

Emergency Management

ARV Corporate Policy

1. Statement

The purpose of this Policy is to outline the Alpine Resorts Victoria (ARV) responsibilities in emergency management within the ARV managed properties (Alpine Resorts).

ARV is deemed to be a municipal council for the purposes of emergency management planning, response and recovery. The role and responsibilities of municipal councils are provided for in the Emergency Management Act 2013, State Emergency Management Plan and the ARV Municipal Emergency Management Plan (yet to be finalised).

An emergency can have a profound impact on not only human life but the economy of the Alpine Resorts through business disruption and damage, and the flow on effects on the community through employment and supply chain impacts. Essential infrastructure may also be impacted which can affect the overall functions within the Alpine Resort.

A major emergency will require a whole of organisation approach to ensure that ARV is meeting its legislative requirements to protect and support community and visitors during and after the emergency event.

This Policy provides information and guidance to all levels of ARV and requires that all management and employees commit to supporting the organisation to prepare for and assist during times of activation.

2. Scope

This policy applies to all ARV employees and workplace participants in planning for, and responding to emergencies including the Board, contractors and volunteers.

This Policy is focused on emergency events which affect the Alpine Resorts such as a fire, storm, landslide, power outage and isolation. It does not apply to events which only impact business continuity such as a fire in an ARV building – the Business Continuity Plan will be activated for situations such as this.

3. Requirements

3.1 Principles

The key principles underpinning this Policy align with those detailed in the Emergency Management Victoria Fundamentals of Emergency Management document – refer the following table:

Table 1 Principles of Emergency Management

PRINCIPLE	EXPLANATION
Primacy of life	The protection and preservation of human life, including the lives of both agency personnel and those of the community, takes priority over all other considerations.
Community centric	The community and individual community members will be at the core of everything we do. Focussing on the impact, outcomes and support to the community underpins decision making and actions undertaken in planning and responding to all hazards. The intent is to minimise the impacts of emergencies and enable affected communities to focus on their recovery as early as practicable.
Unified	Working together to achieve common objectives as one team with the community, government and business before, during and after emergencies. Common goals and interoperability in our systems of work, doctrine, training, equipment and infrastructure.
Progressive	Anticipation, foresight and continual improvement to predict, prepare, plan and respond to likely, unexpected and worst case scenarios. Our actions have a positive effect that enable public value.
Risk driven	Our actions and investments are prioritised by risk. Sound risk management, involving risk assessment (identification, analysis and evaluation), treatment and ongoing monitoring, is applied to the assigning of priorities and resources.
Integrated and collaborative	Unity of effort towards achieving shared outcomes founded on a willingness to work together, share responsibility and act with respect, integrity and trust developed through teamwork and strong relationships.
Flexible	Being agile and adapting and applying creative and innovative approaches in responding to and solving the challenges of emergencies. Understanding that the dynamic nature of emergencies sometimes means that plans will change and adapt to new circumstances.
Communicating information	Providing clear, targeted and tailored information to those that need it and those at risk provides the basis for effective management of emergencies and better decision making through shared understanding, accurate situational awareness and enabling the community, government and business to make informed decisions.

3.2 Emergency Management Framework

The objectives of this policy are to ensure that ARV has a comprehensive Emergency Management Framework in place, bringing together policies, plans and procedures that relate to emergency management activities, as well as staff in place to deliver the necessary emergency management activities and ensure compliance with all legislated roles and responsibilities.

This includes provision of an appropriate governance and management structure within ARV to work with community and emergency services to build community resilience and capacity, to plan for, mitigate, and manage emergency management activities including those associated with relief and recovery as required under the *Emergency Management Act 2013*, *Emergency Management Act 1986*, the *Country Fire Authority Act 1958*, and any other relevant Acts and Regulations as required.

The Emergency Management Framework includes details of:

- Risk management and the mitigation/prevention of emergency events
- Emergency management governance and assurance
- ARV's role and responsibilities in supporting response activities during an emergency event (including provision of relief measures).
- ARV's role in the development and delivery of recovery strategies aimed at helping the community and business sector recover from emergency events.
- Effective and efficient activation and escalation protocols to respond to emergencies within ARV's normal service delivery area, including business continuity contingencies in larger scale emergencies.
- Development of appropriate protocols/procedures to manage the limited resources of ARV, and where capacity and capability is exceeded during an emergency, appropriate

arrangements to activate mutual aid agreements with neighbouring councils, and regional and state agencies.

- Communications and schedules of meetings
- ARV's Business Continuity Plan
- Building resilience across social, built, economic and natural environments.

4. Responsibilities

Position	Responsibility
<p>ARV Board</p>	<p>The Board has overall responsibility for ensuring that an emergency management policy is in place and that the emergency management framework to give effect to the policy is functional and effective.</p> <p>The Board is responsible for:</p> <ul style="list-style-type: none"> • Approving this EM Policy and reviewing the effectiveness of EM processes • Identifying and setting the Board's critical emergency management priorities • Exercising due diligence to ensure ARV is taking required steps to comply with Emergency Management Act 2013 • Reviewing ARV's system of emergency management through a delegation to FRAC. • Reviews and establishes ARV's EM policy in accordance with strategic planning priorities.
<p>Finance Risk and Audit Committee</p>	<p>The FRAC assists the Board in fulfilling its responsibilities relating to EM</p> <p>The FRAC:</p> <ul style="list-style-type: none"> • Reports to the Board on the scope and effectiveness of Senior Management's ongoing management of EM. • Receives from management appropriate EM reports as required. • Reviews the program of assurance, receives and reviews reports from internal auditors/external auditors, external agencies, and consultants on issues pertaining to EM and reviews Senior Management's response. • Reports to the Board as necessary, on any material changes to the EM policy and process. • Provides advice and oversight about emerging risks which have the potential to impact ARV's operations and/or strategic plans.
<p>Chief Executive Officer</p>	<p>The CEO is responsible for:</p> <ul style="list-style-type: none"> • Exercising due diligence to ensure ARV is taking required steps to comply with current EM responsibilities and legislation. • Demonstrating EM leadership and decision making as required in an emergency event. • Resolving EM issues and sourcing required expertise to satisfactorily resolve issues.

- Ensuring EM is considered in all relevant projects and business case analysis.

The ARV Portfolio Heads and General Managers

The ARV Executive and Senior Management Team will ensure that EM is maintained as a priority and is responsible for:

- Ensuring EM is embedded in systems of work.
- Ensuring identified EM risks and/or events are reported, investigated and actioned.
- Ensuring that relevant aspects of the EM remains current and addresses the risks facing ARV at a given point in time. This includes determination of when risks should be added, retained on the operational Risk Register or can be deleted based on a reduced risk rating/effective controls.
- Considering the EM in all projects or business case assessments.
- Implementing agreed risk mitigation actions contained within the Risk Register or other Risk Mitigation Plans.
- Ensuring that EM is addressed in ARV's Corporate Plan and vice versa the risks of not meeting the Corporate Plan objectives are appropriately addressed in the Risk Register. Moreover, ensuring that EM is incorporated into the annual budgeting process.
- Receiving reports from internal auditors/external auditors and consultants on issues pertaining to the audit of financial statements and on ARV's EM, including preparing and implementing appropriate management responses.
- Immediately reporting any EM concerns to the CEO, Safety and Risk Manager and the Emergency Management and Business Continuity Coordinator

Safety and Risk Manager

The Safety and Risk manager is responsible for:

- Maintaining and improving ARV's EM process in accordance with legislation overall safety and risk strategy:
- Establishment, implementation and review of the risk management framework and policy.
- Preparing EM reporting to FRAC / Board
- Coordinating periodic review of Risk Registers and undertaking reporting thereon to FRAC / Board.
- Ensuring currency with dynamic and best practice risk management process.

Emergency Management and Business Continuity Coordinator

The Emergency Management and Business Continuity Coordinator is responsible for:

- Establishing and monitoring ARV's MEMP and associated plans, to ensure currency and effectiveness.
- Coordinating the administrative functions of the MEMPC.

- Guiding and contributing to ARV's training and management of EM events.
- Establish processes for monitoring EM plans, practices and processes, meeting statutory reporting requirements.
- Support the Safety and Risk Manager in the provision of data and information for briefings, reports, proposals and advice drafted for Board meeting reports and statutory reporting.
- Representing ARV in external EM forums.

ARV Staff and other Workplace Participants

All other staff members, volunteers and contractors also have a responsibility to play their part in EM and each is responsible for:

- Assisting in their area to identify and manage risk of emergencies.
- Following agreed EM plans and processes.
- Communicating with their manager / supervisor about impacts to EM.
- Participating in EM training as required.

5. Legislation

Emergency Management Act 2013

Alpine Resorts (Management) Act 1997

6. Related documents

ARV Municipal Emergency Management Plan

State Emergency Management Plan

Hume Regional Emergency Management Plan

Gippsland Regional Emergency Management Plan

ARV Emergency Management Framework

ARV Emergency Evacuation Policy

ARV Occupational Health and Safety Policy

ARV Health and Wellbeing Policy

ARV Risk Management Policy

ARV Risk Management Policy

ARV Safe Work Systems Guidelines (in draft)

ARV Business Continuity Policy

ARV Business Continuity Plans

7. Definitions

For the purposes of this policy, the following definitions apply:

Term	Definition
Emergency	Means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person

in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing—

- an earthquake, flood, wind-storm or other natural event; and
- a fire; and
- an explosion; and
- a road accident or any other accident; and
- a plague or an epidemic or contamination; and
- a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and
- a hi-jack, siege or riot; and
- a disruption to an essential service.

Emergency management	The arrangements for or in relation to <ul style="list-style-type: none"> • the mitigation of emergencies; • the response to emergencies; and • the recovery from emergencies.
Mitigation	The elimination or reduction of the incidence and severity of emergencies and the minimisation of their effects.
Response	The combating of emergencies and the provision of resources
Recovery	The assisting of individuals and communities affected by emergencies to achieve and effective level of functioning.

8. Approval and implementation

Policy Custodian	Policy contact details	Approval Date	Approver
General Manager, Corporate Services	melanie.kay@alpineresorts.vic.gov.au	November 2024	Executive

9. Version Control

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