

Municipal Emergency Management Planning

ALPINE RESORTS VICTORIA

MUNICIPAL EMERGENCY MANAGEMENT PLAN

2023-27

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Acknowledgment of Country

Alpine Resorts Victoria (ARV) acknowledge the Traditional Owners and First Nations peoples with connection to Victoria's alpine country and pay its respects to their Elders past and present.

Groups with formal recognition and Registered Aboriginal Party status over the areas of Victoria's six alpine resorts are:

- ❖ *Gunaikurnai Land and Waters Aboriginal Corporation*
- ❖ *Taungurung Land and Waters Council*
- ❖ *Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation.*

Other groups that care for and have connection to the Victorian high country include the:

- ❖ *Dhudhuroa Waywurru Nations Aboriginal Corporation*
- ❖ *Duduroa Dhargal Aboriginal Corporation*
- ❖ *Dalka Warra Mittung Aboriginal Corporation*
- ❖ *Jaithmathang Traditional Ancestral Bloodline Original Owners First Nation Aboriginal Corporation*

Abbreviations and Acronyms

The emergency management sector uses an enormous range of abbreviations and acronyms to identify organisations, roles, tasks, events and places. In this document, acronyms will generally be spelt out in full in the front of a section with the acronym being used after that, for example, Municipal Emergency Management Plan (MEMP).

Below is a list of the most used acronyms in this MEMP:

AV	Ambulance Victoria
ARV	Alpine Resorts Victoria
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
CMA	Catchment Management Authority
DEECA	Department of Energy, Environment and Climate Adaptation
DH	Department of Health
DFFH	Department of Families, Fairness and Housing
DoT	Department of Transport (Regional Roads Victoria)
DTF	Department of Treasury and Finance
EM	Emergency Management
EMLO	Emergency Management Liaison Officer
EMOPC	Emergency Management Operational Planning Committee (Resort)
EMOG	Emergency Management Operational Guidelines (Resort)
EMV	Emergency Management Victoria
ERC	Emergency Relief Centre
ERV	Emergency Recovery Victoria
IC	Incident Controller
ICC	Incident Control Centre
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MEMO	Municipal Emergency Management Officer
MRM	Municipal Recovery Manager
PV	Parks Victoria
VicPol	Victoria Police
VicSES	Victoria State Emergency Service

PART ONE - Introduction

Amendments to the *Alpine Resorts (Management) Act 1997* were passed by the Victorian Parliament in March 2022 and commenced on 1 October 2022. The amendments included the abolition of the four Alpine Resort Management Boards and the Alpine Resorts Coordinating Council, and the establishment a single entity, Alpine Resorts Victoria, to promote the management, development, promotion, and use of Victoria's six alpine resorts: Falls Creek, Lake Mountain, Mt Baw Baw, Mt Buller, Mt Hotham and Mt Stirling.

The formation of ARV has seen widescale review of existing Alpine Resort Management Board policies, services, structures and frameworks with a view to streamlining operations across the resorts where possible and coordinating their response to challenges.

Emergency management has been a part of this restructure and in January 2024, the ARV Board approved a model that would see a shift away from individual resort Municipal Emergency Management Planning Committees and plans and instead, a new, single ARV Municipal Emergency Management Planning Committee was formed in March 2024 and began preparation of this Municipal Emergency Management Plan (MEMP). The new ARV emergency management framework is discussed in detail under Section 3 Planning Arrangements.

While considered a municipality for the purposes of emergency management planning (*Alpine Resorts (Management) Act 1997* sections 5.2 to 5.5) the Alpine Resorts are also very different to Local Government for many reasons including:

- Alpine Resorts Victoria (ARV) is a statutory authority that reports to the Minister for Environment and is subject to the general direction and control of the Minister
- ARV is governed by the Alpine Resorts Victoria Board of Directors.
- The *Alpine Resorts (Management) Act 1997* is the principal governing legislation
- Each resort is responsible for its own operations with a General Manager in place who reports up to the ARV CEO
- The six resorts or municipal districts are spread across a wide area of eastern Victoria
- Five of the resorts (Falls Creek, Mt Hotham, Mt Buller, Mt Stirling and Lake Mountain) are situated in the Hume emergency management region with Mt Baw Baw being situated in the Gippsland region.

All the resorts have very small permanent populations except for Falls Creek which has an estimated year-round population of around 200 people. Falls Creek also has a year-round primary school and Early Childhood Education and Care Centre.

1.1 Authority

The reforms within the Emergency Management Legislation Amendment Act 2018 bring consistency to state, regional and municipal plans. Each municipal district (ARV) is required to form a Municipal Emergency Management Planning Committee (MEMPC) that must prepare a Municipal Emergency Management Plan (MEMP) that is consistent with the relevant Regional Emergency Management Plan (REMP) and the State Emergency Management Plan (SEMP).

Each MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of emergency management planning for the municipal district. The MEMPC membership has either been involved in or collaborated with in the preparation of this MEMP.

This MEMP has been prepared by the MEMPC in accordance with the requirements of the *EM Act 2013* – Section 59D. The MEMPC has made every effort to ensure this MEMP is consistent with state and regional emergency management plans and does not replicate the content in those plans.

This MEMP details the arrangements for the prevention and mitigation of response to and recovery from emergencies within the six Alpine Resorts (Alpine Resorts municipality) and is the result of the co-operative efforts of the Alpine Resorts Victoria MEMPC.

1.2 Planning context

For the purposes of the *Emergency Management Act 2013*—

- (a) Alpine Resorts Victoria is taken to be a municipal council for the alpine resorts; and
- (b) the alpine resorts are taken to be a municipal district;

This MEMP reflects the shared responsibilities of government, emergency management agencies and communities for the actions they will take to prepare for, respond to, provide relief for and recovery from emergencies.

This Plan is the overarching document for the integrated mitigation of and preparation for emergencies in the Alpine Resort Victoria municipal districts. It is supported by a range of hazard specific plans (sub plans complementary plans) as determined by a risk identification process as well as operational plans such as the Resort Emergency Management Operational Guidelines (Resort EMOG) and protocols and procedures to ensure smooth coordination of service delivery in emergencies.

This MEMP should be the primary source information, knowledge and data for emergency managers, emergency management role bearers and incident controllers and anyone who has an interest in emergency management in the Alpine Resorts.

The MEMP is intended to assist in protecting the Alpine Resort communities and visitors, the infrastructure, environment, economy and businesses especially the more vulnerable aspects and those with elevated risks. As such it holds detail and information about the resorts and captures the high-level mitigation, response and recovery arrangements.

Under the *EM Act 2013*, it is the multi-agency MEMPC, not solely the municipal council (ARV) that must prepare and maintain a MEMP. Additionally, the responsibility to approve the MEMP now sits with the REMPC, not the municipal council or Alpine Resorts Victoria.

There are six Alpine Resorts managed as five:

- Falls Creek
- Mt Hotham
- Mt Buller and Mt Stirling
- Lake Mountain
- Mt Baw Baw

1.3 Aim and objectives

The economic and social effects of emergencies including loss of life, destruction of property and dislocation of communities can be significant. However, good planning for the use of resources in preventative (risk management) activities, in the response to emergencies and towards the relief and recovery of affected communities and environments, can significantly lessen the harmful effects of emergencies.

The aim of this MEMP is to outline the arrangements for mitigating, preparing for, responding to and recovering from emergencies which may occur within the Alpine Resorts municipality.

The nationally agreed principles for emergency management planning, as detailed in the Australian Emergency Management Arrangements, underpins the detail in this MEMP:

- This MEMP aims to reduce the likelihood of emergencies and the effect and consequences they have on communities
- ensures a comprehensive and integrated approach to emergency management
- promotes community resilience in relation to emergencies
- and promotes appropriate interoperability and integration of emergency management systems.

The broad objectives of this MEMP are to:

- **Implement measures to prevent or reduce the causes or effects of emergencies**

- **Manage arrangements for the utilisation and implementation of municipal (ARV) resources in response to emergencies**
- **Assist the affected community and businesses to recover following an emergency; and**
- **Complement other local, regional, and state planning arrangements.**

The information in this MEMP also aligns with the [State Emergency Management Priorities](#) and was written with the Priorities in focus

This is the first version of the ARV MEMP as detailed above. ARV is a unique municipal district which carries a distinct set of inherent risks. In preparing this MEMP, the MEMPC has considered the complexities of the Alpine Resorts, the key risks and hazards they face along with the capacity and capability of ARV and the local and regional agencies to respond to emergencies. This is a common theme throughout this MEMP and aligns with the Victorian Preparedness Goal – “A safer and more resilient community that has the capabilities to withstand, plan for, respond to and recover from emergencies that pose the greatest risk and those of the Victorian Preparedness Framework.

This MEMP is written in three parts to address the three phases of emergency management:

Before - preparedness and planning which includes:

- profiling with a focus on critical infrastructure and vulnerable environment and demographics
- risk assessment and management
- community engagement and building resort-wide resilience
- protection of critical infrastructure and community assets that support community resilience
- protection of assets supporting individual livelihoods and economic production that supports individual and community financial sustainability

During – the response (including relief)

- the multi-agency arrangements to respond to a range of emergencies and includes resource sharing and cross border events
- arrangements for the utilisation and implementation of ARV resources in response to emergencies
- relief services
- impact assessments
- debriefs and after-action reviews of the MEMP
- communications

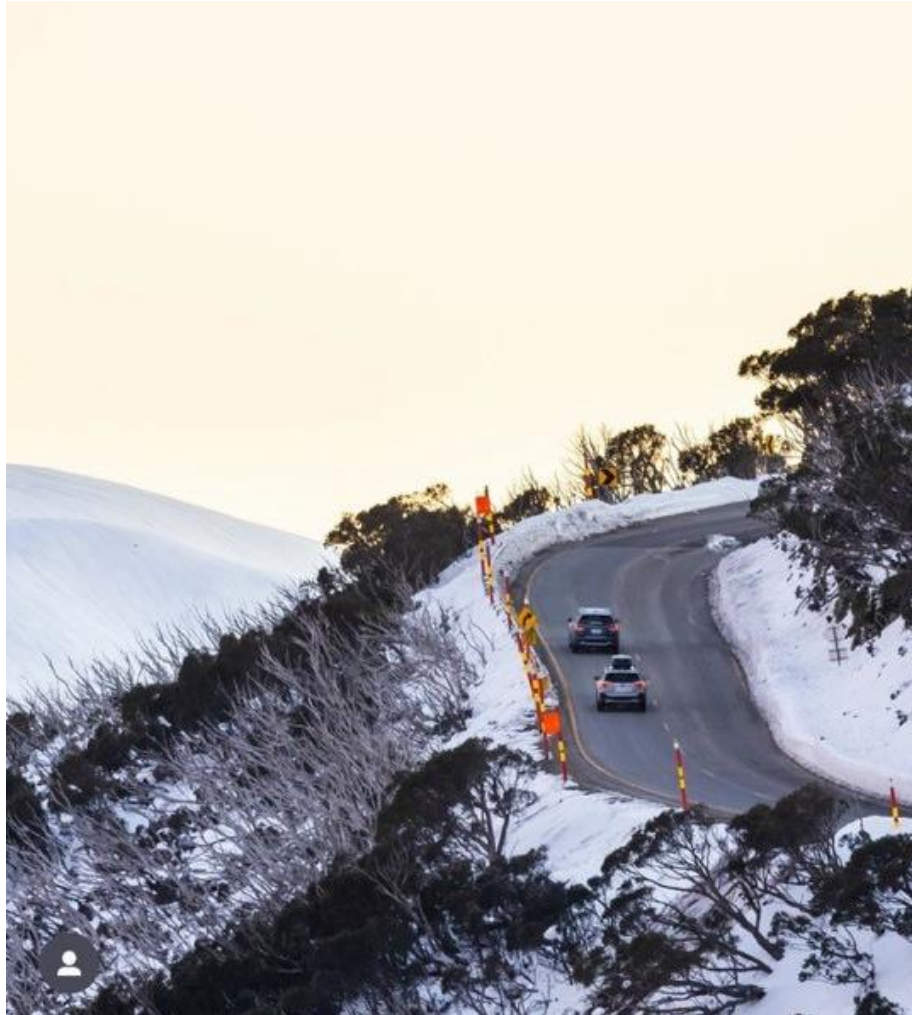
After – the approach to recovery and community/business continuity

1.4 The Privacy Act and Emergencies

There are special provisions in the [Privacy Act 1988](#) (Section 80J) for the collection, use and disclosure of personal information in an emergency or disaster that affects Australians either in Australia or overseas. These provisions take effect if the Prime Minister or the Minister makes an emergency declaration.

Visit the [Office of the Australian Information Commissioner](#) webpage for detailed information about privacy during an emergency.

BEFORE



Planning frameworks

Readying for the chance of emergencies through risk management and preparedness

PART TWO - Planning Arrangements

2.1 ARV Emergency Management Planning Framework

During 2023, ARV conducted engagement with staff and emergency management stakeholders ARV to inform a review of the existing Alpine Resort Management Board Municipal Emergency Management Committees. From the learnings, a paper was developed that detailed several proposed, future ARV emergency management models.

In January 2024, the ARV Board endorsed a framework which comprises an overarching ARV Municipal Emergency Management Planning Committee (MEMPC) which will develop a single ARV Municipal Emergency Management Plan (MEMP) for all the Alpine Resorts.

Emergency management planning in each resort will continue to be supported by a multi-agency Resort Emergency Management Operational Planning Committee (Resort EMOPC) – refer Section 2.4 for more detail.

Each Resort EMOPC will develop and administer a Resort EMOGs which are written in the context of that resort ie location, infrastructure, visitation, community and risks - and this valuable, local detail will feed up to the ARV MEMPC planning and into the MEMP.

There is no need for resort specific planning to duplicate the ARV MEMP - they will carry operational detail rather than arrangements.

The ARV Emergency Management Framework is pictured below:

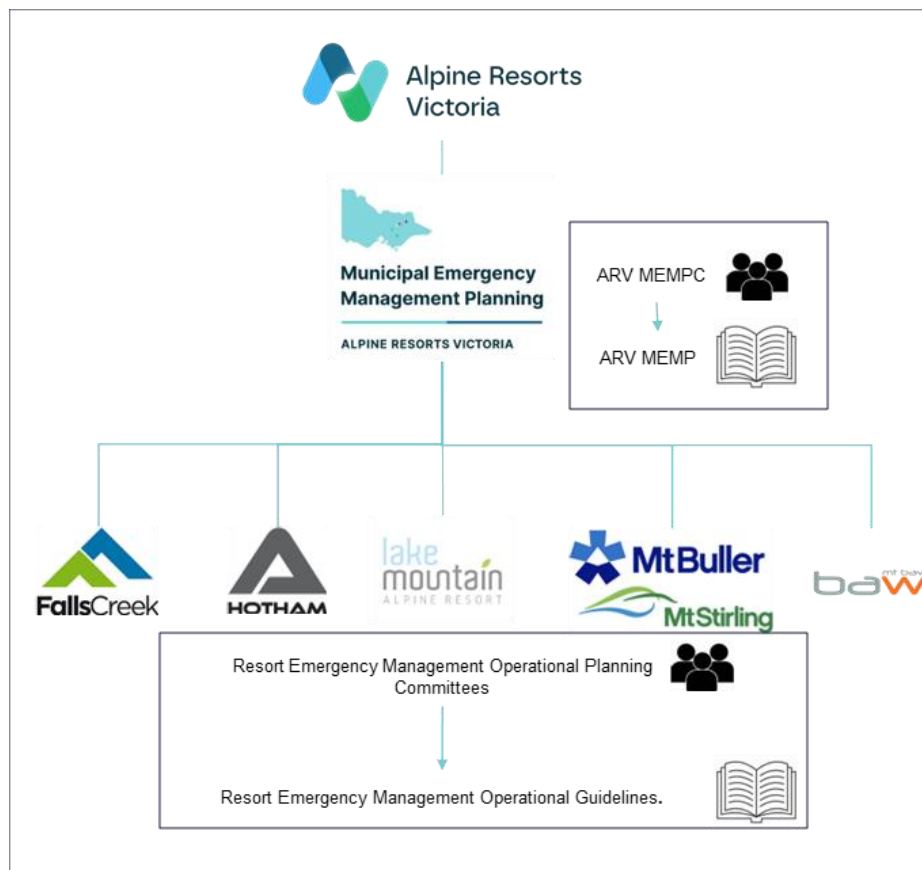


Figure 1

2.2 This MEMP within Victoria's emergency management planning framework

This MEMP supports holistic and coordinated emergency management arrangements within the Alpine Resorts and the regions they are situated in. It is consistent with and contextualises the State Emergency Management Plan (SEMP) and Regional Emergency Management Plan (REMP) for the Hume and Gippsland regions. The REMP is a subordinate plan to the SEMP and the MEMP is a subordinate plan to the REMP.

This Plan does not conflict with or duplicate other in-force emergency management plans that exist – the SEMP and REMP were referred to during the preparation of this plan.

Plan hierarchy is illustrated below:

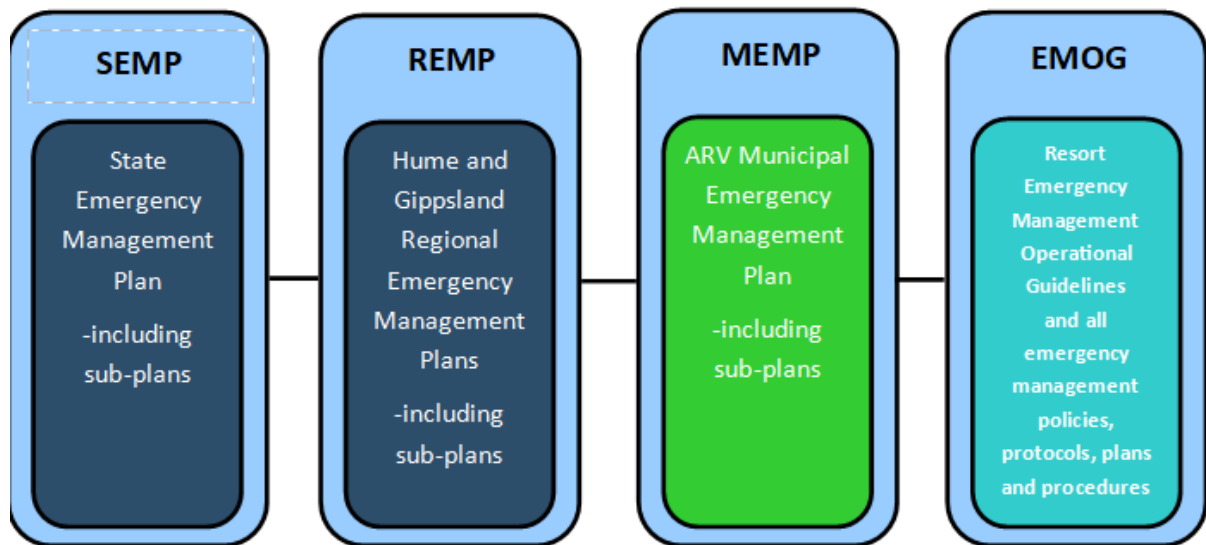


Figure 2

All of the resorts are situated within the Hume Emergency Management Region except Mt Baw Baw which is situated in the Gippsland region. The Hume REMPC will engage with the Gippsland REMPC to discuss Mt Baw Baw emergency management planning.

The Hume REMP states that, “To support the ARV MEMP approval process, the Hume REMPC will seek an assurance statement from the Gippsland REMPC that the planning for Mt Baw Baw is consistent with the Gippsland Region’s capability and operability.”

Emergency Management Regional Boundaries

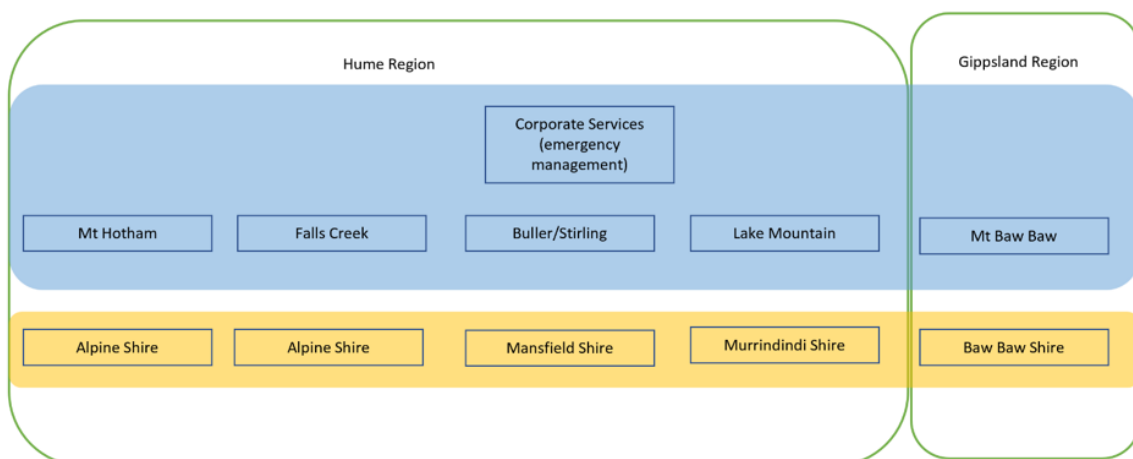


Figure 2

This MEMP aims to not replicate the Regional or State levels plans; rather, it seeks to provide specific information tailored to the Alpine Resorts’ context and risk. This MEMP should be read in conjunction with the SEMP and the Hume and Gippsland REMPs.

[Hume Regional Emergency Management Plan.pdf \(emv.vic.gov.au\)](https://emv.vic.gov.au/Hume-Regional-Emergency-Management-Plan.pdf)

[Gippsland Regional Emergency Management Plan.pdf \(emv.vic.gov.au\)](https://emv.vic.gov.au/Gippsland-Regional-Emergency-Management-Plan.pdf)

[State Emergency Management Plan \(SEMP\) | Emergency Management Victoria \(emv.vic.gov.au\)](https://emv.vic.gov.au/State-Emergency-Management-Plan-(SEMP)-Emergency-Management-Victoria)

2.3 Municipal Emergency Management Planning Committee (MEMPC)

The MEMPC is responsible for:

- Regular emergency risk assessments to understand and manage municipal risk profiles and to support planning
- The preparation and review of the MEMP
- Considering the Resort EMOG
- Ensuring the MEMP is consistent with the SEMP and with the relevant REMP
- Providing reports and recommendations to the Hume and Gippsland REMPCs in relation to any matter that affects or may affect EM planning in their municipal district
- Sharing information with the Hume and Gippsland REMPCs and with other MEMPCs to assist effective Emergency Management planning in accordance with *Emergency Management Act 2013* Parts 6 and 6A
- Collaborating with any other MEMPC that the ARV MEMPC considers appropriate in relation to emergency management planning including preparing MEMPs.

The MEMPC governance arrangements are in accordance with requirements set out in the *Emergency Management Act 2013* as amended in 2018 and are detailed in the MEMPC Terms of Reference – refer Appendix C.

This MEMP is assured through a process required by the *Emergency Management Act 2013* and set out in the Municipal Emergency Management Plan – Assurance Advisory Material.

The membership of the ARV MEMPC comprises the following:

Core members (*EM Act 2013* Part 6)

- ARV representative – Chairperson
- Victoria Police (VicPol)
- Victoria State Emergency Service (VicSES)
- Country Fire Authority (CFA)
- Department of Families, Fairness and Housing (DFFH) – note the role of Regional Relief Coordination has now been transferred to ERV
- Ambulance Victoria (AV)
- Red Cross Australia

Invited members:

- Department of Energy, Environment & Climate Adaptation (DEECA)
- Department of Health
- Community representative
- Emergency Recovery Victoria (Relief and Recovery)
- ARV Emergency Management & Business Continuity Supervisor (Executive Officer)
- Safety and Risk Manager, ARV MRM
- Ausnet Services
- Department of Transport

2.4 Special sub committees and working groups

The MEMPC will determine the need to establish sub-committees/working parties to investigate and report on specific issues that will assist the MEMPC in meeting its obligations under the *EM Act 2013*.

There are currently no risk-specific MEMPC sub-committees. At the time of publishing this MEMP, Falls Creek and Mt Hotham are taking part in the Northern Alpine Fire Management Planning Committee and Mt Buller has integrated with Mansfield Shire for fire management planning. Lake Mountain and Mt Baw Baw are currently reviewing their fire management planning frameworks.

The Resort EMOPC will report up to the MEMPC. The EMOPC comprise resort staff and representatives of local emergency management agencies, representatives from neighbouring councils, community and business and others as determined by each committee. (Note: at the time of development of this MEMP, the EMOPCs were not established, and the Terms of Reference were still in draft. The ToR template will be added to the Appendices once formalised.)

2.5 Sub-plans and complimentary plans

The MEMPC will determine if a sub-plan is required to detail more specific or complex arrangements that either enhance or contextualise this Plan. All sub-plans are multi-agency plans and may be hazard specific where the consequences are likely to be significant.

All sub-plans are subject to the same preparation, consultation, assurance, approval, and publication requirements as this MEMP, as outlined in Part 6A of the *EM Act 2013*. Agencies with roles or responsibilities in a sub-plan must act in accordance with the plan (*EM Act 2013 s60AK*). At the time of publishing, there were no sub plans to this MEMP.

Complementary plans are prepared by industry/sectors or agencies for emergencies that do not fall within Part 6A of the *EM Act 2013*. They are often prepared under other legislation, governance or statutory requirements for a specific purpose.

Complementary plans do not form part of this MEMP and are not subject to approval, consultation and other requirements under the *EM Act 2013*.

Refer to Appendix E for a list of resort level plans, protocols and procedures.

2.6 Maintenance of the MEMP

A rolling review of the MEMP will be scheduled by the MEMPC so that all sections are reviewed during scheduled meetings over a 3 yearly cycle. Review of the MEMP will specifically focus on the hazards in the Alpine Resorts, roles and responsibilities, sector reform and changes and reviews of incidents.

At each MEMPC meeting one or two of the high residual risks determined by the Community Emergency Risk Assessment (CERA) will also be reviewed.

The MEMP will also be reviewed after an emergency which has utilised part of this plan. The custodian of this MEMP is the MEMPC and the Chair will facilitate and action alterations and changes as required. Organisations delegated with responsibilities in this MEMP are required to notify the Chair of any changes of detail relating to their organisation contained within the MEMP (eg. contact information) as they occur.

Any changes made to the MEMP will be contained in a working draft version of the document until such time that the MEMPC wishes to publish an updated version of the MEMP. At such time, the MEMPC must obtain the REMPC's approval of any significant changes before the updated version of the MEMP can be published.

Organisations delegated with responsibilities in this MEMP are required to notify the MEMPC Executive Officer of any changes of detail (eg. contact information), as they occur.

Amendments to this plan are recorded in the Appendices.

This MEMP will be reviewed no later than xxx – (3 years from publication of the MEMP).

2.7 Plan assurance and approval

To ensure this MEMP provides for a current integrated, coordinated and comprehensive approach to emergency management and is effective, the MEMPC is required to review and self-assure the plan every three years and provide the plan and a Statement of Assurance to the Hume REMPC for approval (*EM Act 2013* s60AG).

This MEMP is current at the time of publication and remains in effect until modified, superseded or withdrawn.

2.8 MEMP testing

Like the Victorian Preparedness Framework, this MEMP will require regular testing against scenarios to understand whether what is needed is in place to manage emergencies in the Alpine Resorts. This MEMP will be tested on an annual basis (at minimum) to ensure that its contents are current and relevant. This will be done in a form determined by the MEMPC. Any procedural anomalies or shortfalls encountered during these exercises, or ensuing operations, will be addressed and rectified at the earliest opportunity.

The MEMPC may also determine that additional testing of the MEMP is not required where the MEMP has been activated due to an emergency occurring over the course of the previous 12 months

The proposed date for testing the plan, and the particular scenario, will be determined by the MEMPC at its first meeting of the year, with the results of any exercise reported at the next MEMPC meeting.

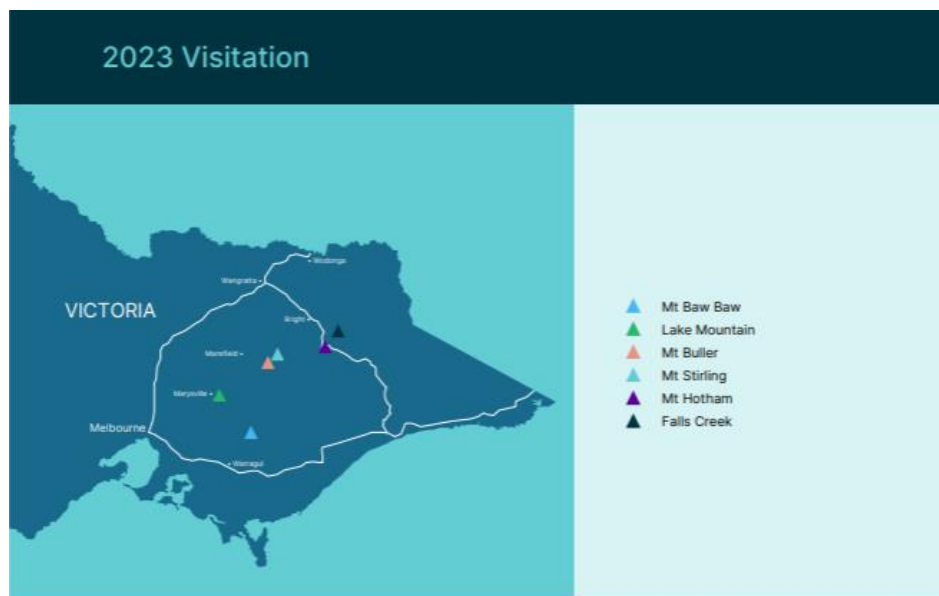
For a list of recent exercises refer to Appendix D.

PART THREE - Profile of the Alpine Resorts Municipal Districts

3.1 Alpine Resorts Overview

Alpine Resorts Victoria manages five Alpine Resorts across six separate municipal districts, predominantly in Northeast Victoria but also one in Gippsland.

- Mt Hotham Alpine Resort
- Falls Creek Alpine Resort
- Mt Buller and Mt Stirling Alpine Resort
- Lake Mountain Alpine Resort
- Mt Baw Baw Alpine Resort (Gippsland)



Winter Visitation

2023 Visitor numbers

> Mt Baw Baw	63,511
> Lake Mountain	98,773
> Mt Stirling	8,540
> Mt Hotham	154,825
> Falls Creek	168,241
> Mt Buller	318,385
> All Resorts	812,275

10 year previous average visitors #s

All Resorts:	719,317
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% change 10 year previous average visitors #s to 2023

All Resorts:	+13%
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2023 Visitor days

> Mt Baw Baw	94,319
> Lake Mountain	98,773
> Mt Stirling	10,959
> Mt Hotham	398,746
> Falls Creek	457,659
> Mt Buller	481,230
> All Resorts	1,541,686

10 year previous average visitors days

All Resorts:	1,331,802
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% change 10 year previous average visitors days to 2023

All Resorts:	+16%
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Summer Visitation

2022-23

> Mt Hotham	30,122
> Mt Buller	129,594 (w/c 30 Oct 2022 – w/c 20 May 2023)
> Mt Stirling	51,811 (w/c 30 Oct 2022 – w/c 6 May 2023)
> Falls Creek	No summer visitation due to landslip on Bogong High Plains Rd

Oct-Dec 2023

> Mt Hotham (Nov 2023 – Jan 2024)	25,728
> Mt Buller (w/c 30 Oct 2023 – w/c 25 Dec 2023)	25,001
> Mt Stirling (28 Oct 2023 – 31 Dec 2023)	12,709
> Falls Creek (Oct – Dec 2023)	36,592

Figure 3 Victorian Alpine Resorts Location Map from ARV Annual Report 2023

The Victorian Alpine Resorts are icon state tourism attractions and a key economic driver for the state, contributing \$2.5 billion in economic output and employing over 10,100 people.

Attracting 1.3 million visitors in 2019, the Alpine Resorts are a key pillar of Victoria's visitor economy. Visitation to the resorts generates significant economic contribution to the State, generating 9% of regional visitor economy jobs and visitor spend, and 28% of visitors to the High Country tourism region.

Total land area associated with Victorian resorts is just over 10,000 Ha with a managed fixed asset base of \$370 million and private assets totalling \$1.7 billion.

Established on 1 October 2022, Alpine Resorts Victoria brings a sector-wide focus and strategic leadership to the management of Victoria's six alpine resorts.

Each resort provides a unique experience of Victoria's beautiful and remote alpine landscapes. Together they play an important role in supporting regional communities through visitation and employment.

Alpine Resorts Victoria brings the management of the resorts together into one organisation, building the economic resilience of the sector, streamlining operations across the resorts where possible and coordinating their response to challenges.

The six Alpine Resorts - Falls Creek, Mt Hotham, Mt Buller and Mt Stirling, Lake Mountain and Mt Baw Baw - lie in the east and northeast of Victoria, between 120 kilometres and 380 kilometres from Melbourne. Detailed profile information can be found on their respective websites below:

[Falls Creek Alpine Resort](#)

[Hotham Alpine Resort](#)

[Mt Buller Alpine Resort](#)

[Mt Stirling Alpine Resort](#)

[Lake Mountain Alpine Resort](#)

[Mt. Baw Baw Alpine Resort](#)

Profile information can also be found in the Resort EMOGs which are in the final stages of development at the time of this MEMP being published.

The Alpine Resorts are permanent Crown land reserves, managed by the Alpine Resorts Victoria Board, which is appointed by, and responsible to, the Minister for Environment.

3.2 Geographic locations

All of the resorts except Mt Baw Baw are situated in the region of North East Victoria. Mt Baw Baw is located in Gippsland.

Refer the maps in the individual profiles – Appendix H.

3.3 Profile at a glance

	Falls Creek	Mt Hotham	Mt Buller	Mt Stirling	Lake Mountain	Mt Baw Baw
Max altitude	1,849m	1,861m	1,805m	1,749m	1,433m	1,565m
Village altitude	1,550m	1,765m	1,600m	1,234m	1,340m	1,470m
Area	1,535ha	2,853ha	4,928ha		388ha	430ha
Total public fixed asset base	\$80M	\$83M	\$120M		\$32M	\$60M
Capital Improved Value (Private)	\$353M	\$319M	\$1,022M		\$0	\$10M
Population*	140	25	30	0	0	
Beds	5,000+	4,900	8,400+	0	0	700
Visitor capacity	7,000+	6,000	10,000	1,000	4,000	3,000
Winter visitor days	168,241	154,825	318,385	8,540	98,773	63,511
Summer visitor days 2022-23	89,838 (21-22)*	30,122	129,594	51,811	24,965 (21-22)*	30,808
Total visitor days	457,659	398,746	481,230	10,959	123,738	94,319
Car parking	2,100	2,000	4,027	200	1,200	800
Schools	Primary year-round Secondary winter only	P-12 winter only Dinner Plain	Primary and secondary winter only	No	No	No
Day care	Yes, year-round	Winter only	Winter only	No	No	No
Medical Centre	Winter only	Winter only	Winter only	No	Winter only	Winter only
Police	Winter only	Winter only	Winter only	No	No	No
CFA	Yes	Yes (Dinner Plain)	Yes	No	No	No
Electricity supply	Ausnet Services	Ausnet Services	Ausnet Services	Ausnet Services	Solar with diesel backup	LPG and diesel

Gas supply	Elgas	MHAR Origin	Buller Gas Indigo Shire Council	LPG cylinders	Elgas	Elgas
Closest council	Alpine Shire Council	Alpine Shire Council	Mansfield Shire Council	Mansfield Shire Council	Murrindindi Shire Council	Baw Baw Shire Council
Nearest service town	Mt Beauty	Bright	Mansfield	Mansfield	Marysville	Moe

References: RFQs, ARV Strategic Plan, ARMB MEMPs, Resort websites

* [Historic visitation data \(alpineresorts.vic.gov.au\)](https://alpineresorts.vic.gov.au)

A list of the locations of telecommunications infrastructure in each Alpine Resort can be found in the individual resort profiles in the Appendices.

3.4 Topography

The six Alpine Resorts are situated in the Victorian Alps and is the southwestern half of the Australian Alps and part of the southern section of the Great Dividing Range. The large mountain system occupies the majority of eastern Victoria and are known locally as the 'High Country'.

The landscape is characterised by peaked ranges, and broad, forested valleys, and is the only true alpine environment in Victoria.

Peak elevations across the resorts vary from 1,433m at Lake Mountain to 1,861m at Mt Hotham

Geological features of Falls Creek and Mt Buller in combination with significant groundwater movement requires management of geotechnical risk – there have been 2 major landslips (and many minor) that impacted roads in the past 40 years.

Topographic maps [Free topographic maps, elevation, terrain \(topographic-map.com\)](https://topographic-map.com)

3.5 Environments

Victoria's alpine resorts are nestled within the Alpine, Yarra Ranges and Baw Baw National Parks and feature mostly alpine and sub-alpine ecosystems above 1300m altitude.

About one third of the state's total rare and threatened species are found in the Parks, including species such as the Mountain Pygmy Possum, Leadbeater's Possum and Baw Baw Frog.

The resorts are vegetated with dry and wet woodland, montane and subalpine forests. The predominate tree species within the montane region is mountain ash, while within the subalpine region, the predominate tree species is snow gum. The tree line is around 1500m.

3.6 Climate

The climate across all of the resorts is temperate, characterised by mild summers and cold winters. The maximum temperatures during summer average around 18C and rarely exceed 27C, with overnight minimum temperatures averaging around 8C.

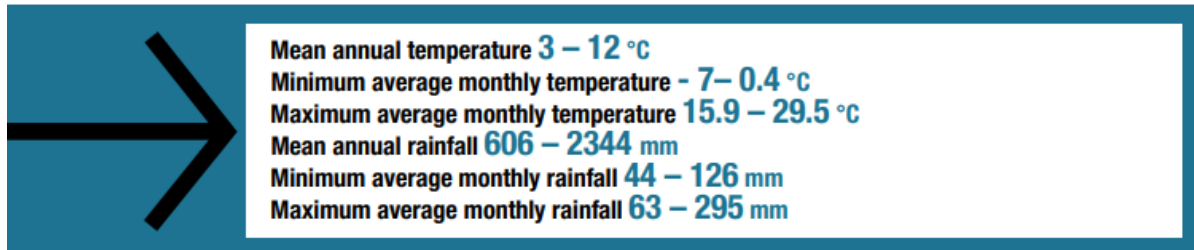


Figure 4

[The Australian Alps Education Kit - Climate and weather and the Australian Alps factsheet \(theaustralionalpsnationalparks.org\)](https://theaustralionalpsnationalparks.org/)

Rainfall usually exceeds 1400 mm a year, some of which falls as snow in the winter when minimum temperatures regularly fall below zero. However, as it is an alpine environment, it can snow during any month of the year. The average extent, duration and depth of snow cover varies throughout the year, but snow cover generally persists from early to mid-June through to early October. A deep cover does not usually occur until mid-August.

Severe weather hazards which can occur year-round include damaging or destructive winds (over 100kph is not uncommon), thunderstorms, heavy rain and blizzards. Rapidly changing weather conditions and wind chill are also a hazard in the resorts.

3.7 Bushfire in the Alpine Region

Victoria is one of the most bushfire-prone areas in the world. The alpine regions with their steep topography, dense vegetation, low humidity and inaccessibility are especially vulnerable. Significant bushfires have impacted at least one of the Alpine Resorts in 2003, 2006-7, 2009, 2013 and 2019-20. Most of the Lake Mountain infrastructure was lost in 2009 and fire entered resorts in 2003, 2006 and 2013.

Bushfire is the highest risk to human life, infrastructure and the natural environment in the Alpine Resorts and treatments are detailed in **Part 4 - Mitigation** of this MEMP.

3.8 Traditional Owners

Groups with formal recognition and Registered Aboriginal Party status over the areas of Victoria's six alpine resorts are:

- Gunaikurnai Land and Waters Aboriginal Corporation
- Taungurung Land and Waters Council
- Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation

Other groups that care for and have connection to the Victorian high country include the:

- Dhudhuroa Waywurru Nations Aboriginal Corporation
- Duduroa Dhargal Aboriginal Corporation
- Dalka Warra Mittung Aboriginal Corporation
- Jaithmathang Traditional Ancestral Bloodline Original Owners First Nation Aboriginal Corporation

3.9 Demography and visitation

The population of the Alpine Resorts fluctuates significantly throughout the year, characterised by peak periods within the declared snow season and summer school holidays – refer the Profile at a Glance table above.

Only Falls Creek, Mt Buller and Mt Hotham have permanent populations.

‘White Season’ - winter

Both the permanent population, overnight guests and day visitors increase significantly during the winter season.

It is of note that there is an emerging trend in visitors entering the resorts coming from a more diverse range of ethnic backgrounds. English may not be the primary *language for up to several hundreds of guests during the peak winter season.*

‘Green Season’ – summer.

From late October until the end of May the activities pursued are mainly sight-seeing, interpretative walks, hiking, mountain biking, and road cycling.

Each summer, construction and outdoor activities sees the day-time population swell in resorts but not so much overnight visitation.

Refer: [Contributions-and-benefits-of-Victorias-Alpine-Resorts-summary-of-findings.pdf](#)

3.10 Vulnerable people and facilities

Falls Creek is the only resort with year-round facilities which will hold vulnerable people – a primary school and Early Childhood Education and Care Centre (ECEC). In winter, Mt Hotham and Mt Buller also have primary school facilities and all three of the larger resorts host secondary school annexes and camps.

The 2019 snow season saw a noticeable shift in the demographic of visitors to the resorts, with many more visitors from culturally diverse backgrounds staying on the mountains. This trend has continued to grow. The multicultural visitors often arrive late in the resorts and can stay till late in the day.

Disabled Winter Sports Australia has partnered with Falls Creek, Mt Hotham and Mt Buller which has resulted in an increasing number of guests with physical and psychological impairments during the white season.

Refer to the profiles in the Appendix H for location of vulnerable facilities

Falls Creek	Mt Hotham	Mt Buller	Mt Stirling	Lake Mountain	Mt Baw Baw
Year-round ECEC and primary school.	Winter P-12 school campus	Winter primary and secondary campuses	Winter ski school	School camps	School camps
Winter P-12 school campus (academy)	Winter ski school	Winter ski school			Winter ski school
Howman's Gap Alpine Centre					
Winter ski school					

3.11 Access

The risk of the resorts becoming isolated is high – they are situated in remote locations with only one or two roads in and out of the resort. Below is a snapshot of access routes into the resorts.

Falls Creek	Summer - vehicular access is via the Bogong High Plains Road through Mt Beauty and the Omeo Highway. In winter, access is only from Mt Beauty
Mt Hotham	Access via Great Alpine Road through Harrietville or Omeo. The Great Alpine Road protocol developed to assist manage the road during risky conditions
Mt Buller	Single access via Mt Buller Tourist Road - two lane, bitumen sealed, all season road. Alternative access to Mt Stirling via Corn Hill Road during summer - (4x4)
Mt Stirling	Single access – Stirling Road – 8klm unsealed road. Alternative access to Mt Buller via Corn Hill Road during summer - (4x4)
Lake Mountain	Lake Mountain has a single access road into the resort - Lake Mountain Road
Mt Baw Baw	Accessed via Mt. Baw Baw Tourist Road from Noojee/Willow-Grove, and South Face Road from outside Rawson/Erica which meet at the resort entrance. Only one road in/out of the resort

3.12 Public safety

During the winter season, there is a Police and Ambulance Victoria presence in Falls Creek, Mt Hotham and Mt Buller, generally from mid-June to season close.

There is no on resort Police presence in Mt Baw Baw, Lake Mountain and Mt Stirling. There is also no AV presence in Lake Mountain and Mt Stirling.

Ambulance Victoria, in agreement with the Mt Baw Baw Resort Management, have an arrangement where during the designated 'White Season' and on request in the 'Green Season', AV provide an operational crew on weekends, staffed by Ambulance Community Officers (ACO's) who respond to incidents in the resort and associated areas. The AV crew is accommodated at the resort Medical Centre for the nominated weekends.

The nearest 24hr Paramedic Branch who support the Mt Baw Baw AV ACO crew is Moe Branch.

There are CFA Brigades year-round in Falls Creek, Mt Hotham-Dinner Plain and Mt Buller and an SES unit in Falls Creek only.

There is no on resort CFA presence in Mt Baw Baw, Lake Mountain and Mt Stirling.

3.13 Major events that may affect emergency management

All of the Alpine Resorts host numerous events throughout the year involving one or more outdoor activities. These events typically attract between 50 and 3000 people as participants and spectators.

In summer, there is an event on most weekends at one of the resorts. Major events will be listed on the EMCOP calendar. Examples of these events include:

- Mountain bike, road cycling races, trail running and social events (November to April).
- Skiing and snowboarding races and terrain park competitions (July to September).
- Music and other festivals/events.

3.14 History of emergencies

Refer Appendix G

3.15 Maps

For Alpine Resort maps, refer Appendix H

PART 4 – Mitigation Arrangements

The ARV MEMPC plays a key role in prevention through identifying the types, likelihood and consequences of emergency risks that the Alpine Resorts municipality could face. These identified risks and consequences are then considered and specifically planned for during the development and implementation of plans, policies and procedures. This step includes the identification of the capability and capacity of ARV and the sector to mitigate and respond.

Prevention is defined as “The regulatory and physical measures to ensure that emergencies are prevented, or their effects mitigated.” Source: Australian Emergency Manual 3: Australian emergency management glossary.

Understanding the types, likelihood, and consequences of emergency risks that Victoria faces is crucial to determining Victoria’s preparedness, including the identification of core capability requirements for the sector and community.

Preparedness encompasses the planning and response to disasters.

4.1 Hazard review

The [Community Emergency Risk Assessment \(CERA\)](#) is an “all hazards”, “all agencies” integrated risk assessment approach designed to systematically identify hazards, determine risks and prioritise actions to reduce the likelihood and effects of an emergency.

The CERA process is consistent with:

- Australian Standard AS/NZS ISO 31000:2009 Risk management – principles and guidelines
- [National Emergency Risk Assessment Guidelines](#) (NERAG)

CERA provides the MEMPC with a framework for considering and improving the safety and resilience of the community from hazards and emergencies.

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

A CERA review was undertaken by the Alpine Resorts Victoria Municipal Emergency Management Planning Committee (MEMPC) between April and July 2024. Participants reviewed the results of previous resort-based CERAs, looking at common risks and additional hazards posing a potential threat to the Alpine Resorts municipality.

Risks were assessed and rated according to consequence and likelihood scales and risk matrices detailed in the following CERA Placemat.

The CERA risk assessment results and tables are on the following pages.

Hazard category	Emergency Hazard	Rating Confidence	Residual Risk Rating	Reviewed	Next Review Due
Natural Disasters	Bushfire/ Grassfire	High	High	18/07/2024	2027
Natural Disasters	Landslide	High	High	18/07/2024	2027
Natural Disasters	Storm	Medium	High	18/07/2024	2027
Technical	Fire- Structural / Residential Fire	Medium	High	18/07/2024	2027
Transport	Transport Incident- Road	Medium	High	18/07/2024	2027
Biological	Human disease (pandemic)	High	Medium	18/07/2024	2027
Biological	Food & water contamination	Medium	Medium	18/07/2024	2027
Infrastructure	Essential Services Disruption (Electricity)	High	Medium	18/07/2024	2027
Infrastructure	Essential Services Disruption (Gas)	High	Medium	18/07/2024	2027
Infrastructure	Essential Services Disruption (Lifting Infrastructure)	High	Medium	18/07/2024	2027

Figure 5

The five most significant risks in the Alpine Resorts municipal districts were identified as being:

- Bushfire/Grassfire
- Landslide
- Storm
- Fire – structural/residential
- Transport incident - road

Major risk snapshots for these hazards are following. A list of plans and protocols addressing these major risks are listed in the Appendices and via the [CERA Online Dashboard for Alpine Resorts Victoria](#).

One or two of the high risks are reviewed at each MEMPC meeting to ensure the risk ratings remain current. This is also an opportunity to identify and explore any emerging or changing risks.

4.2 Major risk snapshots

Bushfire/Grassfire

Risk: BUSHFIRE/GRASSFIRE				
Risk Description: the likelihood of a fire starting, spreading and impacting on people, property and the environment. The risk of bushfires is increasing due to increased population density on urban fringe and future climate predictions of increased temperatures and decrease in rainfall. (Emergency Risks in Victoria 2023)				
Possible causes of risk		Impact/ Consequences:		Planning documents
- Human Activity - Lightning Strikes - Dry Vegetation and Fire Weather Conditions		- Negative impacts on health and loss of life - Loss of infrastructure, impacts on critical infrastructure - Significant social and economic disruption - Damage to environment - Isolation		- Northern Alpine Fire Management Plan (Alpine Shire, Falls Creek, Mt Hotham) - Integrated Fire Management Plan (Mansfield Shire, Mt Buller, Mt Stirling) - Joint Fuel Management Programs - Hume Bushfire Management Strategy – Safer Together 2020 - Gippsland Bushfire Management Strategy – Safer Together 2020
Maximum Foreseeable Consequences	Mitigation/ control effectiveness	Residual Consequences	Likelihood/ Frequency	Residual Risk Rating
4.25	2.2	3.5	4.43	High
Mitigation		Response		Recovery
Education campaigns and community engagement		Response agency operational plans		Implementation of business continuity and disaster recovery planning esp. essential services and critical infrastructure
Property preparation		Critical infrastructure protection		Community engagement
Vegetation management and fuel reduction		Public information and warnings		Communications and community information

Fire management planning including integrated planning with neighbouring councils	Evacuation planning – Evacuation Policy	Psychological wellbeing support
Land use planning, building regulations, standards and codes	Resort Emergency Management Operational Guidelines	DRFA and recovery grants
Vulnerable people and facilities planning	Relief arrangements and ERC guidelines	Community and business financial support
Regional fire management strategy and JFMPs	Capacity and capability - resource supplementation and mutual aid arrangements	MEMP
Fire ignition controls - Fire Danger Ratings, Total Fire Bans and Permits	Impact Assessments	SEMP Bushfire subplan
Incident preparedness (emergency planning, readiness and exercises)	MEMP	
MEMP	SEMP Bushfire subplan	
SEMP Bushfire subplan		

Storm

Risk: STORM				
Risk Description: the likelihood of severe weather or thunderstorms that produce damaging winds, heavy rain, lightning, large hail and blizzards which can cause flash flooding, fires, property damage, landslips and tree fall.				
Possible causes of risk		Impact/ Consequences:		Planning documents
Extreme weather that can occur any time of the year		- Loss of infrastructure, impacts on critical infrastructure - Damage to environment - Road closures - Essential services disruptions - Transport disruptions - Isolation - Injury and loss of life		- SEMP Storm Subplan - Protocol for the management of the Great Alpine Road– prior to or in response to a severe/extreme weather event. - Resort Emergency Management Operational Guidelines North East (Hume) & East(Gippsland) Region Emergency Response Plans - Storm (SES) Alpine Resorts Victoria Municipal Storm Emergency Sub-Plan (to be developed)
Maximum Foreseeable Consequences	Mitigation/ control effectiveness	Residual Consequences	Likelihood/ Frequency	Residual Risk Rating
3.33	3.0	3.25	4.4	High
Mitigation		Response	Recovery	
Education campaigns and community engagement		Operational response plans	Implementation of business continuity and disaster recovery planning esp. essential services and critical infrastructure	
Property preparation		Critical infrastructure protection	Community engagement	
Vegetation planning and management		Public information and warnings	Communications and community information	
BoM weather and warning network and systems		Evacuation planning – Evacuation Policy	Psychological wellbeing support	
Building regulations and engineering standards		Resort EMOGs	DRFA and recovery grants	
Vulnerable people and facilities planning		Incident preparedness (emergency planning, readiness and exercises)	Community and business financial support	

MEMP	Capacity and capability - resource supplementation and mutual aid arrangements	MEMP
SEMP Storm subplan	Relief arrangements and ERC guidelines	SEMP Storm subplan
	Secondary Impact Assessments	

Landslide

Risk: LANDSLIDE				
Risk Description: A landslide is “the movement of mass rock, earth or debris down a slope” (AIDR Manual 24 on ‘Reducing the Community Impact of Landslides’). The risk increases after bushfires that cause deforestation or destruction of binding root matter. Note: Avalanche is not considered under Landslide				
Possible causes of risk:		Impact/ Consequences:		Planning documents
- Intense or prolonged rainfall (or moderate rainfall in post-bushfire landscapes). - Burst or leaking water pipes. - Shocks or vibrations, ie. seismic activity. - Human intervention		- Damage to public infrastructure, public and private assets and property - Displacement of people - Isolation of properties or communities - Disruption to essential services, and - Injuries and death		North East (Hume) & Gippsland Region Emergency Response Plans – Landslide Sub-plan - Resort Emergency Management Operational Guidelines - Protocol for the management of the Great Alpine Road– prior to or in response to a severe/extreme weather event. North East (Hume) Region Emergency Response Plan (SES) - MEMP Landslide sub-plan (to be developed)
Maximum Foreseeable Consequences	Mitigation/ control effectiveness	Residual Consequences	Likelihood/ Frequency	Residual Risk Rating
4.0	3.0	3.33	3.57	High
Mitigation		Response	Recovery	
- Monitoring known areas prone to landslip - Mitigation works ie fencing or barricades - Vegetation planning and management - Alpine Geotechnical Risk Assessment 2018-2020 - BoM weather and warning network and systems - Signage and community awareness of risk - Public information and warnings - Planning controls - MEMP		- Response agency operational plans - Critical infrastructure protection - Public information and warnings - Evacuation planning – Evacuation Policy - Resort Emergency Management Operational Guidelines - Incident preparedness (emergency planning, readiness and exercises) - Capacity and capability - resource supplementation and mutual aid arrangements - Relief arrangements and ERC guidelines - Impact Assessments	- Recovery planning – recovery committee - Community engagement - Communications and community information - Implementation of business continuity plans - Psychological wellbeing support - DRFA and recovery grants - Community and business financial support - MEMP	

Structure fire

Risk: STRUCTURE FIRE				
Risk Description: Structure fire impacting a building, asset or infrastructure that causes serious injuries, loss of life or loss of critical function implications. The risk was assessed as having two broad, coupled components: 1. The risk that public safety is at a greater level of risk of a significant structure fire than is acceptable; and 2. The risk that CFA's ability to respond to a significant fire is not to an acceptable standard.				
Possible causes of risk		Impact/ Consequences:		Planning documents
Structural fire can occur due to a failure or misuse of equipment or cooking devices, heating system or supply, arson, lightning or power surge, fire from another source.		- Damage to public infrastructure, public and private assets and property - Displacement of people - Injuries and death		- Resort Emergency Management Operational Guidelines - National Construction Code - Australian Standards - Alpine Leasing Policy - Alpine Building Occupancy Standards - Building Safety Reports
Maximum Foreseeable Consequences	Mitigation/ control effectiveness	Residual Consequences	Likelihood/ Frequency	Residual Risk Rating
3.63	1.91	2.88	3.78	High
Mitigation		Response	Recovery	
- Building compliance and regulation - Inspections and auditing (Essential Safety Measures, Victorian Building Authority, CFA etc) - Annual CFA Fire Safety Sessions - CFA Alpine Property Advice visits - Presence of CFA Brigades (Falls Creek, Mt Hotham and Mt Buller) - Community engagement and education - Fire safety exercises, skills, staff education and other programs - Incident preparedness (emergency planning, readiness and exercises) - MEMP - Victorian Fire Risk Register - Structure		- CFA operational plans and procedures - Resort Emergency Management Operational Guidelines - Relief arrangements and ERC guidelines - MEMP - Structure Fire Preplans - Specialist Equipment and Resources - Fire events involving all agencies to support CFA	- Community engagement - Communications and community information - Psychological wellbeing support - Support with rebuilding - Community and business financial support - MEMP - Municipal Recovery Manager - Emergency Accommodation	

Transport Incident

Risk: TRANSPORT INCIDENT – ROAD				
Risk Description: vehicle collision or vehicles impacted by extreme weather and/or road conditions. Vehicles off road.				
Possible causes of risk:		Impact/ Consequences:		Planning documents
- Vehicle collision or vehicle off road - Extreme weather - Fallen trees		- Death and injuries - Public requiring rescue - Road becomes impassable - Exposure to severe weather – risk to responders and affected people - Short term isolation of the impacted Alpine Resort		- Resort Emergency Management Operational Guidelines - Protocol for the management of the Great Alpine Road- prior to or in response to a severe/extreme weather event. North East (Hume) Region Emergency Response Plan (SES)
Maximum Foreseeable Consequences	Mitigation/ control effectiveness	Residual Consequences	Likelihood/ Frequency	Residual Risk Rating
3.63	2.63	3.13	4.44	High
Mitigation		Response	Recovery	
- Alerts and warning - Signage - Emergency management plans - Road and traffic management plans - Chains in winter policy - Driver accreditation (buses) - Incident preparedness (emergency planning, readiness and exercises)		- Response agency operational plans - Resort Emergency Management Operational Guidelines - Relief arrangements - Psychological wellbeing support	- Communications - Psychological wellbeing support	

4.3 Capacity and capability

As discussed in the Introduction, the ARV municipal districts are unlike most Municipalities. As well as having a different governance structure Alpine Resorts:

- The six resorts or municipal districts are spread across a wide area of eastern Victoria – it takes around 6 hours to drive from Falls Creek to Mt Baw Baw
- Five of the resorts (Falls Creek, Mt Hotham, Mt Buller, Mt Stirling and Lake Mountain) are situated in the Hume emergency management region with Mt Baw Baw being situated in the Gippsland region
- All of the resorts are remote and can become inaccessible during extreme weather
- Only Falls Creek has a sizeable permanent community (200-300 people) but all resorts experience thousands of visitors during winter
- The resorts do not have the same community and social infrastructure of a municipality
- Most of the staff live away from the resorts and have to travel at least 45 minutes to reach the resort – this can limit capacity
- The resorts have limited resources compared to councils and some services are provided by neighbouring councils.

ARV and the MEMPC are aware of the limitations of the capacity and capability of the resorts. ARV has engaged and designated emergency management staff to required roles and provides training annually. To be able to effectively coordinate response and recovery activities, ARV will need to draw upon external resources within 12 hours to supplement its own staff depending upon the nature and duration of the emergency. This will be an ongoing situation in an extended emergency. ARV already has relationships with some of the neighbouring councils and is building relationships with others. However, the MEMPC is aware that the neighbouring council may also be affected by the same natural disaster and therefore ARV is a signatory to the MAV Resource Sharing Protocol.

ARV intends to run exercises annually to test and understand the capacity and capability of the Alpine Resorts to respond to emergencies.

4.4 Community readiness

The [State Emergency Management Plan](#) (SEMP) recognises that emergency management is the shared responsibility of all Victorians, not just the emergency management sector. A commitment to shared responsibility recognises that no single actor can be responsible for mitigation, planning, preparedness, response and recovery. All members of Victoria, First Peoples, community groups, networks, businesses, individuals, households, visitors to Victoria, government and non-government organisations, along with the emergency management sector have a role to play.

Unlike other municipalities, the Alpine Resorts Victoria municipal district features very small permanent populations while also attracting around 1.4M visitors per year. The municipal district only has a small number of vulnerable facilities, most of which are different means of preparing and informing not only the community but also visitors to the Alpine Resorts.

Most effort goes into preparing for structure fire, bushfire and storm. Face-to-face engagement, signage, media campaigns, property preparation days are delivered annually along with staff training and exercising.

The permanent residents are connected through being part of a small community, their work, informal networking opportunities such as parent groups (Falls Creek) and being volunteers in the CFA.

Individuals, businesses and organisations need to understand and address their level of resilience and readiness through engaging in education sessions about possible hazards (bushfire planning, The First 72 hours planning), taking steps to prepare (property preparation, bushfire plan, emergency kit etc and remaining as informed as possible).

DURING



Outline of the integrated and comprehensive response arrangements, including readiness and relief, that apply across all communities and all emergencies

PART 5 – RESPONSE ARRANGEMENTS

5.1 Introduction

The objective of emergency response and relief activities in Victoria is to reduce the impact and consequences of emergencies on people, communities, essential and community infrastructure, industry, the economy, and the environment.

All response arrangements within this document are consistent with the arrangements detailed in the SEMP to ensure the continuity of resources with all levels of government.

Effort has been made by agencies and ARV to ensure that relationships have been formed with neighbouring municipalities and local and regional emergency and support agencies in the event resource support and coordination is needed between the operational tiers.

[Victorian Emergency Operations Handbook - Edition 4.1 - November 2022.pdf \(emv.vic.gov.au\)](#)

Where possible, response activities are managed at the lowest possible level. Most incidents are of local concern and can be coordinated through local resources.

The SEMP details the 3 operational tiers – incident, region and state as well as detail about the 3 Classes of emergency [State Emergency Management Plan](#)

ARV emergency management priorities align with the State Emergency Management Priorities. These priorities underpin and guide all decisions during a response to any emergency and are, in priority order:

- Protection and preservation of life and relief of suffering is paramount. This includes:
 - Safety of emergency services personnel; and
 - Safety of community members including vulnerable community members and visitors/tourists
- Protection of critical infrastructure and community assets that support community resilience
- Protection of assets supporting individual livelihoods and economic production that supports individual and community financial sustainability
- Protection of residential property as a place of primary residence
- Protection of environmental and conservation assets that considers the cultural, biodiversity and social values of the environment.
- Issuing of community information and community warnings detailing incident information that is timely, relevant and tailored to assist community members make informed decisions about their safety

Victoria has three operational tiers - **incident**, **region** and **state** - with the option of an 'area of operations' being declared to manage a complex emergency that may be geographically located over several municipalities or several regions (refer the SEMP for more detail).

Incidents are also classified into Level 1, 2 or 3 which will determine the operational tiers which will be activated.

The 5 emergency management phases in Victoria are mitigation, planning, preparedness, response and recovery.

The response phase includes

- agency command, control and coordination arrangements that are in place and tested before an event
- the conduct of the response operation, and
- the provision of relief services to support communities during and in the immediate aftermath of an emergency.

In an emergency, ARV's functions are to support the response, disseminate emergency communications and coordinate local relief and recovery.

5.2 The Six C's of Emergency Management

Emergency Management Victoria has expanded on the control, command and coordination focus of emergency management to include Consequence, Communication and Community Connection – known as the Six C's. This is a modern approach to emergency management and an approach that is inclusive and community focused. It is also one that supports resilience in communities and in the EM sector.

[The six c's | Emergency Management Victoria \(emv.vic.gov.au\)](http://emv.vic.gov.au)

Control

The overall direction of response activities in an emergency, operating horizontally across agencies.

Command

The internal direction of personnel and resources of an agency, operating vertically within the agency. ***MEMPs are multi-agency plans and are not required to define command arrangements.***

Coordination

The bringing together of agencies and resources to ensure effective preparation for, response to and recovery from emergencies.

Consequences

The management of the effect of emergencies on individuals, the community, infrastructure and the environment.

Communication

The engagement and provision of information across agencies and proactively with the community to prepare for, respond to and recover from emergencies.

Community Connection

The understanding of and connecting with trusted networks, trusted leaders and all communities to support resilience and decision making.

5.3 Incident Response Coordinators

Refer to the [SEMP](#) for more details on the following roles :

Municipal Emergency Response Coordinator (MERC)

The VicPol MERC is responsible for emergency response coordination at the municipal or local level. The MERC's primary function is to bring together agencies and resources within a municipal district to support the response to emergencies.

Across the Alpine Resort Municipal District there are 4 MERCs located in Alpine, Mansfield, Murrindindi and Baw Baw Shires.

The Alpine Resorts will work closely with the MERC in most situations as the RERC will only be stood up if an incident reaches regional coordination.

Regional Emergency Response Coordinator (RERC)

The VicPol RERC is responsible for emergency response coordination at the regional level. The RERC's primary function is to bring together agencies and resources within a region to support the response to emergencies. As Mt Baw Baw Alpine Resort is situated in the Gippsland emergency management region, the Hume RERC may collaborate with the Gippsland RERC during planning and response phases.

Incident Emergency Response Coordinator (IERC)

The most senior VicPol member at the scene of the emergency or where control is being exercised at the incident level is typically nominated as the VicPol Incident Emergency Response Coordinator (IERC). Members of greater or lesser seniority may be the IERC as the emergency escalates or deescalates. The primary function of the IERC is supervise the initial incident level co-ordination.

Control and Support Agencies

A Control Agency is the agency primarily responsible for responding to a specified type of emergency. It is the responsibility of the Control Agency to formulate action plans for a given emergency in consultation with Support Agencies.

A full list of Control and Support Agencies can be found in the [SEMP](#).

The Control Agency may change as the emergency progresses or is clarified.

Control agency for ARV's identified top five risks:

RISK	CLASS	CONTROL AGENCY
Bushfire/grassfire	1	DEECA, CFA

Storm	1	VicSES
Landslide	1	VicSES
Structure Fire	1	CFA
Transport incident	2	VicPol

The role and responsibilities of councils (ARV) are detailed in the SEMP

[Role statement - Councils | Emergency Management Victoria \(emv.vic.gov.au\)](http://emv.vic.gov.au)

5.4 Emergency Management Teams (incident and regional)

If an emergency requires a response by more than one agency, the Incident Controller is responsible for forming the Emergency Management Team (EMT).

The function of the EMT at both incident and regional level is to support the Incident Controller in determining and implementing appropriate Incident Management strategies for the emergency.

The EMT consists of:

- Incident Controller
- Support and recovery functional agency commanders (or their representatives)
- Emergency Response Coordinator (or representative)
- Other specialist persons as required (may be ARV EMLO)

5.5 Legislated roles

At the municipal level the *EM Act 2013* details 3 roles that must be appointed or delegated:

- **Municipal Emergency Response Coordinator (MERC)** Part 5 s56 – appointed by the Chief Commissioner of Police and has a role in the allocation of resources
- **Municipal Emergency Management Officer (MEMO)** s59G - has a role in liaising with agencies and assisting in the coordination of emergency management activities
- **Municipal Recovery Manager (MRM)** s59H – coordination of resources for recovery and assisting the MEMO to plan and prepare for recovery

Alpine Resorts Victoria has a delegated MEMO, MRM and deputies in each Alpine Resort with one each acting for both Mt Buller and Mt Stirling. Deputies have also been delegated in ARV central.

5.6 Activation of MEMP for a response

Activation of the MEMP will normally occur as the response to an emergency situation develops. Usually, Victoria Police or the control agency will contact the MEMO to request activation and resources.

However, the MEMO or MRM can also activate the relief and/or recovery components of the MEMP if it is deemed these services are immediately required before the responsible authority has had time to assess the situation.

The MEMPC recognises that:

- The responsibility for responding to an emergency lies with the responsible control agency as identified in the [SEMP](#)
- Control agencies will have their own response plans and standard operating procedures
- Local knowledge can be provided to the IC through the MEMP and through MEMPC members. The MEMP and membership provide a trusted source of local knowledge in the community and link into the community who can provide local information. Specialist resources may also be available through the MEMPC membership and resource and capacity and capability planning.

5.7 Incident and operations control centres

Initially, provision of incident control functions may be conducted at the incident or from an appropriate agency office, Police Station or similar facility

The Incident Control Centre (ICC) location is dependent on the type and location of the emergency and its scale/capacity.

An ICC will be selected by the Regional Controller or response agency based on requirements. This will be communicated to all stakeholders. Contact details of all ICCs can be found on EMCOP and the Hume and Gippsland RCC contact lists.

An ARV Emergency Management Liaison Officer (EMLO) may be required to attend an ICC or dial in to phone or online briefings and meetings. The EMLO will communicate directly with the MERC, MEMO, MRM and other key staff.

In addition to an Incident Control Centre (ICC), ARV may decide to stand up an internal emergency coordination centre from which relevant personnel coordinate and manage the emergency provision of ARV and the Alpine Resort.

5.8 Evacuation

Refer JSOP 03.12 Planned Evacuation for Major Emergencies

Evacuation is the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and their eventual return. Evacuations may be pre-warned or immediate depending on the circumstances. 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,

The decision to evacuate rests with the Incident Controller in consultation with Victoria Police. Victoria Police are responsible for the coordination of evacuation.

Consideration must be given to the area which is to be evacuated/involved persons relocating, inherent dangers associated with an evacuation, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

Once the decision to relocate has been made, the MEMO or MRM should be contacted to assist in the implementation of the evacuation/relocation. The MRM will provide advice regarding the most suitable Emergency Relief Centre location and other resources that may be required (eg public health, emergency relief considerations or requirements and special needs groups).

The Incident Controller/Control Agency develops and delivers the warning or recommendation to those affected of impending evacuation, including emergency warnings when it is too late to leave – the process of further disseminating this to the community will be assisted by ARV and resort staff.

The MEMO is available to assist with:

- Victoria Police management of traffic flow including provision of information regarding road availability, capacity and safety
- Advice to DoT for road closure lists (public information)
- Transport assistance
- Potential staging areas or assembly points and other resources that may be required.

5.9 Provision of relief services

Emergency relief is a component of response and is the provision of essential and urgent assistance to individuals, families and communities during and in the immediate aftermath of any and all emergencies. ARV's level of involvement is dependent on whether the resort is isolated or not and the number of people involved.

Emergency relief may consist of a number of activities that should be planned for and includes:

- community information
- emergency shelter
- food and water to individuals
- domestic drinking water
- food supply continuity
- psychosocial support
- disbursement of material aid (non-food items)
- reconnecting families and friends - 'Register.Find.Reunite'
- health and first aid
- emergency financial assistance
- animal welfare

- other relief assistance

The delivery of these functions is detailed in the ARV Emergency Relief Centre Operating Guidelines.

- **ARV** is responsible for the coordination and management of relief and recovery within the boundaries of the Alpine Resorts.
- **Emergency Recovery Victoria** is responsible for coordination of relief and recovery coordination at the State and Regional levels
DFFH holds the lead role for the Social Recovery pillar I
- **Red Cross** supports all levels of relief and recovery.

The provision of emergency relief services by ARV (incident level) can be activated by the Municipal Emergency Response Coordinator (MERC), Municipal Emergency Management Officer (MEMO) or Municipal Recovery Manager (MRM).

5.10 Relief services providers

The providers of relief services to the Alpine Resorts differ from resort to resort. Therefore, relief services providers are detailed in the Resort EMOGs.

Also refer the [SEMP Roles and Responsibilities Table 11](#) and [Victorian Preparedness Framework](#)

5.11 Emergency Relief Centres

An **Emergency Relief Centre (ERC)** is a building or place established to provide support and essential needs to persons affected by any emergency (including evacuees). ERCs are coordinated and staffed by ARV together with other support agencies such as Red Cross, Salvation Army, DFFH, Victorian Council of Churches and Victoria Police being in attendance, as the situation scales up or down.

An ERC provides basic needs such as food and water, emergency sleeping arrangements, counsellors, vital information and the company of other people. In times of emergency there may be a requirement for ARV to staff an ERC 24 hours a day and plans must be made to secure additional resources.

The location of which ERC to be utilised is determined by the incident controller in discussion with the MEMO and/or MRM. A number of locations across the Alpine Resorts have been assessed and found to be potentially suitable for use as an ERC in times of emergency. Refer to the Appendices for details of locations that have been identified as sites for an ERC.

Given the small numbers of permanent residents in the Alpine Resorts, it is likely that the residents will be relocated to a local municipality ERC. Visitors will be requested to return home and if this is not possible, directed to the closest ERC.

5.12 Community isolation

Due to the remote nature of the Alpine Resorts, their limited access and the landslide risk to their access roads, an isolation is possible. Falls Creek Alpine Resort experienced an extended period during 2023-24 where it was isolated from the nearest town of Mt Beauty, triggering many social issues within the community.

Isolation is a likely consequence of 4 of the 5 HIGH residual risks for the Alpine Resort municipal districts – bushfire, storm, landslide and transport incident. In this situation, ARV must have staff trained to deliver relief services for large numbers of people including opening an ERC. ARV also has a responsibility to support community and business operators to plan and prepare for the possibility of isolation.

5.13 Bushfire Places of Last Resort (BPLR)

Bushfire Places of Last Resort (previously known as Neighbourhood Safer Places NSPs) are **places of last resort**, to provide shelter during the passage of a fire, when all other plans have failed (or have been abandoned) or do not exist. Refer to the CFA website for more [information https://www.cfa.vic.gov.au/plan-prepare/neighbourhood-safer-places](https://www.cfa.vic.gov.au/plan-prepare/neighbourhood-safer-places)

A BPLR **may** some sanctuary for people from the immediate life-threatening effects of a bushfire but safety cannot be guaranteed in all conditions. BPLR's are places or buildings that have met vegetation and radiant heat guidelines have been certified by CFA to be compliant.

Mt Buller Alpine Resort has a BPLR in the Village Square Plaza, 3 Summit Road, Mt Buller.

5.14 Fire refuges

There are no designated community fire refuges located within the Alpine Resorts municipal districts.

5.16 Staging areas in the Alpine Resorts

A staging area is a location established to support the incident when preparing personnel and equipment for deployment. Staging areas are identified by response agencies and identified through the municipal emergency management planning process. A request to support a staging area may activate aspects of this plan.

The only designated staging area is Mirimbah Car Park Mt Buller Road, Mirimbah.

5.17 Public health and medical arrangements

The **Municipal Environmental Health Officer (EHO)** has delegated responsibilities regarding the responsibility for public health during emergencies under the [State Health Emergencies Sub-Plan \(HESP\)](#). ARV has arrangements with nearby councils to deliver the public health responsibilities – see below.

Medical arrangements shall be consistent with the HESP.

5.17.1 Public health

As per the Food Act 1984 and Health Act 1959 Instrument of Delegation, the following councils have been delegated the environmental health responsibilities for the relevant Alpine Resort/s:

COUNCIL	RESORT/S
Indigo Shire Council	Falls Creek, Mt Hotham
Mansfield Shire Council	Mt Buller, Mt Stirling
Murrindindi Shire Council	Lake Mountain
Baw Baw Shire Council	Mt Baw Baw

The EHO is responsible for coordinating all municipal public health matters. The responsibilities of the EHO in emergencies include:

- **Water supplies:** potability, supply and contamination
- **Food:** hygienic production, storage, distribution, assessment of damaged food and donated foods, ensuring that an adequate supply is maintained
- **Sanitation:** providing for emergency sanitation and assessment of damaged systems, promoting personal hygiene practices
- **Infectious diseases:** control measures including immunisation
- **Pest control:** vermin and vector pest control
- **Refuse removal:** supervision and advice, particularly with regard to emergency arrangements (including dead animals).
- **Accommodation:** advice on suitability of emergency shelter.

5.17.2 Medical

Where incidents such as mass casualty events or complex emergencies occur the [State Health Emergencies Sub-Plan](#) provides a coordinated whole-of-health approach to managing the emergency.

As incidents increase in size or complexity and management becomes more demanding a Health Commander is appointed. The Health Commander is a senior ambulance manager who directs the operational health response to the emergency at all levels. The Health Commander in consultation with the Incident Controller and Department of Health will determine the level of response required under HESP.

In partnership with the Department of Health, the Health Commander establishes and coordinates a Health Incident Management Team (HIMT) to direct the emergency

health response. The HIMT comprises senior members of supporting state government agencies, health agencies such as first aid, field emergency medical officers and medical teams.

The Health Commander represents the responding health agencies (HIMT) on the Emergency Management Team (EMT) and contributes to the Incident Strategy and Incident Action Plan, via the Incident Controller.

For further information on the pre-hospital response to emergencies please refer to <https://www.health.vic.gov.au/emergencies/state-health-emergency-response-arrangements>

5.18 Road closures - Traffic Management

Refer **JSOP 03.10 Traffic Management at Major Emergencies**

Public movement in and around an emergency scene may need restricting to either protect the public or the emergency scene. The incident controller is responsible for developing, implementing and monitoring a traffic management plan, which may include establishing traffic management points to restrict access. Victoria Police coordinates the implementation of the plan.

Usually, the MEMO must be consulted before roads in the municipal district are closed in an emergency. If this is not possible due to a threatening situation where lives are potentially at risk, the Incident Controller must notify the MEMO as soon as practicable that an access road has been closed. It is likely that ARV will assist with road closures through placing signage and assisting at traffic management points.

5.19 Resource supplementation

The incident control agency will draw on its own resources and arrangements to respond to an incident. If an incident escalates, incident control may require resource supplementation. ARV as a municipal district has a legislated role in supporting the activities of control agencies through the co-ordination of municipal resources. ARV resources are resources that are owned or under the direct control of the Alpine Resort or ARV central.

Resources include, but are not limited to:

- Equipment (eg plant, vehicles)
- Personnel
- Services (eg information, expert technical advice)

A resource is essentially any function or item which a responding agency requires to perform its response roles.

Key arrangements for resource supplementation are detailed below:

- Agencies should exhaust all resources owned or directly within their control, prior to requesting assistance from elsewhere. This includes resources from support agencies, from agencies with which an agreement is held (eg. MoU) or where contract or supply arrangements are in place with private industry
- All resources requests should be lodged via the MERC
- Details of the resource required the tasks to be undertaken and name, position and contacts of the person requesting should be provided with the request
- Resource requests and provision of the resource should be recorded in the emergency management system
- In situations where a resource cannot be provided by ARV, the MEMO must notify the MERC as soon as possible to escalate the request to regional level
- Private organisations that provide resources for emergency response (or recovery) activities would expect to be paid by the agency using the resources.
- Owners of resources are responsible for providing adequate insurance for resources used for supplementary emergency response
- Private owners of equipment used for emergency response operations on a non-contracted (ad hoc) basis may be insured for a range of risks under the Emergency Resource Providers Support Scheme (EmRePSS) provided by the Victorian Managed Insurance Scheme. Refer the following Practice Note [Sourcing supplementary response resources \(mav.asn.au\)](http://mav.asn.au)

Current listings of plant and resources are maintained by the Alpine Resorts and can be accessed through contacting the MEMO.

ARV is a signatory to the [Municipal Association of Victoria's Inter-Council Emergency Management Resource Sharing Protocol](#) which sets out an agreed position between councils regarding the provision of resources to assist other municipalities with response and recovery tasks during and after emergencies.

The protocol is intended to clarify operational, insurance and reimbursement issues that may arise through municipal resource-sharing arrangements and is consistent with the concepts and policy guidelines articulated in the [Emergency Management Act 2013](#) and the [State Emergency Management Plan](#). Requiring additional resources to run an Emergency Relief Centre is highly likely and should be coordinated as soon as an ERC is opened.

All the neighbouring councils to the Alpine Resorts are signatories to the Protocol, although it must be noted that their resources may also be stretched if they are affected by a cross-border incident.

ARV and the Alpine Resorts must be prepared, as far as possible, to support neighbouring municipalities who have been affected by a major event and have found themselves running short of resources.

As the effects of the emergency escalate, or the resource requirements outstrip what is available locally, regional, state and Commonwealth resources may be activated.

Note: When resources are not available, resource requests should be placed through the MERC and documented or approval sought as soon as possible.

In all instances, the requesting agency should make appropriate arrangements for delivery, and whichever agency requests the resource will be responsible for all costs incurred. An exception applies to government and agency resources (including local government subject to financial and other constraints) which are expected to be made available.

Agencies may also establish a contractor list before (or during) an event to satisfy their potential needs.

5.20 Public information, warnings and communications

Public Information Officers (control agency) will manage the provision of public information and warnings on behalf of the incident controller and all responding agencies.

The EMV **Joint Operating Procedures JSOPJ04.01 and 04.02** are detailed guidelines for developing and distributing public information and warnings and is available on EMCOP.

Emergency warnings and information assist the community to make informed decisions about their safety. Warnings for actual or potential major emergencies will be issued using several mediums, which could include but are not limited to:

- VicEmergency website www.emergency.vic.gov.au
- VicEmergency or relevant agency social media feeds
- VicEmergency app
- Incident control agency website and social media feeds
- Voice and SMS phone messaging through the use of the Emergency Alert tool
- Relevant emergency information phone lines
- Emergency broadcasters, using the standard emergency warning signal (SEWS) where relevant
- Community alert sirens

The Vic emergency website <http://emergency.vic.gov.au/respond/> carries extensive, incident specific information as well as being a conduit for emergency warnings.

ARV and all agencies should support the dissemination of warnings and public information issued by the Incident Controller and should be forwarded through local communications channels. Local communications methods will be dependent on the incident and needs, and may include but are not limited to:

- Websites
- Social media pages and channels
- Networks and email groups eg CFA members, parents of children at school/childcare, mountain bike clubs etc
- Community radio
- Community meetings
- Flyers on noticeboards

For more information on communications channels refer to Appendix K, the **ARV Emergency Communications Plan** and the Resort EMOGs.

ARV is responsible for local level relief and recovery coordination and has a role in developing and disseminating relief and recovery information. The ARV Emergency Communications Plan has been developed to guide all staff with communications during and after emergencies.

Special considerations need to be given to communicating with people who have a disability and Culturally and Linguistically Diverse groups who visit the Alpine Resorts in large numbers. In the case where information or communication is required with persons unable to speak English an interpreter service such as the Telephone Interpreter Service phone 13 1450 (24 hrs) may be able to assist. On-line interpreter websites such as Google Translate and a number of phone apps could assist.

The North East Multicultural Association (NEMA) <https://www.nema.org.au/home/> phone 5721 2090 maintains contact databases for residents who speak languages other than English and has extensive networks. NEMA also delivers emergency readiness education to new, multicultural residents.

5.21 Record keeping and coordination tools

Accurate and timely record keeping is critical during an emergency. Emergency management coordination and record keeping systems should be set up as soon as it is evident a response will be required.

The **Emergency Management – Common Operating Picture (EMCOP)** is a Victorian state-wide, web-based information gathering, planning and collaboration tool. EM-COP access requires registration <https://cop.em.vic.gov.au/sadisplay/main.seam>

5.22 Essential infrastructure

All of the Alpine Resorts have their own water and wastewater treatment plants and water storage facilities. Resort management maintain these facilities with the exception of Mt Buller and Mt Baw Baw who outsource this function to Goulburn Valley Water. Mt Baw Baw and Lake Mountain also generate their own electricity.

All resorts also have bulk LPG gas storage infrastructure.

The location and ownership of telecommunications towers is listed in the resort Profiles in the Appendices.

The Resort EMOGs focus on protection of essential infrastructure in the resorts and recovery options and hold more information and action plans to assist protect essential infrastructure.

5.23 Financial considerations

Control Agencies are responsible for all costs involved for that agency to respond to an emergency. Government agencies supporting the Control Agency are expected to cover all costs from their normal budgets. When a control agency requests services and supplies (for example, food and water) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.

Costs associated with sourcing external or privately owned supplementary emergency response resources for the relevant response agencies will be recovered from the requesting agencies. This includes costs for all equipment, hire, catering and any associated on-costs of that request.

Response agencies should be aware of their financial responsibilities before requesting anything from ARV or private enterprises.

All resource requests should be made through the appropriate channel - the MERC. If the MEMO or agency staff receive requests from response agencies, they are to advise the agency to contact the MERC in the first instance. If this is not possible, the MERC must be advised as soon as possible.

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities through the Victorian Natural Disaster Financial Assistance Program (NDFA) and/or Australian Disaster Recovery Funding Arrangements (DRFA) both of which are accessed through Emergency Management Victoria (EMV). Refer section 5.23.4 Government financial support for affected municipalities.

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.

5.23.1 Emergency Payment Responsibilities

The following emergency payment responsibilities apply in ARV:

- 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 costs incurred
- ARV is responsible for the cost of emergency relief measures provided to emergency-affected people

5.23.2 Agency Support

Agencies are called upon to provide resources within the limit of their means. Where a volunteer agency expends extraordinary funds providing resources for emergency response and recovery to the extent that it seeks financial reimbursement, it should notify the control agency, or the agency to which it is providing services, at the earliest possible opportunity, preferably before deployment commences.

5.23.3 ARV resources

ARV is expected to use its resources in an emergency situation within the municipality within reason. Where equipment and/or personnel are sourced from external providers, ARV is responsible for providing those resources. However, ARV will only cover costs for ARV managed resources requested and used during normal business hours. Costs outside of this, including costs of sourcing private contractors, will be recovered from the relevant requesting agency.

Extraordinary expenditure incurred, (eg. for overtime, or equipment hire used in emergency protection works, restoration of publicly owned assets or relief provided to emergency-affected people) may qualify for reimbursement by the Department of Treasury and Finance.

5.23.4 Government financial support for affected municipalities

ARV is deemed to be the 'committee of management' for the Alpine Resorts and is an agency of DEECA. Therefore, the arrangements for ARV can differ to that of Local Governments.

The Disaster Recovery Funding Arrangements (DRFA) is a cost sharing arrangement between the Commonwealth and State governments to support certain relief and recovery activities following an eligible disaster.

An eligible disaster is described as a natural disaster or terrorist act for which:

- a coordinated multi-agency response was required; and
- state expenditure exceeds the small disaster criterion.

In Victoria, DRFA disaster assistance measures are funded from the Victorian Natural Disaster Relief Trust administered by Emergency Recovery Victoria. To be reimbursed through the DRFA, ARV will need to provide evidence and demonstrate eligibility.

The DRFA should not be a deciding factor when responding to a disaster – in accordance with their emergency management responsibilities, municipalities are required to ensure they are prepared for and able to respond to natural disasters.

[Disaster Recovery Funding Arrangements | vic.gov.au \(www.vic.gov.au\)](http://vic.gov.au)
ndfa@emv.vic.gov.au

EMV has developed a range of fact sheets that covers the post emergency government financial assistance measures including:

<https://www.emv.vic.gov.au/publications/relief-and-recovery-activities-guidance-for-local-councils>

<https://www.emv.vic.gov.au/publications/fact-sheet-financial-arrangements-government-post-emergency-assistance-measures>

[Publications - Emergency Management Victoria \(emv.vic.gov.au\)](https://www.emv.vic.gov.au)

5.23.5 Financial relief for individuals

Refer the Emergency Relief Centre Operating Guidelines and the Relief coordination section of the SEMP [Relief | Emergency Management Victoria \(emv.vic.gov.au\)](https://www.emv.vic.gov.au).

Information about the Personal Hardship Assistance Program managed by DFFH can be found [here](#).

5.24 Transition to recovery

While it is recognised that recovery activities will have commenced during or shortly after impact, there will be a point that sees cessation of response activities and a handover to recovery agencies.

While an emergency continues to pose a threat to a community, overall coordination of all activities will remain under the direction of the Control Agency. As emergency response activities wind down, the coordination role will transition from response coordination to recovery coordination, which will include coordinating remaining urgent and immediate community needs while planning and implementing longer-term recovery support and services. Relief and recovery planning and delivery are parallel operations to response and commences after the onset of the emergency.

When response activities are nearing completion the Incident Controller will call together the MERC, the state or regional Emergency Response Coordinator and the MEMO/MRM to consult and agree on the timing and a 'transition from response to recovery agreement' will be developed – most likely using the EMV online template.

The purpose of the document is to assist emergency management agencies involved in coordination of response, relief and recovery arrangements achieve a seamless transition from response to recovery phase following an emergency event.

The scope of the transition agreement includes:

- A description of the event
- Authorisation arrangements
- Coordination and management arrangements
- Transition activities and tasks to ensure continuity of essential community support
- Information and communication arrangements

The key tasks under this agreement include

- Continuity of emergency relief requirements if required
- Coordination of initial and post impact assessments in the affected communities
- Identification of resources required to support immediate community recovery requirements including public health and safety
- Coordination of essential clean-up operations

The decisions relating to the timing of the transition of response to recovery coordination, and whether recovery coordination will be transitioned to local and/or state government), will be impacted by a number of key considerations. These include:

- 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 incident
- The considerations for the extent of emergency relief required by affected communities
- The considerations for the resources required to coordinate effective recovery arrangements

A transition to recovery plan template can be found in the [EM-COP library under IMT Toolbox, State Relief and Recovery](#).

In some circumstances, it may be appropriate for certain facilities and goods obtained during response, to be utilised in recovery activities. In these situations, there would be an actual handover to the MRM of such facilities and goods. This hand over will occur only after agreement has been reached between the Incident Controller, MERC and MRM.

Resourcing and payment for goods and services used in the recovery process (by ARV) is the responsibility of the MRM through the MEMP arrangements.

5.25 Continuous improvement

The MEMPC supports the State's commitment to a culture of continuous improvement. Lessons management involves the identification and learning of lessons captured through assurance and learning activities (including debriefing, monitoring and reviews) occurring before, during and after emergencies.

This practice may take the form of:

- After action reviews
- Debriefing
- Reviews of systems of work rather than individuals.
- Public forums
- Independent reviews

5.25.1 Debriefs

Debriefs involve the identification, examination and implementation of learning captured through assurance activities (including debriefing, monitoring and reviews) occurring before, during and after emergencies.

When required, a debrief should take place as soon as practicable after an emergency. The control agency is responsible for conducting a debrief post an emergency. The MERC or RERC is responsible for ensuring the control agency for the emergency organises an operational debrief with participating agencies (including recovery), with a view to assessing the adequacy of the response and to recommend any changes to the relevant agencies plan(s) and future response activities. If a municipal debrief is required all agencies should hold their own internal after-action review or debrief prior to the municipal debrief.

Minutes of a debrief will be kept and presented to the following MEMPC and identified actions implemented by change to procedure (or reinforcement of procedure), variation to this MEMP etc.

Post major events, the Incident Controller will arrange a multi-agency debrief. Each agency involved will likely hold their own debrief to review their own planning and response.

If the MEMP is activated for any incident, it is essential that a review or debrief take place with the MEMPC.

5.25.2 After-Action Review

When required, an after-action review should take place as soon as practical after an emergency. The MERC will ask the MEMO to organise the review with agencies who participated to assess the adequacy of this MEMP and Sub-Plans and recommend any changes.

The Chair of the MEMPC, or appropriate facilitator, should chair the review based on any findings from the formal debrief. All debrief and after-action review information will be disseminated to all MEMPC members and others present at the debrief.

5.26 Impact assessments

Under the *Emergency Management Act 2013*, the Emergency Management Commissioner is responsible for ensuring the coordination, collection, collation and reporting of information on the impact of the emergency.

Impact assessment is conducted in the aftermath of a Class 1 emergency event to assess the impact to the community and inform government of immediate and longer-term recovery needs.

An impact assessment must be community focused to ensure the data/information will assist decision making on how to best support impacted communities.

Victoria uses a three-stage process to gather and analyse information following an emergency event. The term impact assessment encompasses all three stages:

- Initial impact assessment (IIA)
- Secondary impact assessment (SIA)
- Post emergency needs assessment (PENA)

Despite three stages being described, impact assessment is not linear and some of the stages may be completed concurrently depending on the size and nature of the emergency event. The stages described must be an evolving continuum or a single process made up of stages which transition as seamlessly as possible.

ARV teams will conduct the early Secondary Impact Assessments with a staff member dedicated to administration of the data. A specialist may be brought in to conduct the detailed SIAs and costings required to inform recovery planning and reporting to the NDRRA.

The following table briefly details the impact assessment procedures that may have to be undertaken. Other departments, agencies and utilities will also be gathering and sharing impact assessment data.

TASK	WHO	NOTES
INITIAL IMPACT ASSESSMENT (IIA)		
Within first 48 hours	Control agency	The starting point for prioritisation of recovery
Broad, preliminary assessment		
May not be accurate – gives indications of extent of damage	ARV	Risk assessments
SECONDARY IMPACT ASSESSMENT (SIA)		
Staff must be ready to provide SIA reports to government agencies on request. Such information is vital to plan and provide an appropriate, adaptive and evidence-based relief and recovery program.		
All data should be recorded into the established emergency management system		
Built environment (also environmental health)	MEMO EHO ARV teams	Teams to undertake drive-bys and site inspections. Also data gathered at ERC
Public and private assessment		Utilities will also conduct their own impact assessments and report to IC
Includes roads, roadsides, bridges, drainage, community infrastructure, utilities		RRV have responsibility on certain roads – information to be shared
		Data and photos from ARV's asset management program may be used to inform SIAs of the status of infrastructure
		Building surveyors will be activated to survey damaged

		buildings and report back to ARV
Social environment Includes psychosocial support, accommodation, health and medical assistance, basic needs	MRM DFFH DH	ERC data collection Visits to residences Phone calls
Natural environment Includes dangerous trees, native animals, restoration and erosion prevention	MEMO Agencies	Drive-bys and site inspections
Risk assessment	MRM MEMO Safety & Risk team	Risk management should be included in every impact assessment
POST EMERGENCY NEEDS ASSESSMENT (PENA)		
Economic – ongoing assessment of businesses affected and needs	MRM Eco Dev DJSIR	Face to face consults Surveys Meetings
Community health and well being	MRM DFFH	Meetings & social gatherings Social media Face to face with community leaders
Reporting on estimated cost of restoration and recovery Early estimations move to detailed costings	MRM Finance	Internal reports prepared for agencies and NDRRA
Inform recovery planning	MRM	Recovery committee if formed

[Impact Assessment for Class 1 Emergencies \(EMV\)](#)

[MAV Impact Assessment Guidelines](#)

Recovery Impact Assessment Tool - [Disaster-Recovery-Toolkit-for-Local-Government-08.pdf \(em.vic.gov.au\)](#)

Refer the **ARV Impact Assessment Guidelines** and templated form to gather post incident data and information.

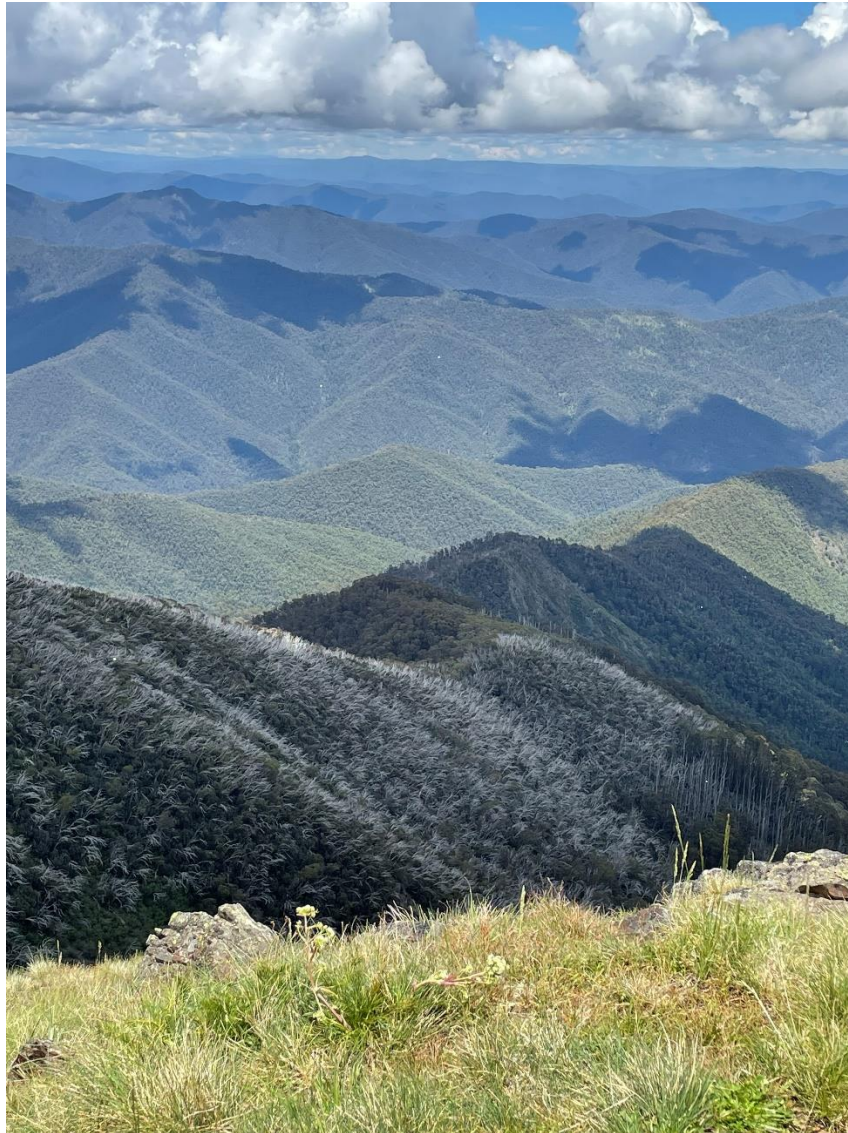
5.27 Non-major emergencies

Non-major emergencies, also known as single incidents, usually affect only one or two residences, structures or businesses. However, they may also be in the form of something like a traffic incident requiring short term support to people involved. Single incidents are usually the result of structure fire, flood or storm. There may be one or more agencies involved in the response and recovery.

After the response the MRM will be the contact for assistance with such things as emergency accommodation, psychological and material support and access to information.

Single incident procedures are retained with the Resort EMOGs.

AFTER



The recovery arrangements for assisting people, communities, economies and environments affected by emergencies to achieve a proper and effective level of functioning

PART 6 – RECOVERY

6.1 Introduction

Recovery is the assisting of individuals and communities affected by emergencies to achieve an effective level of functioning.

Recovery planning must ensure that there is a clear understanding of the community context (prior to the emergency) and is informed by an initial and continuing assessment of impacts and needs. Recovery planning begins when an emergency is underway - many response, relief and recovery activities are undertaken concurrently.

As discussed in Part 5 - Response, relief is provided during and in the immediate aftermath of an emergency and transitions into recovery which is generally a longer-term process for affected individuals, communities and businesses and can continue for months, and often for years.

Planning for emergency relief and recovery must integrate with the preparation and response phases to provide a seamless transition between each phase.

Delivery of both relief and recovery responsibilities require collaboration and coordination between individuals and communities, non-government organisations, businesses and government agencies. They occur in the context of clear and agreed arrangements and involves processes of consultation and cooperation through established communication channels. Wherever possible, longer term recovery activities will become part of core business to ensure they remain responsive to the needs of the affected community.

6.2 Principles and scope of Recovery

Recovery at all levels of government is implemented in alignment with the nationally recognised disaster recovery principles:

- Understanding the context
- Recognising complexity
- Using community-led approaches
- Coordinating all activities
- Communicating effectively
- Recognising and building capacity

The EMV [Resilient Recovery Strategy](#) identifies four strategic actions that promote a shared responsibility approach to emergency management and should be considered when planning for recovery

- Deliver a people and community centred recovery.
- Strengthen recovery through better emergency management planning.
- Streamlined and flexible recovery system.
- Support the recovery workforce.

6.3 Recovery activation, escalation and de-escalation

The MRM and deputies will manage and coordinate both the relief and recovery processes within the Alpine Resorts to the extent that the Alpine Resort and ARV have the capacity to do so.

When the physical, human, and economic resources of the Alpine Resort or ARV and / or the nominated provider groups within the community are exhausted, the resourcing of those recovery services and/or coordination will be escalated to Emergency Recovery Victoria at the regional level.

6.4 Recovery coordination

Emergency Recovery Victoria (ERV) is the recovery coordinator for state and regional tiers. [Role statement - Emergency Recovery Victoria | Emergency Management Victoria \(emv.vic.gov.au\)](#) ERV partner with all levels of government, business and not for profit organisations to enable locally driven and delivered recovery.

DFFH is the Pillar Lead role for Social Recovery, including delivery of Hardship Program payments, psychosocial supports in relief, and coordination of emergency shelter with Councils.

- Councils (ARV) are responsible for municipal recovery tier coordination including:
 - oversight of all recovery environments and associated activities
 - provide a broad range of advice and to government agencies and departments through gathering impact assessment data to assist with recovery planning and coordination.
 - form, lead and support municipal recovery committees
 - provision of recovery centres (as required) to provide access to recovery information for impacted community such as establishing recovery centres
 - undertake the assessment, restoration, clean-up and rehabilitation of ARV managed infrastructure
 - undertake erosion control on council owned and managed land to help manage risk to public safety, natural and cultural assets and values, and infrastructure

The [Roles and Responsibilities section](#) of the SEMP details the state, regional and municipal tier assistance and the providers tasked with supporting community recovery.

Disaster Recovery Toolkit for Local Government provides a range of tools to assist with recovery coordination [Disaster Recovery Toolkit for Local Government 06 - Regional Recovery Networks | vic.gov.au \(www.vic.gov.au\)](#)

6.5 The Municipal Recovery Manager (MRM)

As detailed in previous sections of this MEMP, the Municipal Recovery Manager is a formal, delegated role which holds the key responsibility of coordinating ARV and community resources to support recovery services. Refer the SEMP page 26.

ARV appoints an MRM and deputies in each resort with deputies also in the ARV central office. ARV provides training for MRMs and opportunities for the MRMs to build their skills through attending and coordinating relief and recovery exercises.

6.6 Recovery environments

In the SEMP, four environments (or lines) - social, economic, built, and natural - and their functional areas are described below and can be adapted to meet the needs of people and communities affected. In the [ERV Recovery Framework](#) a 5th line of recovery has now been recognised - **Aboriginal Culture and Healing** (see following.)

Further information on the recovery environments can be found in the SEMP and in the [ERV Recovery Framework](#).

6.7 Aboriginal Culture and Healing

The ARV Strategic Plan 2020-25 details a commitment to build relationships and working partnerships with relevant traditional owner groups. This includes the “Identification and protection of sites of cultural significance, in partnership with Traditional Owners, at alpine resorts” and to develop “Processes to engage Traditional Owners in decisions that affect them.” These connections will form the foundation for disaster recovery planning.

For more information on Aboriginal culture and healing please refer to the [ERV Strategy for Aboriginal Community-led Recovery](#).

6.8 Recovery Coordinating Agencies

The Agencies with recovery coordination responsibilities across the recovery environments are:

- **Department of Families, Fairness and Housing (DFFH)** – housing and accommodation, individual and household assistance, psychosocial support
- **Department of Energy, Environment and Climate Action (DEECA)** – energy services, reticulated water and wastewater services, natural environment public land and inland waters, wildlife and threatened ecosystems, agriculture
- **Department of Jobs, Skills, Industry and Regions (DJSIR)** – economy and business
- **Department of Health (DH)** – health and medical assistance
- **Department of Transport and Planning (DTP)** - transport
- **Department of Government Services (DGS)** - telecommunications

Each coordination agency is responsible for the following activities:

- Coordinating strategic information sharing to facilitate activities listed under that environment
- Convening regional level recovery meetings with relevant departments, agencies and key stakeholders
- Monitoring recovery issues, risks, progress and capacity by working with responsible agencies and managing issues as required
- Reporting progress to the Regional Recovery Coordinator.

Refer to [Table 13-18 in the SEMP](#) for full details of Agency roles and responsibilities within Recovery

A brief description of each of the environments, area of activity and recovery coordinating agency:

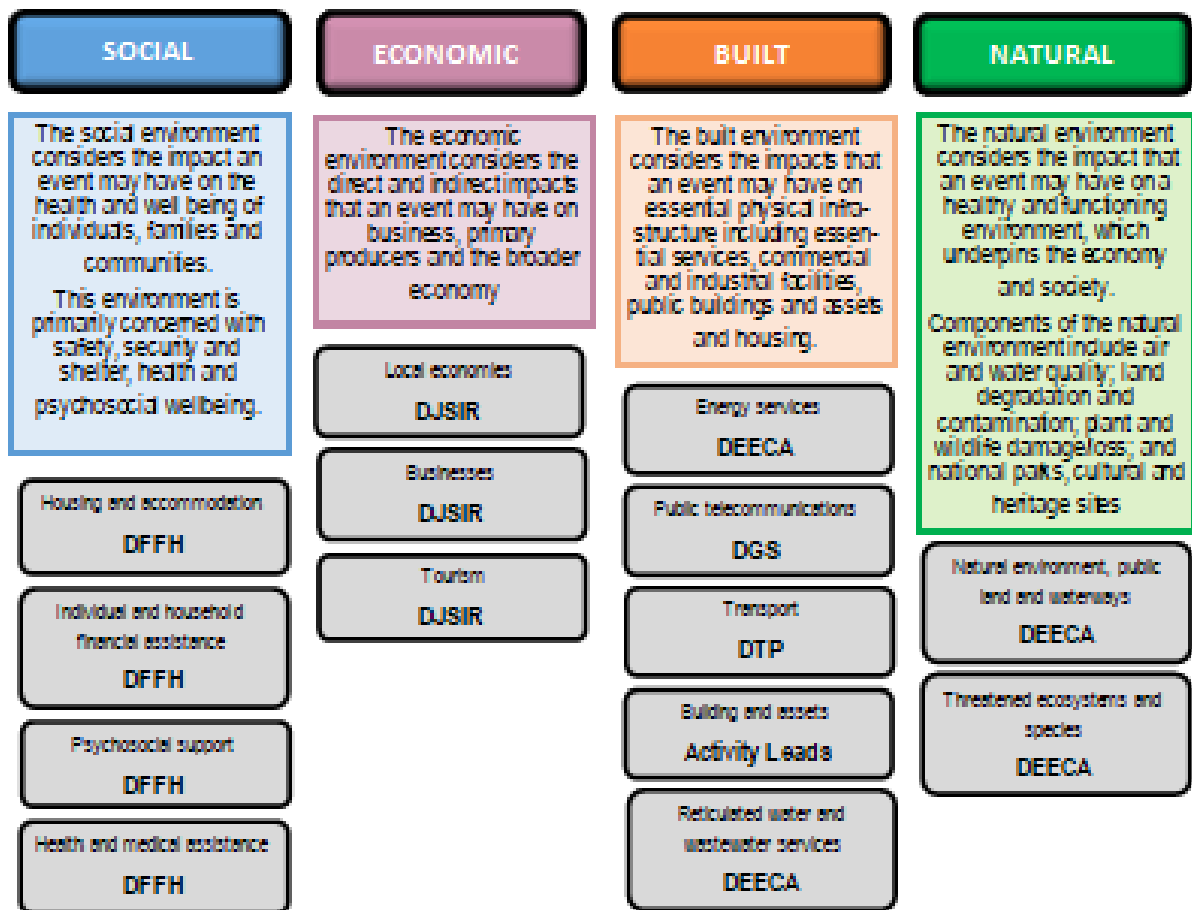


Figure 6

6.9 Recovery Support Agencies

As well as ARV and ERV, the key Recovery Support Agencies with responsibilities across the recovery environments that ARV may engage are:

Australian Red Cross	• Support municipal councils with advice, guidance and connections to individuals and organisations and support to affected persons • Equip community members with resources and link to services to support long-term recovery and wellbeing • Assist with provision of staffing for recovery / information centres • Organisation of state-led public appeals. • Coordination of spontaneous volunteers
Salvation Army	• Assist in management of donated goods • Offer personal support, emergency accommodation, transport to affected persons • Provide support to community safety activities
Volunteering Victoria	• Volunteer coordination
Department of Health	• Responsible for coordinating: health and medical assistance • provide and promote mental health support services and information • Develop and provide public health advice eg food, water and sanitation safety
EPA	• Develop and provide public health advice eg smoke, pollution • Coordinate clean up and waste management strategies
Department of Justice & Community Safety	• Financial assistance support

As the ARV municipal districts are spread across 2 emergency management regions and numerous districts, the details for local level support agencies and organisations is held in the Resort EMOG.

6.10 Recovery planning

Depending on the extent of the recovery requirements and in consultation with ERV, the MRM may set up a Recovery Committee or Working Group that will report to the MEMPC and regional and state tiers if they are activated.

Member composition will vary according to the class and form of emergency. In establishing a Recovery Committee, it is important to consider the functional areas of recovery – social, economic, built, natural and aboriginal healing. It must support a flexible approach that reflects the scale of the emergency and the diverse range of community needs. The membership of the committee should include representative of members of the MEMPC, agencies responsible for the management and coordination of recovery functional areas, ARV representatives, community/leaders, non-government agencies, representatives from the business community and representatives from Community Recovery Committees (if any).

A Recovery Committee is a sub-committee to the REMPC or MEMPC as required by the context of the emergency.

The following is a list of tasks that may be undertaken by the Recovery Committee:

- Monitor the overall progress of the recovery process in the affected community.
- Identify community and business needs and resource requirements and make recommendations to appropriate recovery agencies, ARV and the State's recovery management structure.
- Liaise, consult and negotiate, on behalf of affected community, with recovery agencies and government departments.
- Undertake specific recovery activities including targeted recovery programs.
- Develop a Recovery Plan.

The **Recovery Plan** will consider the [Resilient Recovery Strategy](#) actions and may include:

- a description of the emergency
- an assessment of the impacts on the affected regions and communities
- a description of the risks and consequences
- planned recovery activities
- the governance and reporting arrangements
- evaluation of the recovery
- funding for recovery

This planning process will feed into regional and state level planning processes.

Where the magnitude of the event requires community input into the recovery process, the MRM, Municipal Recovery Committee or Working Group may recommend one or more Community Recovery Committees (CRC) be established within the affected area. CRCs may also be formed by the community themselves and help individuals and communities achieve an effective level of functioning.

A CRC can:

- Coordinate information, resources and services in support of an affected community
- Identify community needs and resource requirements and establish priorities
- Provide information and advice to the affected community and recovery agencies
- Liaise, consult and negotiate on behalf of the affected community
- Liaise with ERV delegate
- Undertake specific recovery activities as determined by the circumstances and committee

This planning process will feed into Regional and State level planning processes through ERV.

Communities and businesses should be supported through recovery activities to focus on building future preparedness, risk management and all the characteristics of resilience such as developing community leadership, formal and informal networks, communication channels and partnerships with ARV and other communities and agencies.

Refer the MRM Guidelines for details of the steps to be taken in forming and administering a Recovery Committee or Community Recovery Committee.

6.11 Recovery centres/ Community Service Hubs

When an emergency reaches a significant scale, a Recovery Centre may be established to provide a 'one stop' support to affected communities in the restoration of their emotional, social, economic and physical wellbeing. In some cases, an ERC could be transitioned into a Recovery Centre. A Recovery Centre provides a single point of entry for an 'all agency, all stakeholders' integrated recovery process. A Recovery Centre should be in an accessible, centrally located building and be staffed during appropriate hours for the community to visit.

A Community Service Hub or Recovery Hub is similar to a recovery centre, but they typically run for a longer period (can be for months).

6.12 Government assistance measures

Some reimbursement for relief and recovery activities is available. Extraordinary expenditure incurred (for example, for overtime, the hire of equipment used in emergency works, reconstruction of essential public assets or relief provided to emergency-affected individuals) may qualify for reimbursement by EMV. See section 5.23.15 Financial relief for individuals

The Australian and Victorian Governments both offer a range of support across the recovery environments. The support offered may include advice, financial, business and mental health support.

[Recovery support | vic.gov.au \(www.vic.gov.au\)](https://www.vic.gov.au)
<https://www.emv.vic.gov.au/how-we-help>
<https://www.emv.vic.gov.au/natural-disaster-financial-assistance>
<https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government>
<https://recovery.serviceconnect.gov.au/>

6.13 Communicating during recovery

As ARV has a lead role in coordinating recovery activities and are the closest organisation to the communities in the Alpine Resorts, ARV may develop and disseminate communications directly to the community through a range of channels. Communicating during recovery is addressed in the **ARV Emergency Communications Plan**.

6.14 Withdrawal and evaluation of recovery services

Recovery is a developmental process that could continue for months, if not years therefore, planning must address short, medium and long term recovery needs and goals.

Withdrawal of emergency recovery services is a critical aspect of recovery management. A planned withdrawal involving the Recovery Committee and the affected community is crucial so that a void will not be left.

Transitioning to post recovery requires careful consideration and planning and is based on reduced levels of demand and need for such services. Community recovery programs should transition into regular mainstream services and activities which shift the focus from emergency recovery to community renewal and support, whilst still providing services for ongoing needs of affected people.

Debriefing should evaluate the success of the outcomes at each step of the emergency response and relief processes. Evaluation of recovery should be included in the planning. Actions resulting from a debriefs and evaluations may include revising training, amending plans or operating procedures, or changing policies.

APPENDICES

Appendix A - Authorisation

This MEMP was endorsed by the ARV MEMPC at its meeting held on 2 October 2024.

Part 2: Certificate of Assurance for the Alpine Resorts Victoria Municipal Emergency Management Plan

Plan Preparer: Municipal Emergency Management Planning Committee

I certify that the attached Municipal Emergency Management Plan complies with the requirements of the *Emergency Management Act 2013*, including having regard to any relevant guidelines issued under section 77 of that Act, to the extent outlined in the attached checklist.

The last review of the plan was conducted on 2/10/2024

(For MEMP and MEMP sub-plans) On behalf of the Municipal Emergency Management Planning Committee:  Melanie Kay Chair, Municipal Emergency Management Planning Committee 18/10/2024	(For sub-plans only, if prepared by an agency on behalf of the MEMPC) Nominated representative of preparer: Insert signature here Name of nominated representative of preparer Title and agency Click or tap to enter a date.
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Appendix B - Amendment history

Version	Update details	Date
1.0	Development of new MEMP	October 2024

Appendix C - Restricted information

Summary of the restricted information	Reason for restriction	Where the information is held	Contact point/s
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Emergency management contact list	Personal information	ARV REMT EMCOP	ARV Emergency Management & Business Continuity Supervisor 0491 954 363
MEMPC ToR	Personal information	ARV EMCOP	ARV Emergency Management & Business Continuity Supervisor 0491 954 363

Appendix D - Roles and responsibilities

An agency that has a role or responsibility under this MEMP must act in accordance with the plan. The [SEMP](#) and REMPs outline agreed agency roles and responsibilities, noting that existing duties, functions, power, responsibility or obligation conferred on an agency by law, licence, agreement or arrangement prevail to the extent of its inconsistency with this plan (the *EM Act 2013* s60AK).

The roles and responsibilities outlined in this plan aim to be specific to the Alpine Resorts municipal districts and are in addition to, or variations on, what is outlined in the SEMPs and REMPs.

The commitment of agencies with responsibilities under this MEMP can be evidenced by their endorsement of the draft MEMP, including revisions, before it is presented to the REMPCs for consideration. This MEMP details emergency management agency roles and responsibilities for: Mitigation, Response, Relief and Recovery. It also maps agency roles for core capabilities and critical tasks under the Victorian Preparedness Framework (VPF) for the management of major emergencies.

Role Statement (SEMP)
Municipal Councils
Victoria Police
Country Fire Authority
Ambulance Victoria
Victorian State Emergency Service
Department of Families, Fairness & Housing (DFFH)
Australian Red Cross
Department of Energy, Environment & Climate Adaption
Department of Transport & Planning
Department of Health
Emergency Recovery Victoria
Ausnet Services Recovery Support Agency and mitigation participating agency under DEECA

Appendix D - MEMP exercises and outcomes

Date & Name	Description	Outcomes

Appendix E – Register of subplans, complementary plans and SOPs

Subplans

There are currently no subplans to this MEMP

Complementary Plans

- Northern Alpine Fire Management Plan
- Mansfield Mt Buller Fire Management Plan

Each resort will have resort specific Emergency Management Operating Guidelines

Operational plans, guidelines and SOPs (ARV)

Resort	Plans, guidelines and SOPs
Falls Creek	PE draft FC Bushfire Risk Assessment AGL Emergency Plans Vail Bushfire/EM Plan Falls Creek Water Supply Risk Management Plan Falls Creek Wastewater Treatment Plant Risk Management Plan Falls Creek Alpine Risk Mitigation Program Plan (Geotechnical) FC Business Continuity Plan FC Primary School EMP FC Early Childhood Centre Emergency Management Plan Bogong High Plains Medical Evacuation Plan Bogong High Plains Rescue Protocol Bogong High Plains Road EMP Elgas Emergency Gas Isolation Plan YMCA Howman's Gap EMP Alpine Shire MEMP
Mt Hotham	Bushfire Emergency Management Plan Vail Bushfire/EM Plan Mt Hotham Severe Weather Protocol Mount Hotham COVIDSafe Plan Mt Hotham Alpine Resort Water Recycling and Water Quality Management Plan Great Alpine Road Preventative and Reactive Closures Protocol

	Dargo-High Plains Road gate access Elgas Emergency Gas Isolation Plan Alpine Shire MEMP
Mt Buller/Mt Stirling	Community Bushfire Emergency Management Plan PE draft MB_S Bushfire Management Plan 2021 BSL EMP Dam Emergency Plan Coronavirus Plan Search and Rescue Plans Evacuation Plans Mt Buller Gas Emergency Gas Isolation Plan Mansfield Shire MEMP
Lake Mountain	LM Emergency Response Procedures SARMB Bushfire & Structure Fire Risk Assessment and Mitigation Plan LM Emergency Management Operational Guidelines (Draft) Murrindindi Shire MEMP
Mt Baw Baw	PE draft MBB Bushfire Risk Assessment 2021 MBB Bushfire Emergency Plan SARMB Bushfire & Structure Fire Risk Assessment and Mitigation Plan Elgas Emergency Gas Isolation Plan MBB Emergency Management Operational Guidelines (Draft) Baw Baw Shire MEMP

Appendix F - CERA tables

Visit [CERA \(ses.vic.gov.au\)](https://ses.vic.gov.au) (log in required) for risk assessment data, outputs, and reports



Community Emergency Risk Assessment (CERA) Placemat

Table 1: Consequence Rating Table

Rating	People	Environment	Economy	Public Administration	Social Setting
Definitions	- Death as a direct result of emergency. - Critical injuries with long-term or permanent disability. - Minor injuries	- Loss of species and/or landscapes - Loss of environmental value	Decline of economic activity and/or loss of asset value	Impact of the emergency event on the delivery of core function of the governing bodies for the community	Effect on communities activity and/or loss of event, as distinct from the individual impacts assessed in the people criteria
Insignificant	Less than 1 in 10,000,000 people for the population of interest	- No damage to ecosystems at any level - Inconsequential damage to environmental values of interest	- Inconsequential business sector disruption - Loss of asset value less than 0.04% of gross product produced by area of interest	Governing bodies' delivery of core functions is unaffected or within normal parameters	Community's social connectedness is disrupted, no permanent damage to object of cultural significance.
Minor	Greater than 1 in 10,000,000 people for the population of interest	- Minor damage to ecosystems or species at a local or regional level. - Minor damage to environmental values of interest	- Inconsequential industry or business sector impacted ie. Less than one year profit. - Loss of asset value less than 0.04% of gross product produced by area of interest	Governing bodies encounter limited reduction in delivery of core functions	- Community's social connectedness is damaged, no permanent dispersal. - Damage to object of cultural significance.
Moderate	Greater than 1 in 1,000,000 people for the population of interest	- Minor damage to ecosystems and species at the state level. - Significant loss or impairment of an ecosystem or species at a local or regional level. - Significant damage to environmental values of interest.	- Significant industry or business sector impacted ie. More than one year profit. - Loss of asset value less than 0.04% of gross product produced by area of interest	- Governing bodies encounter significant reduction in the delivery of core functions - Governing bodies are required to divert some available resources to deliver core functions or seek external assistance to deliver some of their core functions.	Community's social connectedness is broken, some permanent damage to object of cultural significance.
Major	Greater than 1 in 100,000 people for the population of interest	- Minor damage at national level. - Significant loss at state level. - Severe damage at regional level. - Severe damage to environmental values	- Significant structural adjustment by industry or business sector. - Loss of asset value greater than 0.4% of gross product produced by area of interest	- Governing bodies encounter severe reduction in the delivery of core functions - Governing bodies are required to divert a significant amount of available resources to deliver core functions or seek external assistance to deliver the majority of their core functions	- Community's social connectedness is significantly broken, dispersal. - Widespread damage or localised permanent loss to object of cultural significance.
Catastrophic	Greater than 1 in 10,000 for the population of interest	- Permanent destruction at all levels, severe damage at national or state and/or significant loss at national level. - Permanent destruction of environmental values of interest.	- Failure of a significant industry or sector - Loss of asset value greater than 4% of gross product produced by area of interest	Governing bodies are unable to deliver their core functions.	- The community of interest's social connectedness is irreparably broken. - Community ceases to function and disperses. - Widespread and permanent loss of objects of cultural significance

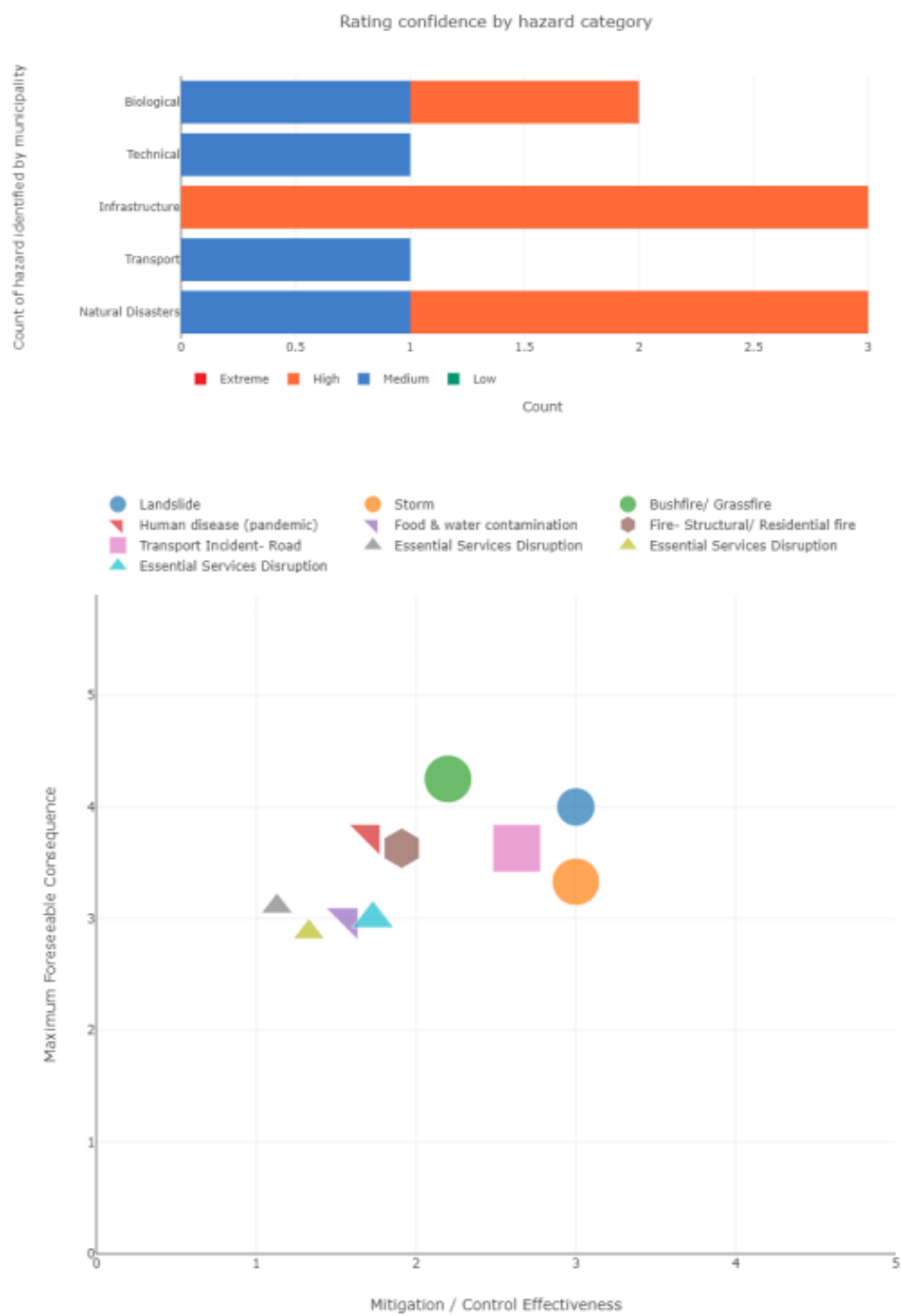
Table 2: Control strength and expediency

Level	Control Strength	Control expediency
High	Control is highly effective in reducing the level of risk	The control is frequently applied. A procedure to apply the control is well understood and resourced. The cost of applying the control is within current resources and budgets.
Medium	Control is effective in reducing the level of risk	The control is infrequently applied and is outside of the operators everyday experience. The use of the control has been foreseen and plans for its application have been prepared and tested. Some extraordinary cost may be required to apply the control.
Low	Control has some effect in reducing the level of risk	The control is applied rarely and operators may not have experience using it. The use of the control may have been foreseen and plans for its application may have been considered, but it is not part of the normal operational protocols and has not been tested. Extraordinary cost is required to apply the control, which may be difficult to obtain.
Very low	Control has almost no effect in reducing the level of risk	Application of the control is outside of the experience and planning of operators, with no effective procedures or plans for its operation. It has not been foreseen that the control will ever need to be used. The application of the control requires significant cost over and above existing resources, and the cost will most likely be objected to by a number of stakeholders.

Table 3: Likelihood level

Likelihood	Estimated average recurrence interval	Description
Almost certain	More than once a year	Expected to occur in most circumstances; with strong anecdotal evidence of recorded incidents.
Likely	1-10 years	Many recorded events. Some events in comparable jurisdictions. Great opportunity, reason or means to occur.
Unlikely	11-100 years	Some recorded events. Some events in comparable jurisdictions. Some opportunity, reason or means to occur.
Rare	101- 1,000 years	Few recorded events. Some events in comparable jurisdictions. Little opportunity, reason or means to occur.
Very rare	>1,000 years	No recorded events. No events in comparable jurisdictions. Minuscule opportunity, reason or means to occur.

Version 1 October 2018



CERA

Community Emergency Risk Assessment



Count of hazard category



Hazard Category	Hazards	
Natural Disasters		Landslide-3
		Storm-3
		Bushfire/ Grassfire-3
Biological		Human disease (pandemic)-2
		Food & water contamination-2
Technical		Fire- Structural/ Residential fire-1
Transport		Transport Incident- Road-1
Infrastructure		Essential Services Disruption-1

Appendix G - History of emergencies

Legend:

Bushfire

Storm

Pandemic

Landslide

2003	Mt Hotham & Falls Creek impacted by Eastern Victoria (Alpine) bushfires. Falls Creek evacuated.
2004	Windstorm with extensive damage to infrastructure – Mt Buller
2006	Major bushfires - the Great Divide North fire (north east) and Gippsland (the Great Divide South fire) ran for 69 days and impacted a number of resorts, especially Falls Creek – Mt Buller, Mt Stirling, Falls Creek, Mt Hotham
2007	Landslides at Mt Baw Baw. Resort closed for 4 days
2009	Black Saturday bushfires. Lake Mountain infrastructure destroyed
2010	Heavy rain and landslides impacting Mt Buller
2013	Landslide Bogong High Plains Road – full and partial road closures impacting Falls Creek
2013	Bushfires burnt areas of Mt Hotham
2016	Storms closed Bogong High Plains Road impacting Falls Creek
2017	Numerous landslides on Bogong High Plains Road and Great Alpine Roads caused partial closures
2019	Bushfires - Lake Mountain evacuated
2020	Coronavirus pandemic declared – lockdowns and restrictions
2021	Coronavirus pandemic – lockdowns and restrictions
2021	Bushfire - Falls Creek Village evacuated
2023	Landslide – Falls Creek Village isolated

Search and rescue

Search and rescue operations occur across the Alpine Resorts municipality almost annually and at any time of year. Search and rescue incidents can vary from a quickly resolved call for assistance from VicPol to a full-scale, multi-agency search and rescue.

Avalanche

There have been numerous snow-water avalanches in the Mt Hotham resort area. Infrastructure has been impacted but no injuries or fatalities. Due to the steep

topography, snow-water avalanches and landslips can affect any of the resorts after heavy rain.

Avalanche in the 'back country' beyond the resorts is always a risk and would trigger a multi-agency search and rescue operation.

Avalanche is not addressed in the State Landslide Hazard Plan (SES) as there is no identified control agency.

Road closures

Road closures are a regular occurrence in most of the resorts, year-round due to tree fall and vehicle accidents. These incidents are usually resolved quickly by ARV staff. A dedicated plan has been developed for the Great Alpine Road between Harrietville and Livingstone Bridge. This section of road sees increased traffic in winter and becomes significantly more hazardous with ice, wind and poor visibility [' 2023 Snow Season Emergency Procedures for Preventative and Reactive closures'](#).

Pre 2000

Landslide Mt Buller Alpine Resort Road Blockage 1986 Winter, a slope slip failure blocked the access road at White Bridge for two days. Visitor access was disrupted for six days.

Appendix H - Alpine Resort Profiles

FALLS CREEK ALPINE RESORT
Victoria Police, Ambulance Victoria and CFA presence over winter Village winter map Village Maps - Falls Creek Alpine Resort
Population Outside the declared snow season Falls Creek Alpine Resort has a permanent, estimated population of 200. The resort can also have approximately 250 additional day-time workers (ie construction sites, commercial operators, resort and BSL staff). Visitors to the resort increases significantly during events and festivals. During the declared snow season, there are approximately 1,700 residents at Falls Creek. The resort can also have up to 7,000 day-visitors and up to 8,000 overnight visitors at any one point in time.
Key risks • Bushfire • Storm • Landslip • Snow and ice fall • High visitation in winter, particularly CALD demographics visiting the snow for the first time • Traffic accidents especially during winter causing isolation if the road is closed • Missing persons • Events
Contacts and communications Year round - via the resort office 03 5777 6077 info.fallscreek@alpineresorts.vic.gov.au Refer ARV Emergency Communications Plan for more communications detail Community Facebook page Falls Creek Community Noticeboard Facebook
Critical built and community infrastructure • Falls Creek Alpine Resorts offices (1 Slalom St, workshops) • Significant private infrastructure – hotels, lodges, apartments, ski hire etc • CFA and SES bases • Ski lift and snow making infrastructure • Medical Centre and Ski Patrol Base • Supermarket • Police station • Ambulance Victoria station • Helipad • AGL hydroelectric power infrastructure • Rocky Valley Lake, pumping infrastructure and pipes. • Water and wastewater treatment plants

• Gas storage • Telecommunications towers - refer table following
BPLR - NSP There are no Bushfire Places of Last Resort - Neighbourhood Safer Places at Falls Creek. Shelter in Place locations have been identified for fire events under the Municipal Fire Management Plan (MFMP) 1. Slalom Plaza 2. Falls Creek Resort Boardroom 3. Rocky Valley Lake Observation Deck.
Staging area Nil
Vulnerable facilities • Primary school • Early Childhood Centre (child care) • Secondary school campus in winter • Multi-cultural visitors mainly congregated around Slalom Plaza and toboggan runs
Access • Bogong High Plains Road – Mt Beauty to Glen Valley • Bus transport from Mt Beauty and Albury
Informal gathering places • Slalom Plaza • Numerous hotels, lodges etc
School bus routes No school bus
Emergency relief – it is likely that if there is a disaster affecting the resorts and they are able to be evacuated, residents, workers and visitors will likely attend an ERC in Alpine Shire if one has been established. ERC locations • ARV Falls Creek Alpine Resort Complex 1 Slalom St • Falls Creek Resort Office Day Shelter 1 Slalom St • Gully Day Shelter 1 Bogong High Plains Road, Falls Creek

Telecommunications infrastructure locations

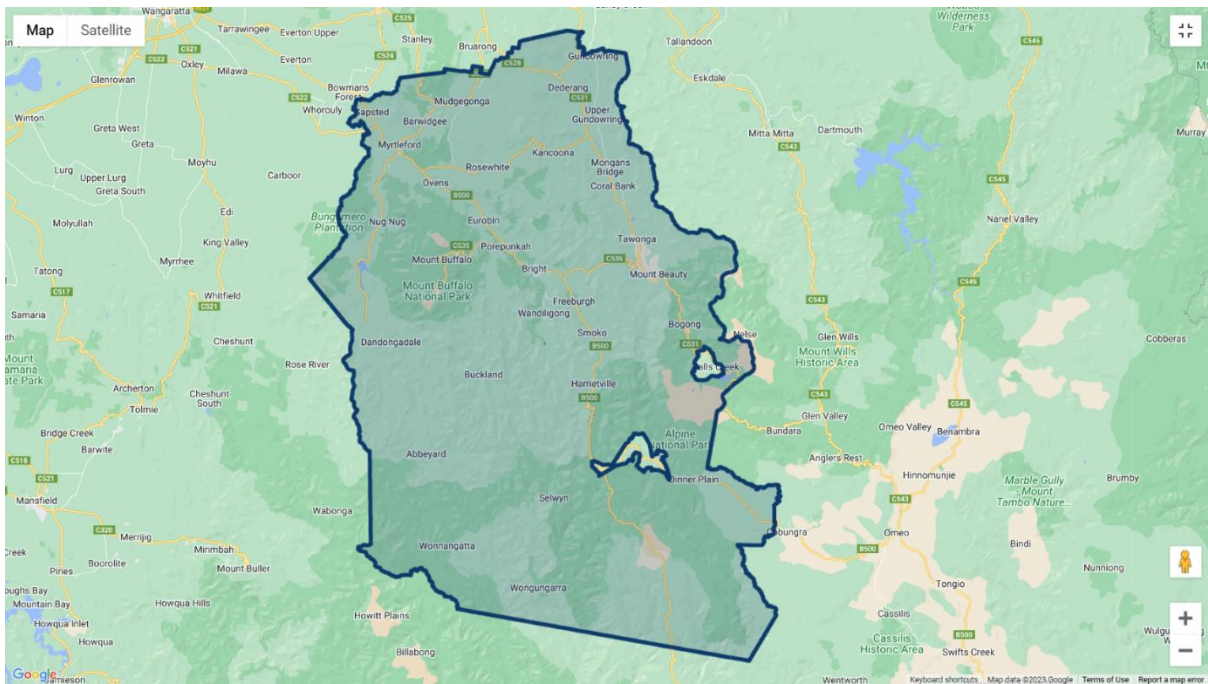
SITE_ID	LATITUDE	LONGITUDE	NAME
11963	36.871388	147.276156	Top of Playground Lift Area FALLS CREEK
37445	36.864612	147.278724	Telstra Exchange Mt Beauty to Falls Creek Road FALLS CREEK
42427	36.865736	147.28399	Ski Lifts Site FALLS CREEK

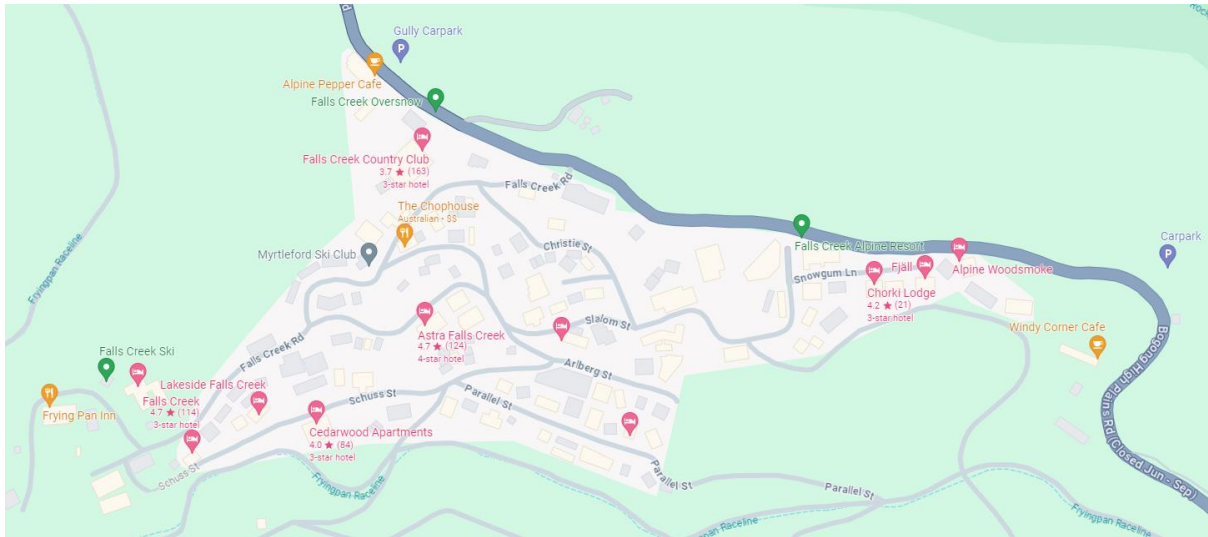
43066	-36.86305	147.276126	Main Road FALLS CREEK
48095	36.863714	147.281177	Vodafone Site Control Centre FALLS CREEK
52348	36.862999	147.297442	Mountain Lift Office FALLS CREEK
55649	36.870911	147.275784	Ski Patrol Buildings FALLS CREEK
135571	36.862909	147.278752	Optus Site Falls Creek Bogong High Plains Rd FALLS CREEK
152497	36.863047	147.277248	Broadcast Site FALLS CREEK
153160	36.862183	147.276707	Broadcast Site Gebi's Ski Hire 3 Bogong High Plains Rd FALLS CREEK
300441	36.863944	147.279495	Fire Station Bogong High Plains Rd FALLS CREEK
302866	36.863758	147.281963	Cnr Slalom & Bogong High Plains Rd FALLS CREEK
9001889	36.866026	147.271953	Telstra Site Nissen Hut 1 Village Bowl FALLS CREEK
9012710	36.870929	147.275395	Optus Monopole Adj Ski Patrol Building FALLS CREEK
9022471	36.871707	147.279019	Cloud 9 Restaurant FALLS CREEK
9022472	36.871629	147.273454	Eagle Return Hut FALLS CREEK
9024368	-36.86492	147.286175	Falls Creek Nordic Centre Windy Corner Bogong High Plains Road FALLS CREEK
9900367	36.864473	147.284254	Mobile Spectrum Licensing Site FALLS CREEK
10010133	36.863547	147.279476	Alpine Apartments 1/4 Christie Street Falls Creek
10037811	-36.87078	147.27489	25 m Amplitel monopole on BBQ Trail 82 m NW of Ski Patrol building FALLS CREEK

Falls Creek Alpine Resort boundaries



Alpine Shire – Falls Creek and Mt Hotham Alpine Resorts





Falls Creek village

[FALLSCREEK_Village-Map.pdf](#)

MT HOTHAM ALPINE RESORT
Victoria Police, Ambulance Victoria and CFA presence over winter Village map Village Map Hotham Alpine Resort (mthotham.com.au)
Population Outside the declared snow season Mt Hotham Alpine Resort has a permanent, estimated population of approx 25-30 pax. The resort can also have additional day-time workers (ie construction sites, commercial operators, resort and Vail staff). Visitors to the resort increases significantly during events and festivals over summer. During the declared snow season, there may be up to 6,000 day-visitors and 4,900 overnight visitors.
Key risks • Bushfire • Storm • Snow and ice fall • High visitation in winter, particularly CALD demographics visiting the snow for the first time • Traffic accidents on the Great Alpine Road especially during winter causing isolation if the road is closed • Missing persons
Contacts and communications Year round - via the resort office 03 5759 3550 info.mthotham@alpineresorts.vic.gov.au Refer ARV Emergency Communications Plan for more communications detail
Critical built and community infrastructure • Mt Hotham Alpine Resorts offices (40 Great Alpine Road, workshops) • Significant private infrastructure – hotels, lodges, apartments, ski hire etc • CFA (Mt Hotham-Dinner Plain) • Ski lift and snow making infrastructure • Medical Centre and Ski Patrol Base • Supermarkets x 3 • Police station • Helipad • Water and wastewater treatment plants • Gas storage • Telecommunications tower refer table following • Mt Hotham Airport (outside of resort boundary)
BPLR - NSP There are no Bushfire Places of Last Resort - Neighbourhood Safer Places at Mt Hotham or Dinner Plain. Nearest ones are Harrietville and Bright Shelter in Place there are no shelter-in-place locations currently identified
Staging area Nil
Vulnerable facilities • Bright P-12 Dinner Plain campus

• Disabled Winter Sports Association (winter only) 1300 265 730 • Multi-cultural visitors mainly congregated in village centre, toboggan runs, car parks
Access • Great Alpine Road Road – Harrietville - Mt Hotham - Omeo • Bus transport from Bright and Albury
Informal gathering places • Hotham Central, the Village and Davenport • Numerous hotels, lodges etc
School bus routes Dinner Plain – Swifts Creek
Emergency relief – it is likely that if there is a disaster affecting the resorts and they are able to be evacuated, residents, workers and visitors will likely attend an ERC in Alpine Shire if one has been established.
ERC location ARV Mount Hotham Alpine Resort Transit Lounge - Lower Level, 28 Great Alpine Road

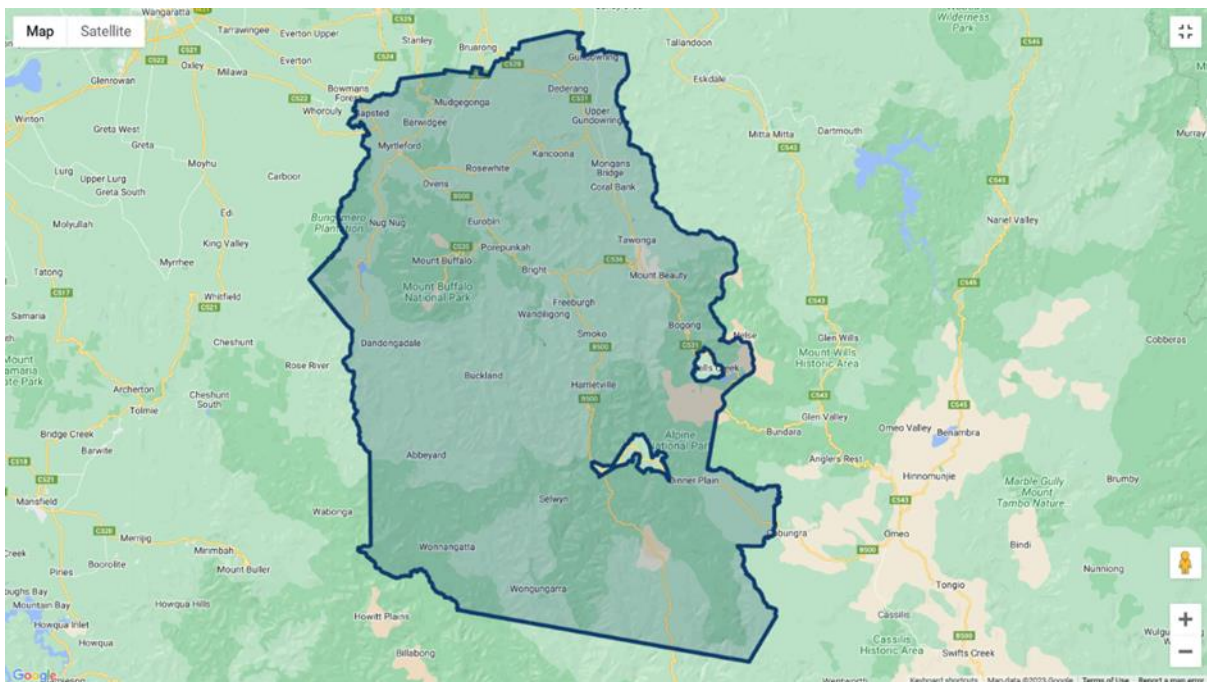
Telecommunications infrastructure locations

SITE_ID	LATITUDE	LONGITUDE	NAME
11996	-36.975218	147.128055	Fire Tower MT HOTHAM
11997	-36.977421	147.134295	Telstra Site off Alpine Road MT HOTHAM
41113	-36.975083	147.128224	Mt Hotham Comms Tower MT HOTHAM
42428	-36.985494	147.144411	Apex Ski Patrol Base MT HIGGINBOTHAM
43077	-36.975084	147.127662	Medical Centre MT HOTHAM
43358	-36.980385	147.142559	Workshop Alpine Rd MT HOTHAM
43359	-36.982233	147.142731	Ski Tows Office Alpine Rd MT HOTHAM
47525	-36.975213	147.132549	Optus Site Fire Watch Tower MOUNT HOTHAM
52349	-36.981377	147.142841	White Chrystal Centre MOUNT HOTHAM
55551	-36.982278	147.142843	Alpine Way MOUNT HOTHAM
135125	-36.976969	147.134418	Optus Site Mt Hotham Mt Hotham Summit HOTHAM HEIGHTS
301635	-36.977779	147.135981	CFA site MT HOTHAM
302613	-36.970106	147.144843	Charles Barrick Memorial Cairn MT HOTHAM
305102	-36.990204	147.148477	Fire Station Great Alpine Rd MT HOTHAM
305556	-36.984079	147.14487	Arlberg Great Alpine Hwy MT HOTHAM
9915501	-36.978475	147.134252	Mobile Spectrum Licensing Site MT HOTHAM

10000402	-36.974128	147.139385	Amateur Site Great Alpine Road MT HOTHAM
10009279	-36.98829	147.14581	Davenport Village Alpine Road Hotham Heights
			Summit Electrical Building Great Alpine Road HOTHAM HEIGHTS
10015254	-36.977297	147.136065	
			Telstra Street Cell, 34A Great Alpine Road Hotham Heights
10037928	-36.983456	147.14293	

Maps

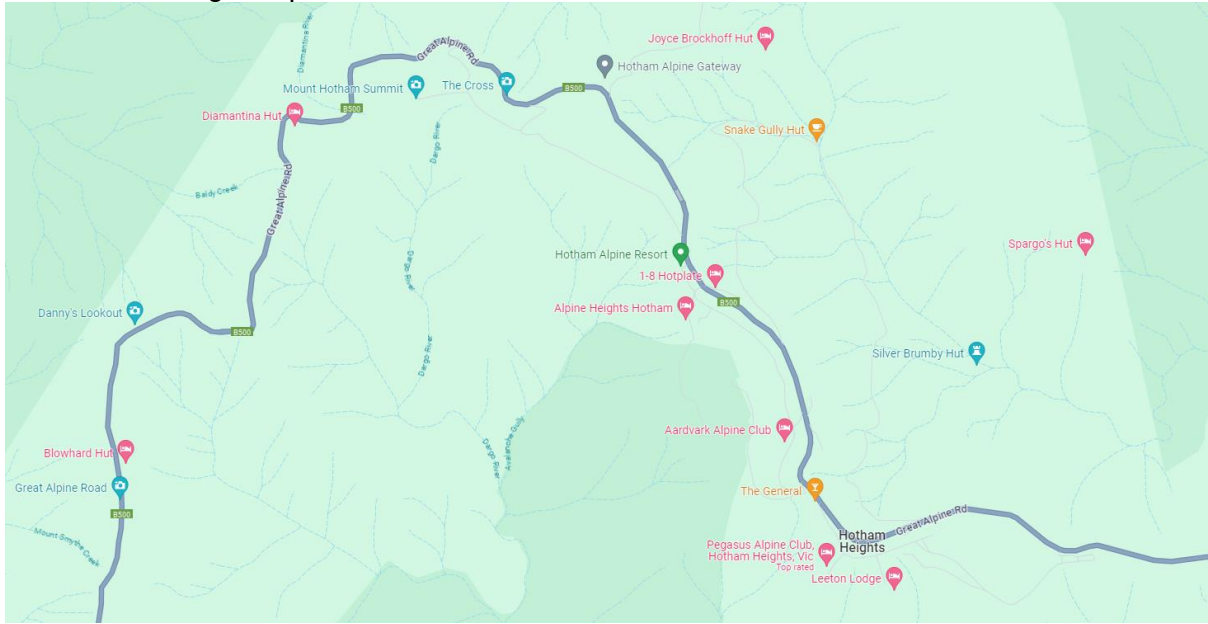
Alpine Shire – Falls Creek and Mt Hotham Alpine Resorts



Mt Hotham Alpine Resort Boundaries



Mt Hotham village map



[Village Map | Hotham Alpine Resort \(mthotham.com.au\)](http://mthotham.com.au)

MT BULLER ALPINE RESORT
Victoria Police, Ambulance Victoria and CFA presence over winter Village winter map The Village Mt Buller
Population Outside the declared snow season the Mt Buller Alpine Resort has a permanent population of 30 – 50. The resort can also have approximately 250 additional day-time workers (ie construction sites, commercial operators, resort and BSL staff). Visitors to the resort increases significantly during events and festivals. During the declared snow season, there are approximately 1,700 residents at Mt Buller. The resorts can also have up to 8,000 day-visitors and up to 8,000 overnight visitors at any one point in time.
Key risks • Bushfire • Storm • Landslip • Snow and ice fall • High visitation in winter, particularly CALD demographics visiting the snow for the first time • Traffic accidents especially during winter causing isolation if the road is closed • Missing persons • Events
Contacts and communications Year round - via the resort office 03 5777 6077 info.mtbuller@alpineresorts.vic.gov.au Refer ARV Emergency Communications Plan for more communications detail Community Facebook page Mt. Buller Community Board - Buy Sell Swap Facebook
Critical built and community infrastructure • Mt Buller Mt Stirling Alpine Resorts offices (Alpine Central, workshops) • Significant private infrastructure – hotels, lodges, apartments, ski hire etc • CFA station • Ski lift and snow making infrastructure • Medical Centre and Ambulance Victoria station • Ski Patrol Base • Supermarket • Police office • Mt Buller Alpine Chapel • 3 x water reservoirs, pumping infrastructure and pipes. • Water and wastewater treatment plants • Gas storage Dump Inn Mt Buller Road. -37.13200, 146.45245 • Telecommunications tower – refer table following
Bushfire Place of Last Resort - NSP Village Square Plaza 3 Summit Road, Mt Buller Google -37.14623212041389, 146.4498576951343

Staging area Mirimbah Car Park Mt Buller Road, Mirimbah -37.10977 146.40132
Vulnerable facilities • Primary and secondary school campuses and private tutoring service in winter (Alpine Central building, 10 Summit Road) • Buller Kids Centre – winter creche • Multi-cultural visitors mainly congregated in Mt Buller village centre
Access • Mt Buller is accessed via the Mansfield Mt Buller Road only which includes a 16km steep and winding section. • Public bus transport around village and to Mansfield during winter months
Informal gathering places • Village area and Village Square Plaza • Numerous hotels, lodges etc • Buller Ski Lifts Ticket Office and Burke Street ski run area • Mt Buller Alpine Chapel
School bus routes No school bus
Emergency relief – it is likely that if there is a disaster affecting the resorts and they are able to be evacuated, residents, workers and visitors will likely attend an ERC in Mansfield Shire if one has been established. ERC location – Village Square Plaza or Alpine Central

Telecommunications infrastructure locations

ACMA Site ID	Latitude	Longitude	ACMA Site Name	Elevation	Site Type
303859	-37.1449	146.4402	Vodafone Site Tyrol Lodge	1690	Mobile
301311	-37.1455	146.448	Telstra Exchange Mt Buller	1590	Mobile
11977	-37.1463	146.4349	Top Station Blue Bullet 2 Chairlift MT B	1720	Mobile
304886	-37.1467	146.4471	Ski School Bourke Street	1610	Mobile

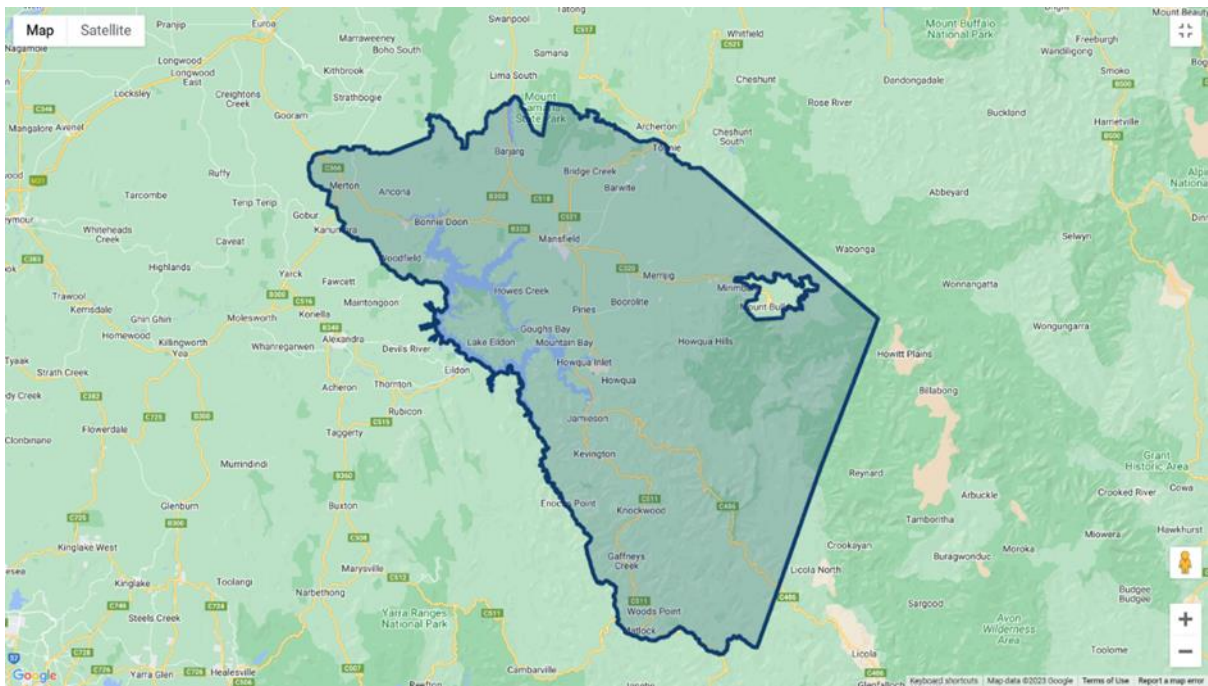
Maps over page

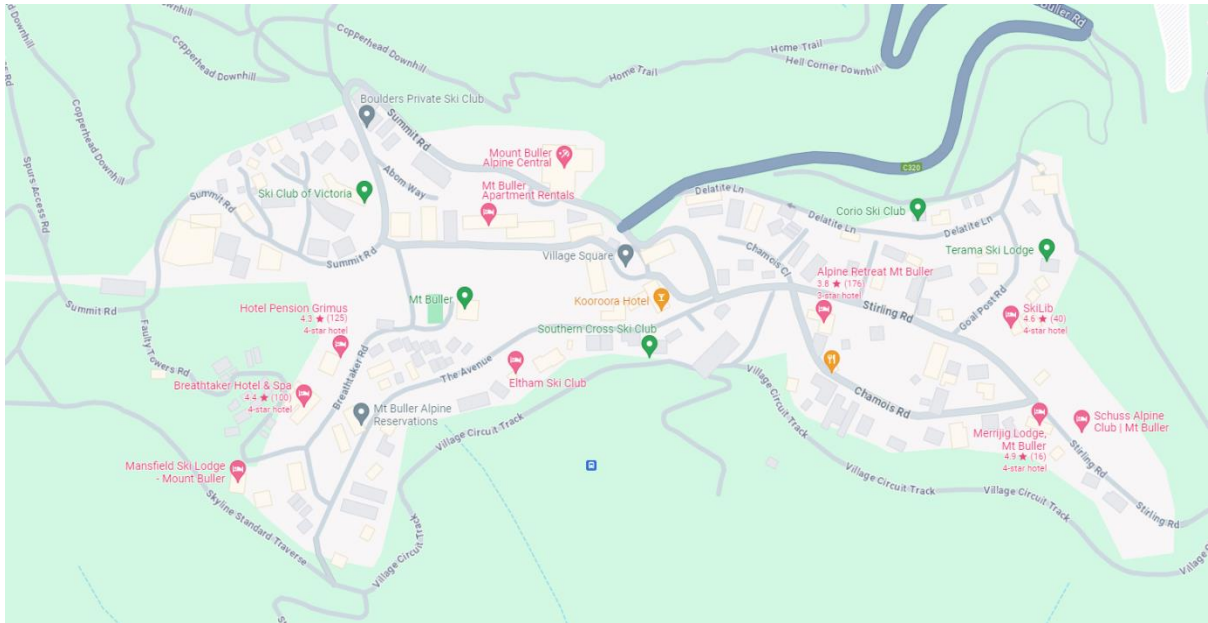
Maps

Mt Buller and Mt Stirling Alpine Resort Boundaries



The resorts within the Mansfield Shire boundaries





Mt Buller village

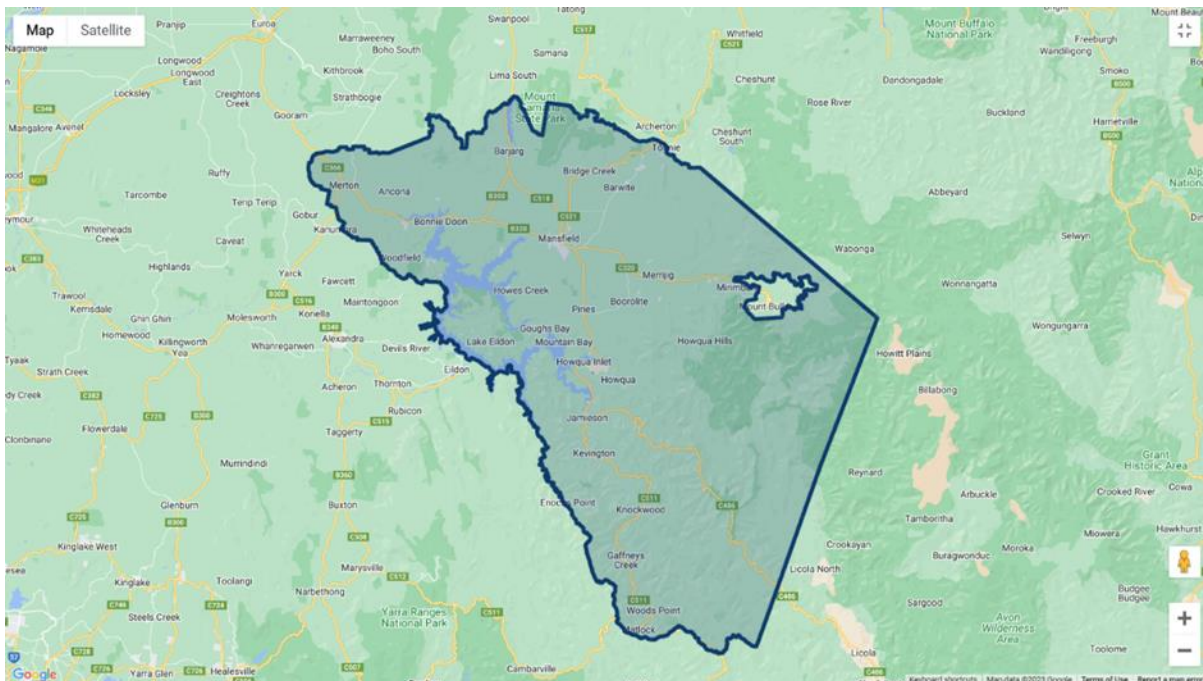
MT STIRLING ALPINE RESORT	
Mt Stirling is accessed via the Mt Stirling Road (year round). Mt Stirling can also be accessed, outside road closure periods, via Corn Hill Road and Circuit Road. Refuge huts, toilet facilities and camping areas throughout the resort	
Mt Stirling map 209454-226497.stirling-map-2015.pdf (mtstirling.com.au)	
Population There is no permanent population on Mt Stirling. Refer Part 2 – Profile for visitation data	
Key risks • Bushfire • Storm • Landslip • Missing persons	
Contacts and communications Year round - via the Mt Buller-Mt Stirling resort office 03 5777 6077 Refer ARV Emergency Communications Plan for more communications detail	
Critical built and community infrastructure • Telephone Box Junction public shelter • Telecommunications tower	
BPLR - NSP • The nearest Bushfire Place of Last Resort is at Mt Buller or Merrijig • There are no Shelter in Place locations identified on Mt Stirling. Sheltering in a vehicle above the tree line would be the safest option.	
Staging area No formal staging areas	
Vulnerable facilities Nil	
Access • Mt Buller Road to Mirimbah then Stirling Road to Telephone Box Junction	
Informal gathering places Telephone Box Junction public shelter Bluff Spur Hut King Spur Hut Cricket Pitch Shelter King Saddle Shelter Razorback Hut Howqua Gap Hut Machinery Shed	
School bus routes No school bus	
Emergency relief – if there is a disaster affecting the resort, evacuation is the only option. Nearest ERC locations • Mt Buller • Mansfield Shire	

Maps over page

Mt Buller and Mt Stirling Alpine Resort Boundaries



Mansfield Shire – Mt Buller and Mt Stirling Alpine Resorts



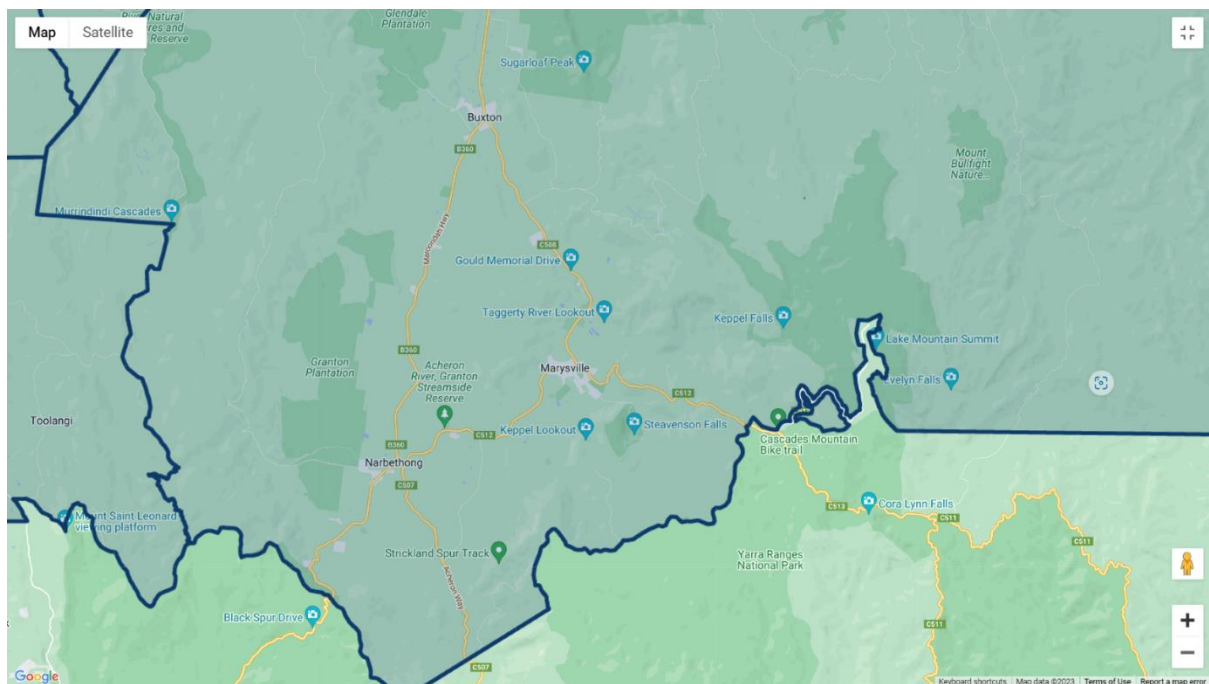
LAKE MOUNTAIN ALPINE RESORT
No Police, Ambulance Victoria and CFA presence over winter – nearest service towns Marysville and Healesville Village map lake-mountain-resort-map (lakemountainresort.com.au)
Population There is no permanent population at Lake Mountain
Key risks • Bushfire • Storm • High visitation in winter, particularly CALD demographics visiting the snow for the first time • Traffic accidents especially during winter causing isolation if the road is closed • Missing persons
Contacts and communications Year round - via the resort office 5957 7201 info.lakemountain@alpineresorts.vic.gov.au Refer ARV Emergency Communications Plan for more communications detail
Critical built and community infrastructure • 2 x retail/café/office buildings with solar panels • No private infrastructure • Ski lift and snow making infrastructure • Medical Centre and Ski Patrol Base • Electricity backup generator • Water and wastewater treatment plants (no potable water on Lake Mountain) • Gas storage • Telecommunications towers - refer table following
BPLR - NSP There are no Bushfire Places of Last Resort - Neighbourhood Safer Places at Lake Mountain Shelter in Place – yet to be determined
Staging area Nil
Vulnerable facilities • Multi-cultural visitors mainly congregated around the village
Access • Lake Mountain Road off Marysville Woods Point Road
Informal gathering places • Cafes, bistro etc
School bus routes No school bus
Emergency relief – it is likely that if there is a disaster affecting the resorts and they are able to be evacuated, workers and visitors will likely attend an ERC in Murrindindi Shire if one has been established. ERC locations • Either of the public spaces

Telecommunications infrastructure locations

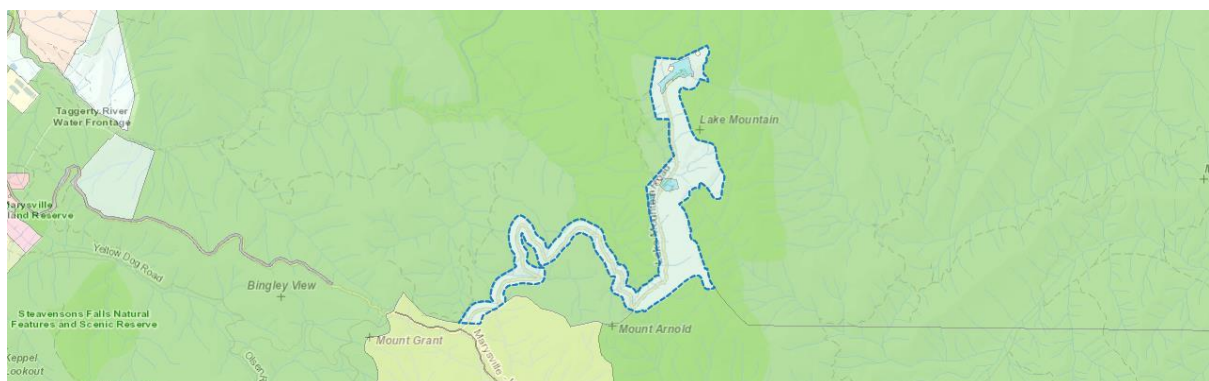
SITE_ID	LATITUDE	LONGITUDE	NAME
52169	-37.499826	145.875596	Lake Mountain Road LAKE MOUNTAIN
55176	-37.495789	145.877637	Telstra Site Rangers Hut LAKE MOUNTAIN
9007040	-37.495152	145.877896	Telstra Site, Visitor Centre Lake Mountain Road LAKE MOUNTAIN
9028034	-37.4944	145.879321	Optus Monopole 1071 Lake Mountain Road MARYSVILLE
10026143	-37.493322	145.880869	Tank Tower, 1071 Lake Mountain Road Marysville

Maps

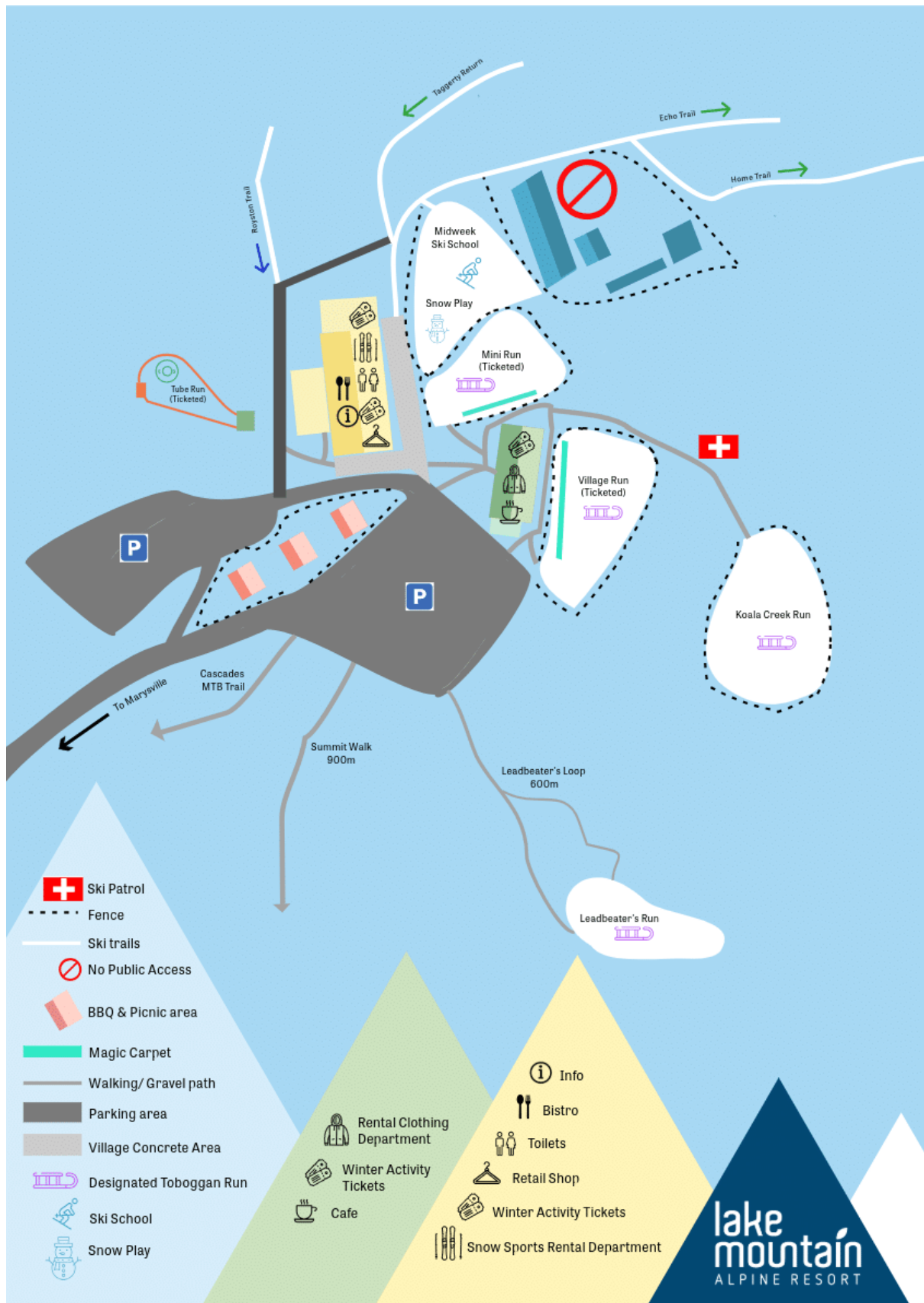
Murrindindi – Lake Mountain Alpine Resort



Lake Mountain Alpine Resort boundaries



Lake Mountain village



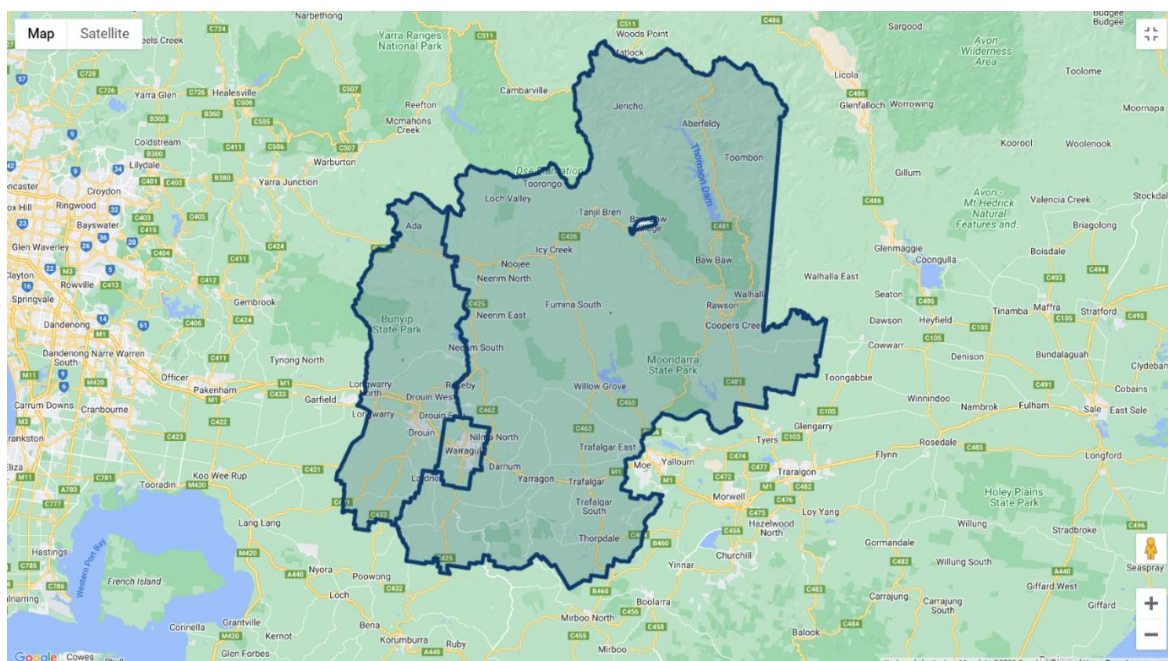
MT BAW BAW ALPINE RESORT
No Police, Ambulance Victoria and CFA presence over winter Village map 2023-Guest-Services-Accommodation-Map.pdf (mountbawbaw.com.au)
Population The resort has no permanent population. During summer the resort can have additional day-time workers (eg trades people) and visitors. Visitors to the resort increases significantly during events and festivals. Refer MEMP Part 2 for visitation data ABS 2021 (August) indicates 30 permanent residents. The resort has capacity for 3000 day-visitors and up to 800 overnight visitors.
Key risks • Bushfire • Storm • Landslip • Snow and ice fall • Increased visitation in winter, particularly CALD demographics visiting the snow for the first time • Traffic accidents especially during winter causing isolation if the road is closed • Missing persons
Contacts and communications Year round - via the resort office 5165 1136 info.mtbawbaw@alpineresorts.vic.gov.au Refer ARV Emergency Communications Plan for more communications detail
Critical built and community infrastructure • Mt Baw Baw resort management offices and workshops • Private infrastructure – 27 lodges, ski hire etc • Ski lift and snow making infrastructure • First Aid centre and Ski Patrol base • Electricity generator (gas) and gas storage • Water and wastewater treatment plants • Telecommunications tower
Bushfire Place of Last Resort - NSP There is no BPLR on Mt Baw Baw or in Baw Baw Shire
Staging area Nil
Vulnerable facilities • Multi-cultural visitors mainly congregated in Mt Baw Baw village centre
Access • Single road access from the intersection of Sth Face Road and Mt Baw Baw Tourist Road
Informal gathering places • Village Central • Lodges, ski hire, retail locations • Warm eating area
School bus routes No school bus
Emergency relief – it is likely that if there is a disaster affecting the resorts and they are able to be evacuated, residents, workers and visitors will likely attend an ERC in Baw Baw Shire if one has been established.
ERC location – Village Central

Telecommunications infrastructure locations

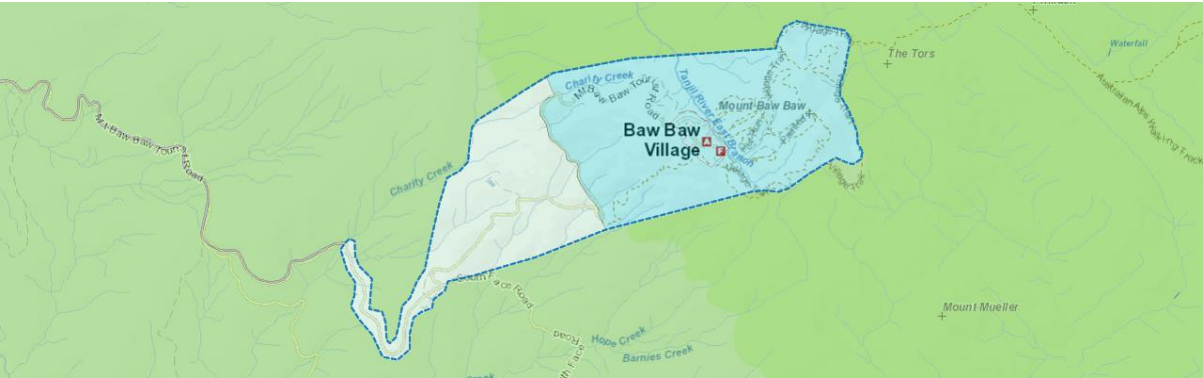
SITE_ID	LATITUDE	LONGITUDE	NAME
	-		
37740	37.840337	146.263446	Telstra Tower The Village Centre MT BAW BAW
	-		
41562	37.840976	146.264803	Alpine Resorts Commission Office The Village Centre MT BAW BAW
	-		
42234	37.833057	146.311474	Fire Management Site MT ST GWINEAR
	-		
42736	37.838335	146.274831	Alpine Resorts Commission Hut The Summit MT BAW BAW
	-		
52167	37.839978	146.263677	Currawong Road MT BAW BAW
	-		
134545	37.838459	146.274545	Optus Site Mt Baw Baw Currawong Rd MT BAW BAW
	-		
305185	37.838424	146.274716	The Summit Currawong Road MT BAW BAW
	-		
9017690	37.841531	146.265491	Tank Hill off Currawong Rd MT BAW BAW
10024405	- 37.840232	146.263411	ViaSat Earth Station, Mt Baw Baw Tourist Road,

Maps

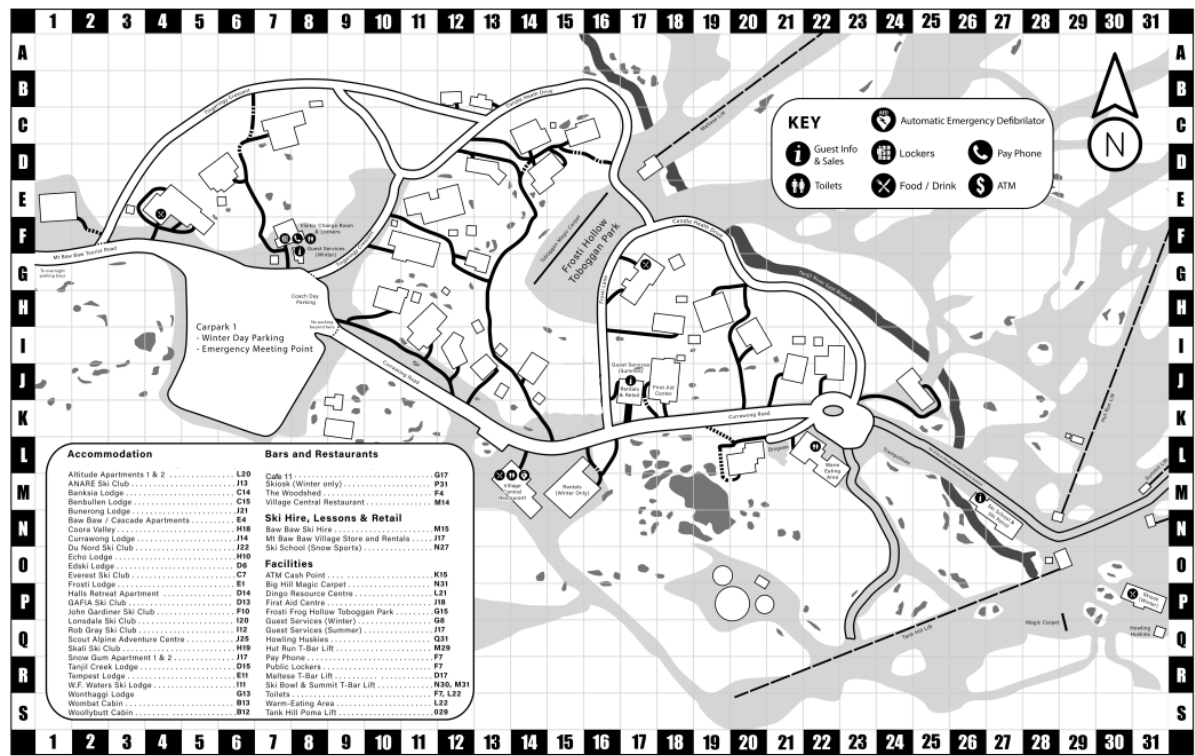
Baw Baw Shire – Baw Baw Alpine Resort



Mt Baw Baw Alpine Resort boundaries



Mt Baw Baw village



GUEST SERVICES GUIDE

For accommodation bookings, information & more, we're here to help.
Call 5165 1136 or email guest.services@mtbawbaw.com.au

Appendix I - EMOG contents

MEMP CONTENTS	RESORT EM OPERATIONAL GUIDELINE CONTENTS
PART ONE – INTRODUCTION Authority Planning Context Plan Aim and Objectives Privacy	INTRODUCTION Authority Planning context - this plan within ARV's planning framework Plan aim and objectives Plan administration – version control, review Plan testing and exercising
PART TWO – PLANNING ARRANGEMENTS ARV EM Planning Framework This plan within Victoria's EM planning framework The MEMPC and its sub-committees and working groups Sub-plans and complementary plans Maintenance of the MEMP Plan assurance, approval and testing	RESORT PROFILE e.g. topography, demography and visitation, climate, history of emergencies, maps
PART THREE – MUNICIPAL DISTRICT CHARACTERISTICS High level across all resorts (plus a snapshot of each resort in the appendices)	ROLES AND RESPONSIBILITIES MEMPC MEMO, MRM and EMLO EMCG EM staff arrangements MoUs
PART FOUR – MITIGATION ARRANGEMENTS Hazard review Major risk snapshots Capacity and capability Community readiness	MITIGATION ARRANGEMENTS Risk assessment process and results Treatment plans Monitoring and review
PART FIVE - RESPONSE ARRANGEMENTS (including Relief) Six Cs Coordination Provision of relief services Financial considerations Response arrangements including evacuation, Planning for cross boundary events Resource sharing protocols Continuous improvement	RESPONSE ARRANGEMENTS Local response arrangements and responsible agencies Local capacity Communications Preparedness levels Triggers Activation phase Road closures and notifications Resource sharing and support Staff welfare and self care

Impact assessments Transition to recovery Non-major emergencies	Small incidents – single incidents Transition to recovery
PART SIX – RECOVERY ARRANGEMENTS Principles and scope of recovery Recovery activation, escalation and coordination MRM Recovery environments Coordinating and support agencies Recovery planning Recovery centres Government assistance measures Communicating during recovery Withdrawal and evaluation of recovery services	ACTION STATEMENTS May include: • Prior to Fire Danger Period • Total Fire Ban days • Alerts and warnings • Communications • Response to an emergency • Evacuation • Shelter in place • Isolation • Structure fire • Geotechnical failure on access roads • Activate and operate relief services • Utility failure • Epidemic/pandemic • Impact assessments
PART SEVEN – APPENDICES Administrative items History of emergencies Register of plans Register of exercises Profiles Recovery lead and support agencies etc	APPENDICES MEMO, MRM position descriptions Emergency Management Coordination Group (EMCG) Emergency Management Coordination Centre (EMCC) Maps Contacts

Appendix J - ERC locations

Resort/	Locations
Falls Creek	ARV Falls Creek Alpine Resort Boardroom Falls Complex 1 Slalom St Falls Creek Alpine Resort Day Shelter 1 Slalom St Gully Day Shelter 1 Bogong High Plains Road, Falls Creek
Mt Hotham	Mount Hotham Alpine Resort Transit Lounge - Lower Level, 28 Great Alpine Road
Mt Buller	Village Square Plaza 3 Summit Road
Mt Stirling	No ERC location
Lake Mountain	No ERC location
Mt Baw Baw	Village Central 32 Currawong Road

Refer to the local municipality MEMP for the possible locations of their Emergency Relief Centres.

[Alpine-Shire-Municipal-Emergency-Management-Plan-2021-2024_0.pdf](#)
(alpineshire.vic.gov.au)

[Baw-Baw-MEMP.pdf](#)

[Emergency Contacts & Resources - Mansfield Shire Council](#)

[Safety and Emergencies - Murrindindi Shire Council](#)

Appendix K - Recovery Lead Agencies and Support Agencies

Refer contact database for contacts

ERV is responsible for Regional Relief Coordination and has oversight of all activities in the environments below:

Recovery Environment (Key Functional Area)	Lead Organisation	Support Agencies/Organisations
Social Environment		
Primarily concerned with individual, family and community safety, security and shelter, health, and psychosocial wellbeing. Ensure people have access to the support, services and resources they need to address the impacts of the disaster, prevent the escalation of needs and minimise any long-term negative impacts on health and wellbeing.	Department of Families, Fairness & Housing (DHFF) Department of Health (DH)	• Primary and Community Health Networks • Red Cross • Victorian Council of Churches (VCC) • Salvation Army, St Vincent de Paul and other charity organisation • Local municipality based service clubs and community organisations
Economic Environment		
Addresses the economic impact of an emergency, including impacts on individuals and families, small and large businesses, tourism and the broader economy.	Department of Jobs, Skills, Industry & Regions (DJSIR) Department of Treasury & Finance (DTF)	• Department of Energy, Environment and Climate Adaptation (DEECA) • Regional Development Victoria • Tourism Victoria • Insurance Council of Australia
Built Environment		
Prioritises the needs of the community and businesses in relation to essential physical infrastructure, including essential services, commercial infrastructure, public buildings and assets.	Department of Jobs, Skills, Industry & Regions (DJSIR) Department of Treasury & Finance (DTF)	• Department of Energy, Environment and Climate Adaptation (DEECA) • Department of Transport • Ausnet Services • Telecommunications eg Telstra and NBN • Department of Education & Training • Environment Protection Authority

		• Victorian Building Authority • Local Government Authorities
Natural Environment		
Considers the effects an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage/loss; and national parks, cultural and heritage sites.	Department of Energy, Environment and Climate Adaptation (DEECA)	• Catchment authorities • Environment Protection Authority • Aboriginal Affairs Victoria • Response agencies – CFA & SES

Appendix L – Communications channels

[Official Emergency Broadcasters in Victoria | Emergency Management Victoria \(emv.vic.gov.au\)](#)

Falls Creek	
Emergency Broadcaster	ABC Local 89.7 FM Alpine Radio 92.9 FM
Social media	Facebook – Falls Creek Falls Creek Community Noticeboard Facebook Instagram @fallscreek Falls Creek - YouTube
Noticeboard locations	
Newsletter/email	Marketing database via website Leaseholders Parents groups – school and Early Childhood Centre Community gym membership CFA and SES members
Mt Hotham	
Emergency Broadcaster	ABC Local 89.7 FM Alpine Radio 92.9 FM
Social media	Facebook – mthotham.rmb Mt Hotham Community Page Facebook Instagram – @mt.hotham.resort
Noticeboard locations	
Newsletter/email	Marketing database via website Leaseholders CFA members
Mt Buller and Mt Stirling	
Emergency Broadcaster	ABC Local 103.7 FM Radio Mansfield 99.7 FM UGFM 106.9 FM
Social media	Facebook – bullerstirlingalpineresorts Mt. Buller Community Board - Buy Sell Swap Facebook Instagram - @bullerstirlingalpineresorts Mt Buller - YouTube
Noticeboard locations	
Newsletter/email	Marketing database via website Leaseholders database CFA members
Lake Mountain	
Emergency Broadcaster	UGFM 106.9 FM
Social media	Facebook – lakemountainalpineresort Instagram – @lakemountainresort
Noticeboard locations	
Newsletter/email	Nil
Mt Baw Baw	
Emergency Broadcaster	ABC Local 100.7 FM, 774 AM and 828 AM
Social media	Facebook – MtBawBaw Mt Baw Baw Snow Lovers Facebook

	Instagram - @mtbawbaw linktr.ee/mtbawbaw
Noticeboard locations	
Newsletter/email	Yes – via website Leaseholders database

Appendix M – Location of Incident Control Centres

LOCATION	REGION	AGENCY	ADDRESS	PHONE
Hume Regional Control Centre (RCC)	Hume	Benalla DEECA	89 Sydney Road Benalla	5761 1611
Gippsland RCC	Gippsland	CFA	Level 1 181 Franklin St Traralgon	5177 3240
Ovens	Hume	DEECA	5338 Great Alpine Road Myrtleford	5735 3300
Wodonga	Hume	CFA	55 Moorefield Park Drive Wodonga	02 6043 4600
Wangaratta	Hume	CFA	1 Ely Street Wangaratta	5720 2300
Mansfield	Hume	DEECA	128 Highett Street Mansfield	5733 1200
Alexandra	Hume	DEECA	5 Binns McCrae's Road Alexandra	5722 0200
Benalla	Hume	SES	64 Sydney Road Benalla	9256 9650
Seymour	Hume	CFA	39 McIntyre Street Seymour	5735 3100
Wangaratta	Hume	CFA	1 Ely Street Wangaratta	5720 2300
Warragul	Gippsland	CFA	157 Queen St, Warragul	9765 2600
Erica	Gippsland	DEECA	Thompson Valley Road Parkers Corner	5165 2200