9 APPENDICES**

- APPENDIX 1 VILLAGE GUIDES**
  - 1.1 HOTHAM VILLAGE GUIDE
  - 1.2 GETTING TO HOTHAM/ARRIVING AT HOTHAM – VISITORS GUIDE (ENGLISH)
  - 1.3 GETTING TO HOTHAM/ARRIVING AT HOTHAM – VISITORS GUIDE (HINDI)
  - 1.4 GETTING TO HOTHAM/ARRIVING AT HOTHAM – VISITORS GUIDE (MANDARIN)
  - 1.5 DISABILITY VISITORS GUIDE
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**MT HOTHAM RESORT MANAGEMENT  
EMERGENCY MANAGEMENT PLAN**

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