



TOWN OF
VICTORIA PARK

Emergency Management Team
Service Delivery Leaders
Response and Recovery Actions



WE'RE OPEN
VIC PARK





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1.0 Purpose

To provide clear guidelines for Town workers of how and when to use the Emergency Management Process Cards in a declared Emergency Response and Recovery.

2.0 SECTION/S & WORKERS AFFECTED:

Sections	All
Responsible Officer/s	Emergency Management Team and Service Delivery Leaders

3.0 GUIDELINES

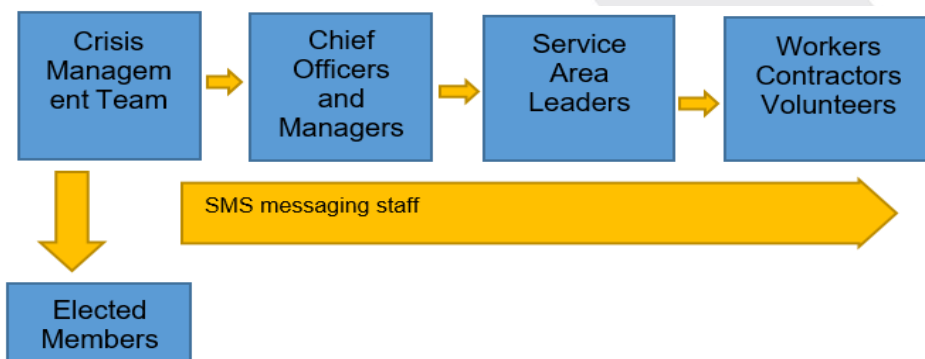
3.1 Overview

When the Town is:

- An emergency is declared by the CEO and or an HMA.
- Participating in a local and district community impacted emergency response and recovery
- The Town is directly impacted and involved in emergency response and recovery
 - The Town is involved in managing its Duty of Care to its workers and community.

Process

Using the All Hazards Approach to Emergency Management to managing emergencies, the EMLO and CEO will exchange time critical and accurate information that is enabling a decision to be made about Town resources and facilities. Information and its communication to key workers is essential to successful management of a declared emergency.



The engagement of the Emergency Management Team to share the management of Town services in response to an emergency is expanded in simple steps that would provide the user a mapping process ensuring that when deploying situational Leadership in “Management by Objectives” strategy. Focus on parallel and coordinated activities across the Town in critical achieving a successful return to normal business.



3.2 Glossary of Terms:

District Emergency Management Advisors	District Emergency Management Advisors design and implement strategies that increase EM awareness, capacity building and skills development within key stakeholder groups.
Emergency Management Team (EMT)	An emergency response team is a group of people who prepare for and respond to any emergency incident, such as a natural disaster or an interruption of business operations
Hazard Management Agency (HMA)	HMAs are prescribed due to their functions under written law or because of their specialised knowledge, expertise and resources in respect to a particular hazard.
Incident Support Group (ISG)	The role of the ISG is to provide support to the HMA incident management team. The ISG is a group of people represented by the different agencies who may have involvement in the incident.
Local Emergency Management Committee	The LEMC is to be managed and chaired by the local government, with representation from organisations and agencies that play a key role in emergency management within their district.
LGISWA	Through their Scheme WA local governments have come together to protect themselves, making sure they always have access to appropriate, affordable and sustainable protection.
Management by Objectives	Utilised to ensure all incident personnel are working towards one set of objectives, the Incident Controller, in consultation with the Emergency Management Team, determines the desired outcomes of the incident. These are communicated to all involved. At any point in time, an incident can have only one set of objectives and one Incident Action Plan for achieving objectives.
Service Delivery Leaders (SAL)	A service delivery manager is responsible for making sure that services are being seamlessly delivered to the clients of an organization. They are in charge of a variety of tasks, such as rectifying reliability issues, monitoring progress, tracking KPIs, and managing budgets.
Town of Victoria Park	The Town of Victoria Park is a vibrant and diverse urban community located just 10 minutes from Perth's CBD, across the causeway on the south side of the Swan River. The Town is centred around the bustling Albany Highway, famed for its culinary smorgasbord, buzzing café strip and unique retail stores.
Workers	The definition of a 'worker' is a person who carries out work in any capacity for a person conducting a business or undertaking.

3.3 Acronyms

CEO	Chief Executive Officer
CFO	Chief Financial Officer
COO	Chief Operations Officer
DEMA	District Emergency Management Advisor
EMLO	Emergency Management Liaison Officer
EMT	Emergency Management Team
HMA	Hazard Management Agency
ISG	Incident Support Group
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
MLO	Media Liaison Officer
SAL	Service Delivery Leader
SMS	Short Message Service



3.4 Review

This guideline is in place for a period of 12 months unless required to be reviewed sooner

3.5 Related documents

- Occupational Safety & Health Act 1984
- Occupational Safety & Health Regulations 1996
- Town of Victoria Park - Code of Conduct HRP011
- Leave Entitlements during COVID-19 Pandemic guideline

3.6 External Contact information

- Threat protect - for EMERGENCY
- WAPOL 000
- FIRE 000
- Ambulance 000
- WAPOL 131444 for NON EMERGENCY

4.0 DOCUMENT CONTROL

4.1

DATE	CHANGES	MADE BY	AUTHORISED BY
December 2021	New document DRAFT		People & Culture

4.2 DISTRIBUTION

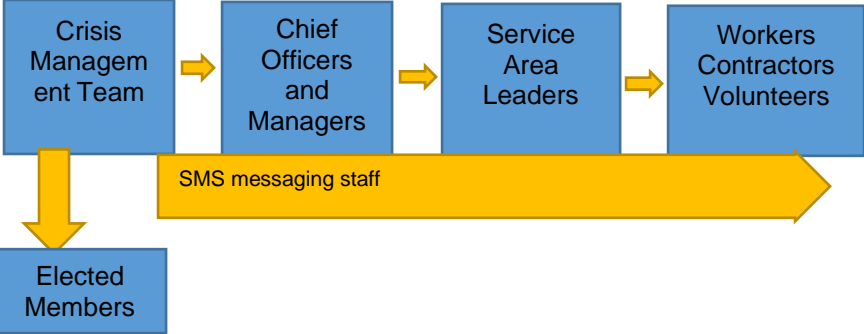
No.	Name and Title	Location

Emergency Management Team

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS

IDENTIFY

- On Receipt of Media Notification of Incident or Forecast or Incident information from Hazard Management Agency (HMA) and/or Local Government Emergency Management Liaison Officer
 - Emergency Management Team meeting – Via MS Teams
 - Membership of EMT
 - Chief Executive Officer (CEO)
 - Chief Operating Officer (COO)
 - Chief Financial Officer (CFO)
 - Chief Community Planner (CCP)
 - Emergency Management Liaison Officer (EMLO may be offsite with HMA)
 - Principal Environmental Health Officer (PEHO)
 - Manager Stakeholder Relations
 - Manager People and Culture
 - Executive officer to the CEO (Logging & Records)
 - Log of all activities and decisions.
 - Consider SMS all workers – This may be just to inform that the Towns Emergency Management Team is meeting and to standby for further information
 - All SALs to activate Action card process
 - All messages should be drafted with the consideration to answering the following:
 - This is what we know
 - This is what we don't know
 - This is what we are doing
 - This is what we want you to do
 - HMA may request creation of Incident Support Group (ISG) – consider membership
 - Consider contact with District Emergency Management Advisors (DEMA's)
 - Consider contact with Local Emergency Management Committee – EMLO responsibility
 - Ensure next EMT meeting is set up – Where, when and who (membership may need to be changed depending on the emergency)
 - Consider impact on Town critical services and facilities
- Move to own SAL Emergency Process Cards.

<p>NOTIFY</p>	<ul style="list-style-type: none"> • Media Statement for CEO/Mayor Notification/ Preparation • Prepare workers briefing/messaging/actions through Town chain of command  <pre> graph LR A[Crisis Management Team] --> B[Chief Officers and Managers] B --> C[Service Area Leaders] C --> D[Workers Contractors Volunteers] A -- SMS messaging staff --> E[] A --> F[Elected Members] style E width:0px,height:0px </pre>
<p>ACT</p>	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda/minutes • Consider Sit Rep updates from Emergency Management Liaison Officer(MLO) (this is a dynamic event) • Impact assessment on Town critical services and facilities (information from SALs post action card process) • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions (as required)
<p>FOLLOW INSTRUCTION</p>	<ul style="list-style-type: none"> • Follow directions from the HMA • Media information to align with State releases – one source of credible information
<p>EVALUATE</p>	<ul style="list-style-type: none"> • Assess if Emergency Management Team is meeting objectives and timelines – these may need to change in a dynamic environment • Is the Emergency Management Team working in a safe management position? • Are the work health and safety objectives clearly stated and recorded? • Prepare emergency log and handover notes for Emergency Services. • Evacuate to Assembly Areas, if required
<p>ALL CLEAR</p>	<ul style="list-style-type: none"> • Declare on receipt of all clear from HMA or CEO. • Conduct EMT, SAL and Workers debrief

Mayor and Elected Members

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Phones ○ Tablets • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Community Development • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from:<ul style="list-style-type: none">○ Chief Officer○ Managers○ EMLO○ HMA• Prepare for change in dynamic situations that may occur during the response and recovery operations
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief

Chief Executive Officer

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receipt of Media Notification of Incident or Forecast • Incident information from HMA and or Local Government Emergency Management Liaison Officer (EMLO) • Is there a need for the Emergency Management Team (EMT) to meet? Yes? • Convene EMT (Go to EMT Action Card) • Identify workers member to maintain log of all CEO activities and decisions. (Executive Officer to the CEO) • Consider SMS all workers – Post EMT meet? • Readiness for further actions- CEO request area managers to contact workers and report back on Wellbeing - OSH and availability and any business functions available or not available
NOTIFY	<ul style="list-style-type: none"> • Direct actions/stand-by actions to the Emergency Management Team • Preparation of Media Statement from CEO/Mayor for community • Mayor/Elected Members Notification/Preparation (Sit rep) • Prepare workers briefing (Sit rep)
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations • Briefing from Local Government EMLO • Impact assessment on Town critical services and facilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions • Any further messaging/actions
FOLLOW INSTRUCTION	<ul style="list-style-type: none"> • Follow directions from the HMA • Media information to align with HMA/ State releases
EVALUATE	<ul style="list-style-type: none"> • Assess if Emergency Management Team is meeting objectives and timelines. • Is the Emergency management Team working in a safe management position?



	<ul style="list-style-type: none">• Is the CEO management Team working in a safe management position?• Are the work health and safety objectives clearly stated and recorded?• Prepare emergency log and handover notes for Emergency Services.• Evacuate to Assembly Areas, if required
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Chief Operations Officer

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Media Notification of Incident or Forecast from CEO or Local Government Liaison Officer (EMLO) • Incident Notification from HMA, CEO or EMLO • Notify Emergency Management Team (EMT) of availability – MS Teams – Join when requested by CEO or EMLO • Maintain log of all Operations area activities and decisions (Scribe- Executive Assistant Chief Operations Officer) • Readiness for further actions- COO request area managers to contact workers and report back on Wellbeing - OSH and availability and any business functions available or not available
NOTIFY	<ul style="list-style-type: none"> • Await actions/stand-by actions from the Emergency Management Team • Supply information to assist with preparation of Media Statement for CEO/Mayor for community/workers • Prepare Operations workers briefing actions (line management)
ACT	<ul style="list-style-type: none"> • Assist with Emergency Management Team meeting agenda and briefing preparations – Chief Officer Report • Briefing from Local Government Liaison Officer – consider any further actions required for the Operations team • Impact assessment on Town critical services and facilities in line management responsibilities (Operations) • Forecast losses reported from impact assessment (Operations) • Workers briefing on situations and proposed actions
FOLLOW INSTRUCTION	<ul style="list-style-type: none"> • Follow directions from the CEO/EMLO • Adhere to directions from EMT • Media information to align with State HMA releases



EVALUATE	<ul style="list-style-type: none">• Assist the Emergency Management Team in meeting objectives and timelines.• Contribute to the Emergency Management Team working in a safe position?• Are the work health and safety objectives clearly stated and recorded?• Prepare emergency log and handover notes for Emergency Services.• Align with Chief Executive Officer to support Emergency Management response/recovery actions
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Chief Community Planning Officer

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Media Notification of Incident or Forecast from CEO or Local Government Liaison Officer (EMLO) • Incident Notification from HMA, CEO or EMLO • Notify Emergency Management Team (EMT) of availability – MS Teams – Join when requested by CEO or EMLO • Maintain log of all Planning area activities and decisions (Scribe- Executive Assistant Chief Community Planner) • Readiness for further actions- CCPO request area managers to contact workers and report back on Wellbeing - OSH and availability and any business functions available or not available
NOTIFY	<ul style="list-style-type: none"> • Await actions/stand-by actions from Emergency Management Team • Supply information to assist with preparation of Media Statement for CEO/Mayor for community/workers • Prepare Planning workers briefing actions (line management)
ACT	<ul style="list-style-type: none"> • Assist with Emergency Management Team meeting agenda and briefing preparations – Chief Officer Report • Briefing from Local Government Liaison Officer – consider any further actions required for the Planning team • Impact assessment on Town critical services and facilities in line management responsibilities (Planning) • Forecast losses reported from impact assessment (Planning) • Workers briefing on situations and proposed actions
FOLLOW INSTRUCTION	<ul style="list-style-type: none"> • Follow directions from the CEO/EMLO • Adhere to directions from EMT • Media information to align with State HMA releases



EVALUATE	<ul style="list-style-type: none">• Assist the Emergency Management Team in meeting objectives and timelines.• Contribute to the Emergency Management Team working in a safe position?• Are the work health and safety objectives clearly stated and recorded?• Prepare emergency log and handover notes for Emergency Services.• Align Chief Officer ate service to support BCP response
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Chief Financial Officer

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> Media Notification of Incident or Forecast from CEO or Local Government Liaison Officer (EMLO) Incident Notification from HMA, CEO or EMLO Notify Emergency Management Team (EMT) of availability – MS Teams – Join when requested by CEO or EMLO Maintain log of all Operations area activities and decisions (Scribe- Executive Assistant Chief Operations Officer) Readiness for further actions- CFO request area managers to contact workers and report back on Wellbeing - OSH and availability and any business functions available or not available
NOTIFY	<ul style="list-style-type: none"> Await actions/stand-by actions from the Emergency Management Team Supply information to assist with preparation of Media Statement for CEO/Mayor for community and workers Prepare Operations workers briefing actions (line management)
ACT	<ul style="list-style-type: none"> Assist with Emergency Management Team meeting agenda and briefing preparations – Chief Officer Report Briefing from Local Government Liaison Officer – consider any further actions required for the Operations team Impact assessment on Town critical services and facilities in line management responsibilities (Finance) Forecast losses reported from impact assessment (Finance) Workers briefing on situations and proposed actions
FOLLOW INSTRUCTION	<ul style="list-style-type: none"> Follow directions from the CEO Adhere to directions from EMT Media information to align with State HMA releases



EVALUATE	<ul style="list-style-type: none">• Assist the Emergency Management Team in meeting objectives and timelines.• Contribute to the Emergency Management Team working in a safe position?• Are the work health and safety objectives clearly stated and recorded?• Prepare emergency log and handover notes for Emergency Services.• Align Chief Officer service to support Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Local Government Emergency Management Liaison Officer

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact EMT: <ul style="list-style-type: none"> ○ Wellbeing - OSH - OSH ○ Availability ○ Business functions available/not available ○ Town operational facilities power ○ Evacuation centre (LLC) readiness ○ Town facilities i.e. clubrooms ○ Vehicles ○ CCTV ○ Phones ○ Tablets • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through IMT.
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) for the Emergency Management Team or Chief Executive Officer • Prepare information for Media Statement for CEO/Mayor • Supply notes for briefing/actions (line management)
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Assets • Deliver briefing from EMLO to EMT • Impact assessment on Town critical services and facilities in line management responsibilities from HMA • Forecast losses reported from impact assessment from HMA • Notes for SAL and Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Executive Officer and HMA IMT/ISG• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist Chief Executive Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Executive Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Assets

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on <ul style="list-style-type: none"> ○ Wellbeing - OSH – OSH. ○ Availability ○ Business functions available/not available ○ Town operational facilities power ○ Evacuation centre (LLC) readiness ○ Town facilities i.e. clubrooms ○ Vehicles ○ CCTV ○ Phones ○ Tablets • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or Chief Operations Officer • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management)
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Assets • Briefing from Local Government EMLO • Impact assessment on Town critical services and facilities in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer.• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Comms & Engagement

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on <ul style="list-style-type: none"> ○ Wellbeing - OSH - OSH ○ Availability ○ Business functions available/not available ○ Vehicles ○ Phones ○ Tablets • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management)
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Comms & Engagement • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions
FOLLOW INSTRUCTION	<ul style="list-style-type: none"> • Follow directions from the Chief office/Managers/EMLO/HMA • Be prepared for dynamic situations that may require changes to operational duties at a moment's notice



EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader Community Development

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on <ul style="list-style-type: none"> ○ Wellbeing - OSH ○ Availability ○ Business functions available/not available ○ Events ○ Vehicles ○ Phones ○ Tablets • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Community Development • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief office/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Customer Relations

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Be prepared to join EMT on MS Teams • Readiness for further actions- contact workers and contractors and report back on; <ul style="list-style-type: none"> ○ Wellbeing - OSH ○ Availability ○ Business functions available/not available ○ Phones ○ Tablets ○ Facility open/closed ○ Phone/email messages for calls (out of office) ○ Need for communication to workers and community ○ Maintain log of all activities and decisions ○ Consider using scribe ○ Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events/activities that need cancelling, postponing or other notifications/messages for phone lines Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Customer relations • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Office/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare or receive all clear from CEO, Emergency Management Team and HMA• Conduct debrief with workers and attend Chief Officer at debrief



Service Area Leader - Digital Hub

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on; <ul style="list-style-type: none"> ○ Wellbeing - OSH ○ Availability ○ Business functions available/not available ○ Phones ○ Tablets • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Digital Hub • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief office/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response
ALL CLEAR	<ul style="list-style-type: none">• Declare or receive all clear from CEO, Emergency Management Team and HMA• Conduct debrief with workers and attend Chief Officer ate debrief

Service Area Leader - Environmental

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on; <ul style="list-style-type: none"> ○ Wellbeing - OSH ○ Availability ○ Business functions available/not available ○ Phones ○ Tablets • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Environmental • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Environmental Health

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Be prepared to join EMT on MS Teams • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Phones and Tablets ○ Public Health considerations ○ Directions from Department of Health • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO • Department of Health directives/information • Local business needs
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Environmental Health • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Financial Services

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Phones ○ Tablets • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Community Development • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief office/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Fleet Services

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Phones ○ Tablets ○ Workshop availability ○ Fuel ○ Service/breakdown • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Fleet services • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief office/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response
ALL CLEAR	<ul style="list-style-type: none">• Declare or receive all clear from CEO, Emergency Management Team and HMA• Conduct debrief with workers and attend Chief Officer at debrief



Service Area Leader - General Compliance

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Phones ○ Tablets • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – general compliance • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader – Governance

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Phones ○ Tablets ○ Council meetings/LG Act functions/reports ○ Elected member contact • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Governance • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Leisure Life and Aqualife

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Phones ○ Tablets ○ Facility open/closed ○ facility safety ○ Is LLC required for Evacuation Centre ○ Messaging to community • Maintain log of all activities and decisions • Consider using scribe • Any Hazard Management Agency (HMA) Or department of communities requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Aqualife/Leisure life • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment



	<ul style="list-style-type: none">Workers briefing on situations and proposed actions
FOLLOW INSTRUCTION	<ul style="list-style-type: none">Follow directions from the Chief Officer/Managers/EMLO/HMABe prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.Contribute to the Emergency Management Team objective to working safely and in a safe location?Are the work health and safety objectives clearly stated and recorded to operational workers?Prepare emergency log and handover notes for a debrief with the Chief OfficerAlign functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">Declare on receipt of all clear from HMA or CEO.Conduct EMT, SAL and Workers debrief



Service Area Leader - Library Services

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Phones ○ Tablets ○ Facility open/closed ○ Facility safety ○ Messaging to community • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Library Services • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Parking and Rangers

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Phones ○ Tablets ○ Cameras ○ Thelma Street (pound) availability • Maintain log of all activities and decisions • Consider using scribe • Any Hazard Management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Parking & Rangers • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader – Parks

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Equipment ○ Phones ○ Tablets ○ Messaging for public • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Parks • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - People and Culture

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Phones ○ Tablets ○ Policies and Management Practices enacted ○ Payroll ○ Investigations ○ Grievances ○ On boarding/ off boarding • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements



ACT	<ul style="list-style-type: none">• Emergency Management Team meeting agenda and briefing preparations – People & Culture• Briefing from Local Government EMLO• Impact assessment on Town critical services in line management responsibilities• Forecast losses reported from impact assessment• Workers briefing on situations and proposed actions
FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief

Service Area Leader - Place Planning

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Phones ○ Tablets ○ Community needs • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Place planning • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT,SAL and Workers debrief



Service Area Leader – PMO

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Phones ○ Tablets ○ Project considerations • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – PMO • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Street Improvements

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Phones ○ Tablets • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Street Improvement • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Street Operations

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Equipment ○ Phones ○ Tablets ○ Messaging for public • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Street operations • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment • Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader - Technology and Digital Strategy

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Phones ○ Tablets ○ Servers ○ Workers requests – triage ○ Access to equipment • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements



ACT	<ul style="list-style-type: none">• Emergency Management Team meeting agenda and briefing preparations – TDS• Briefing from Local Government EMLO• Impact assessment on Town critical services in line management responsibilities• Forecast losses reported from impact assessment• Workers briefing on situations and proposed actions
FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief

Service Area Leader - Urban Planning

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available <ul style="list-style-type: none"> ○ Vehicles ○ Phones ○ Tablets ○ Community requests • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements
ACT	<ul style="list-style-type: none"> • Emergency Management Team meeting agenda and briefing preparations – Urban Planning • Briefing from Local Government EMLO • Impact assessment on Town critical services in line management responsibilities • Forecast losses reported from impact assessment Workers briefing on situations and proposed actions



FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response
ALL CLEAR	<ul style="list-style-type: none">• Declare on receipt of all clear from HMA or CEO.• Conduct EMT, SAL and Workers debrief



Service Area Leader – Waste

EMERGENCY MANAGEMENT RESPONSE/RECOVERY ACTIONS	
IDENTIFY	<ul style="list-style-type: none"> • Receive media notification of Incident or Forecast from Chief Officer/Manager, Emergency Management Team (EMT) or Town Emergency Management Liaison Officer (EMLO) • Incident Notification from Hazard Management Agency (HMA) and/or EMLO • Readiness for further actions- contact workers and contractors and report back on Wellbeing - OSH and availability and any business functions available or not available: <ul style="list-style-type: none"> ○ Vehicles ○ Phones ○ Tablets ○ Availability and capabilities of contractors ○ Messaging to community in case of lost or delayed services ○ Refer to Cleanaway BCP and contractual obligations ○ Sit Rep to environmental • Maintain log of all activities and decisions • Consider using scribe • Any Hazard management Agency (HMA) requests for assistance – through EMT or EMLO
NOTIFY	<ul style="list-style-type: none"> • Prepare readiness report (may be verbal) to the Emergency Management Team or CEO • Prepare information for Media Statement for CEO/Mayor • Prepare workers briefing/actions (line management) • Community – Any events that need cancelling, postponing or other notifications – Comms & Engagement might be inundated, consider other options i.e., CEO or Mayor statements



ACT	<ul style="list-style-type: none">• Emergency Management Team meeting agenda and briefing preparations – Waste• Briefing from Local Government EMLO• Impact assessment on Town critical services in line management responsibilities• Forecast losses reported from impact assessment• Workers briefing on situations and proposed actions
FOLLOW INSTRUCTION	<ul style="list-style-type: none">• Follow directions from the Chief Officer/Managers/EMLO/HMA• Be prepared for dynamic situations that may require changes to operational duties at a moment's notice
EVALUATE	<ul style="list-style-type: none">• Assist your Chief Officer to ensure the Emergency Management Team meet objectives and timelines.• Contribute to the Emergency Management Team objective to working safely and in a safe location?• Are the work health and safety objectives clearly stated and recorded to operational workers?• Prepare emergency log and handover notes for a debrief with the Chief Officer• Align functional services to support the Town's Emergency Management response/recovery
ALL CLEAR	<ul style="list-style-type: none">• Declare or receive all clear from CEO, Emergency Management Team and HMA• Conduct debrief with workers and attend Chief Officer at debrief



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