



# VICTORIA STATE EMERGENCY SERVICE



## North East Region Flood Response Plan



Version 1.0 July 2009

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**NOTE:**

**The latest version of this plan is held at  
NE RHQ G drive at G:\AAA North East Operations\Flood  
Management\State and Regional Flood Response Plans**

**Electronic documentation including a Flood intelligence toolbox that has hyperlinks to  
all documents referred to in this plan and other materials including electronic copies of  
flood inundation maps is held at NE RHQ G drive at G:\AAA North East  
Operations\Flood Management\State and Regional Flood Response Plans**

## Background

The Victoria State Emergency Service (VICSES) is designated under the State Emergency Response Plan, the EMMV and by the VICSES Act 2005 with Control Agency status for “flood” including riverine flood events. This places an important obligation on the Region for the management of the response to any such flood event that might occur within the North East Region.

Historically the North East region experiences significant riverine floods at least once every 10 years. The last significant event was in 1993, which suggests a likelihood that one will occur in the near future. A great deal of knowledge has been lost to the organisation since the last event by virtue of retirements and other circumstances. This is compounded by a similar situation having occurred at the same time in Local Governments that are likely to be affected by flood events.

VICSES has developed a State Flood Response Plan for Victoria that provides guidance in respect to the response management of flood events within Victoria as such this document should be read in conjunction with the State Flood Response Plan for Victoria.

## Introduction

Victoria State Emergency Service (VICSES), **North East** Region, in partnership with support agencies and organisations shall work together to ensure all elements of planning for, response to and recovery from a flood emergency are managed.

This plan complies with the principles of the VICSES State Flood Response Plan and is to be read in conjunction with that plan.

### 2.1 Purpose

The purpose of this plan is to provide operational guidance for effective emergency response to assist incident management teams regarding operational decision-making and to outline the flood response framework for flood events in the North East of Victoria.

### 2.2 Aim

The aim of this plan is:

To provide guidance to VICSES staff and volunteers, to other emergency service agencies, and to potentially affected communities, as to how the region proposes to manage the response to any significant flood event that might arise in the North East Region.

## 2.3 Planning Context

### 2.3.1 Prevention / Mitigation

The Department of Sustainability and Environment (DSE) is responsible for policy and oversight of floodplain management arrangements within Victoria however this function is carried out by Catchment Management Authorities (CMA's) in Regional Victoria whilst Local Government also has a significant role to play in the administration of land use planning arrangements, flood mitigation and response planning at the local level. The North East CMA covers the majority of rivers in the North East section of the Region and the Goulburn Broken CMA the catchments in the south and west of the region with the North Central CMA covering a small section in the North West corner of the region.

### 2.3.2 Response

Appropriately trained and skilled VICSES personnel shall be Incident Controllers for flood events in Victoria as endorsed by the VICSES Director of Operations. The Incident Controller will ensure the incident is managed in accordance with the six strategic control priorities (see section 3.3 under Policy) and that the knowledge and expertise of all agencies and relevant stakeholders is considered and integrated where possible. Community engagement through the accurate, timely and relevant dissemination of information to affected communities is a critical element of effective incident management.

[Note: See Section 7 for a more detailed description of Response Management.](#)

### 2.3.3 Recovery

Recovery activities must commence during the early stages of response when a flood emergency occurs to ensure high levels of understanding and cooperation between response and recovery coordinators at each of the levels of operation. The Incident Management Team (IMT) will ensure that there is a seamless transition from response to recovery. Dependent on availability DHS should be integrated within the AIIMS structure to ensure information between agencies for recovery activities and impact assessments.

[Note: See Section 8 for a more detailed description of Recovery principles.](#)

## Policy

The following strategy statements are intended to provide guidance that the North East Region will adopt for the future management of flood events and will remain as policy until rescinded or amended.

As flooding in the North East of Victoria frequently affects more than one municipality it is anticipated that a level 2 Incident Control Centre (ICC) in the first instance will be located at the North East Regional HQ at 27 Wedge St, **Benalla** 3672. With escalation it will be transferred to a designated level 3 ICC within the region **(See Appendix 1 for locations)**.

In such situations, a VICSES Local Headquarters (LHQ) that is active at the time may also be designated as a Divisional or Sector Command location within a declared Area of Operations. Divisional or Sector Command location will focus primarily on “tasking” of response teams to assist affected communities, and liaising locally with other agencies involved. In large events those LHQ’s acting as Sector Command will come under the control of a Divisional Command, which in turn will report to the ICC.

The ICC will effectively relieve units of essential roles in which they may be not proficient or trained, and most importantly ensure that their sometimes-scarce resources are available for crucial response activities. All decision-making (other than that related to tasking of crews) will be undertaken by the IMT. This will require a substantial Incident Control, VICSES at Regional and State level will utilise a multi agency Incident management team functioning under the AIIMS system. **(See Appendix 2)**.

Examples of functions that will be assumed include the following:

- ❑ Operations, Planning and Logistics
- ❑ Resource acquisition & deployment
- ❑ Cross agency liaison
- ❑ Media management
- ❑ Community Information
- ❑ Intelligence gathering

### 3.1 Role of the North East Region Headquarters (RHQ) and Regional Duty Officer (RDO)

In the staged approach to Flood Response the role of the North East RHQ and RDO will be:

- Level 1 – Normal Duty Officer Functions
- Level 2 – Continue support to Local Unit OR Assume Incident Control as appointed by Regional Manager or Delegate
- Level 3 – Assume initial Incident Control and then as per implementation of AIMS Integrated IMT Structure Level 3 Floods.

***Note: A designated regional staff member will continue to act as regional duty officer in regard to all other operational activities not associated with the flood event as determined with the IC.***

Staff commitment and the management of the VICSES response to any flood event in the Region will be done on the basis of a staged approach. For details see Section 5 and Appendix 4 of this Strategy.

### 3.2 Public Information

Community information, particularly as it relates to response actions will be issued or authorised by the VICSES appointed Incident Controller.

The provision of public information through a range of mediums will be a key focus of the efforts of the ICC. It is the intention of the Region to ensure that VICSES and relevant local government authorities will meet on a regular basis during the event to specifically attend to the need for public information about the flood event. It should be noted that some Local Governments currently have local community alerting systems in place. These systems when available and as detailed in Municipal Flood Sub Plans should be utilised as part of the VICSES strategy for the dissemination of public warnings.

The use of SEWS shall be in accordance with VICSES SOP 031.

The use of the ABC 1300 Information line shall be in accordance with VICSES SOP 033.

### 3.3 Strategic Control Priorities

The State Flood Response plan identifies the following Strategic Control Priorities that are to guide VICSES Response Operations

To provide guidance to the IMT, the following strategic control priorities shall form the basis of incident action planning processes:

- Safety of emergency service personnel
- Protection and preservation of life
- Protection of critical infrastructure
- Protection of residential property
- Protection of assets supporting economic production and individual livelihoods
- Protection of environmental values.

Circumstances may arise where the Incident Controller is required to vary these priorities. This shall be done in consultation with the VICSES Director of Operations and relevant stakeholders based on sound incident predictions and risk assessments.

Tasks and tactics employed during a Flood Operation may involve a wide range of activities, some of which may be carried out by VICSES and some by support agencies. VICSES will monitor all response activities undertaken including those by support agencies. All of which should remain consistent with the strategic control priorities.

**Tasks undertaken could consist of:**

- ▶ monitoring and reporting, that may include:
  - monitoring flood gauges if requested to do so, or if set out in the FloodResponse Plan;
  - reporting any significant rises in water levels or impact on key assets and infrastructure;
  - gathering information for completion of Rapid Impact Assessment forms;
  - establishing links with local key community members who can advise of flood impacts in the area; and
  - ensuring regular situation reports are sent to the ICC;
- ▶ information dissemination to the community, that may include:
  - distributing warnings and other flood-related information , for example; door-to-door delivery of messages; and
  - providing advice and assistance to occupiers of premises affected or at risk;
- ▶ rescue and relocation, that may include:
  - conducting search and rescue operations;
  - evacuating persons and providing for their immediate welfare; and
- ▶ protection of assets and infrastructure, that may include:
  - assisting with the maintenance of essential services;
  - maintaining access routes;
  - protecting, maintaining and repairing existing structural mitigation works;
  - constructing expedient mitigation works such as temporary levees;
  - securing areas;
  - protecting property and possessions; and
  - ensuring the welfare of flood-affected animals (pets and farm livestock).

- ▶ assisting community resilience by:
  - delivering essential needs to isolated persons and communities;
  - be seen “out and about” to engender confidence amongst the community;
  - assisting with the provision of welfare to flood affected animals.

## Flood Threat

Rivers travel through and around many towns within the North East Region that have the potential to be impacted upon by flooding with serious consequences for the local community and the State economy. Major agricultural areas or industries are located on the floodplains of most major river systems in Victoria, which increases the potential impact.

While there is uncertainty about the effects of climate change, in Victoria, the resulting change in rainfall patterns is likely to lead to less frequent (but possibly larger) riverine floods and more frequent flash flooding events associated with localised storm activity having an increased likelihood of events occurring.

### 4.1 Risk Assessment

North East Region will undertake an annual review of flood risk within the Region by conducting a risk assessment. This risk assessment will include the monitoring of catchments and communication with key stakeholders.

#### Key risk areas in the North East Region

Riverine, Dam/Flash flooding	TOWNS/CITIES	MUNICIPALITY
<b><i>Goulburn Catchment Goulburn River</i></b>	Thornton, Cathkin, Molesworth, Yea, Seymour, Nagambie, Avenal, Mooroopna, Shepparton,	Mitchell, Murrindindi, Strathbogie, Shepparton, Moira
<b><i>Goulburn Catchment Hughes Creek</i></b>	Avenal	Strathbogie
<b><i>Goulburn Catchment Sevens Creek</i></b>	Euroa	
<b><i>Goulburn Catchment Castle Creek</i></b>	Euroa	
<b><i>Goulburn Catchment Lambing Gunyay and Honey Suckle Creek Floodplains</i></b>	Euroa and downstream	
<b><i>Goulburn Catchment Yea River</i></b>	Yea, Molesworth	Murrindindi
<b><i>Broken Catchment Broken River</i></b>	Benalla	Benalla

<b>Ovens Catchment 15 Mile Creek</b>	Greta South, Glenrowan, Wangaratta	Wangaratta
<b>Ovens Catchment King River</b>	Cheshunt, Whitfield, Edi, Moyhu, Oxley, Wangaratta	Wangaratta
<b>Ovens Catchment Ovens River</b>	Harrietville, Bright, Porepunkah, Eurobin, Myrtleford, Rocky Point, Whorouly, Wangaratta, Peechelba, Lake Mulwala - Shepparton	Alpine, Wangaratta, Moira
<b>Ovens Catchment Buckland River</b>	Buckland Valley	Alpine
<b>Ovens Catchment Buffalo River</b>	Abbeyard, Lake Buffalo D/S	Alpine
<b>Kiewa Catchment Kiewa River</b>	Mt Beauty, Tawonga, Kergunya, Tangambalanga, Kiewa,	Alpine, Indigo
<b>Upper Murray Catchment Murray River</b>	Corryong, Tallangatta	Towong, Wodonga
<b>Mitta Mitta Catchment Mitta Mitta River</b>	Dartmouth, Mitta Mitta, Eskdale	Towong
<b>Black Dog Creek</b>	Chiltern, SUBJECT TO FLASH FLOODING.	Indigo
<b>Murray Riverina Catchment Murray River</b>	Lake Mulwala, Shepparton	Towong, Wodonga, Moira, Indigo
<b>Broken Creek</b>	Numurkah, Nathalia	Moira
<b>Ford Creek</b>	Mansfield	Mansfield (draft plan only)

- Details on specific risk areas are contained in Municipal Flood Plans.

## Staged Approach

During minor flooding response (Level 1) activities may only involve monitoring river levels, providing community information and controlling response activities and tasking of local SES units these activities will be classified as Level 1 activation.

As flood levels increase the activity level and complexity of the situation also rises. This increase in activity will involve support agencies providing support activities direct to the VICSES as the control agency and eventually the full activation of on or more local government MECC's this emergency management coordination structure will then provide support to VICSES as the Control Agency.

Initially VICSES Units are likely to be asked to respond and provide assistance to their local communities however as the event escalates VICSES staff resources will be committed and facilities will be activated to support and assist Units. This escalation will occur on the basis of some logical "triggers". One of the principles the region will adhere to is the early commitment of staff and facilities so that volunteers are given the assistance and guidance they require.

There are three potential levels to this staged approach (**See Appendix 3**). Level 1 as already described plus Levels 2 and 3, which may require staff assistance from outside the Region, and/or volunteer supplementation from RSU and other Units.

An initial over-commitment of local Regional staff should be avoided because of the need to ensure staff that have some local knowledge can be evenly spread throughout a protracted operation. This demands therefore that staff from other VICSES regions are utilised as early as possible to avoid this situation occurring.

The RDO or IC must ensure that Units start rostering volunteer personnel at an early stage to ensure availability of local knowledge around the clock whilst allowing for sufficient rest breaks.

Note an early request for additional resources needs to be considered to facilitate this rather than maintaining a local focus re staffing needs.

## **Communications Systems**

Local operational communications will utilise the VICSES UHF network supported by the HF network where required.

Command communications will be by Phone and or SMR radio, supported by email and fax.

This Communications Plan includes consideration for all agencies to be involved in the response operation. Appendix 4 contains EAS paging capcodes, SMR numbers, relevant phone/fax numbers and UHF/HF Channels.

## Communication resources

- SES fixed computer network; State Headquarters and RHQ
- UNIT LHQ's – Broadband, email and SES Extranet.
- SES Remote Access kit - Laptop with Next G access to Internet and Webmail, additionally SES system via Aventail ID tag if available
- Faxstream – pre-set lists for Flood and Storm – transmission via fax or Internet. List creations via Internet connect.
- EAS Pager including dynamic capcode selection of up to 10 SES incident capcodes.
- UHF – Base, mobile and handheld radios. Channel usage detailed within Unit Contact lists relative to repeater locations. All UHF radios able to operate local simplex.
- UHF portable SES Channel repeater including Citizen Band channels
- ADTEC Alert system to SES Units.
- HF – RHQ and all Unit LHQ's (except Murchison)- some Unit vehicles.
- SMR (Trunk Radio) – 1 Base station at RHQ, 2 portables. Extra portables available from VHQ. Designated ICC's have base station CFA and DSE have portables.

## Response Management

### 7.1 Purpose

To provide detailed planning to support response operations to flooding at a catchment level across the VICSES North East Region. This planning will focus on the following riverine systems:

- 15 Mile Creek
- Black Dog creek
- Broken Creek
- Buckland River
- Buffalo River
- Castle Creek
- Ford Creek
- Goulburn River
- Hughes Creek
- Kiewa River
- King River
- Lambing Gunya and Honey Suckle Creek Floodplains
- Mitta Mitta River
- Murray River
- Ovens River
- Seven Creeks

## 7.2 Response planning

Response planning for riverine flooding will commence immediately on VICSES being notified of a threat or risk of flooding. In general, this will be as a result of notification from the BoM. On such an occasion, the VICSES Regional Duty Officer (RDO) will undertake the actions in accordance with *SOP 009, Notification Process for Flood Warnings*. Consideration should be given to pre sectorising catchments (See Appendix 8) to enable more streamlined management of resources.

In addition to this action, the Regional Manager and his/her delegate will convene a briefing of relevant stakeholders and support agencies including but not limited to.

- VICSES Unit Controllers
- Cross boundary arrangements with interstate SES organisations
- Relevant CMA flood plain manager and water management agencies
- VICPOL DERC and MERC of relevant municipalities
- MERO and MRM of relevant municipalities
- Support agencies including:
  - CFA Operations Managers
  - DSE
- DHS for recovery purposes and rapid impact assessment
- Red Cross for catering purposes
- Media (ABC and local radio where and when appropriate).

## 7.3 Planning considerations

The following areas are to be considered in the initial stages of planning the response:

- Understanding of the risk including at risk communities and infrastructure (ie what is the Level of incident)
- Cross boundary arrangements with interstate SES organisations
- Timeframes associated
- Develop a process for monitoring and gaining intelligence at the strategic (BoM / SECC) and Operational (CMA) levels.
- Impact of event for situational awareness.
- Risk/ likelihood of flooding in other catchments (future risks)
- ICC Locations and access procedures
- IMT staffing, including support from other agencies
  - Identify IC and develop rostering
- Volunteer availability
- Media planning
- Resource implications
  - Consider pre-positioning of resources to meet the threat
- Catering

## 7.4 Operational Debriefs

At the conclusion of a flood event the (Insert Region) Regional Manager will ensure that an operational debrief is conducted within the (Insert Region) Region in a timely manner. The operational debrief should be conducted in a manner which allows all agencies that were involved in the event an opportunity to contribute. Outcomes of the (Insert Region) Regional debrief shall be forwarded to VICSES State Operations for consolidation into any State review of operations that may be undertaken.

## 8. Recovery – integration of transition to Recovery activities.

Agreement has been reached between Department of Human Services (DHS) Hume Region and VICSES North East Region for DHS to provide a liaison officer to work within the events Incident Management Team and Planning cell. The DHS liaison officer's primary role is to assist in the transfer of intelligence relating to recovery activities between the Incident Management Team, SES Planning cell and DHS EOC. This transfer of information will assist in the smooth transition to recovery activities within affected communities. Other activities that DHS may perform include collation of rapid impact assessment data.

## 9. Plan Awareness

Awareness of the intent and content of this plan needs to be regularly brought to the attention of VICSES staff and volunteers in flood prone areas across the North East Region.

It is also crucial that other agencies and their representatives in particular Local Government, CFA, Victoria Police, DSE and DHS who may be impacted by a riverine flood event, are also aware of the VICSES North East Regional Response plan. Copies of this plan will be tabled at relevant Divisional Emergency Management Planning Committee and Municipal Emergency Management Planning Committee meetings with in-principle support for the plan being sought from each of these committees.

## 10. Plan Review

A review of this plan will be undertaken annually or following each significant flood event however the risk assessment component of the plan and contact lists should be reviewed as required but no more than on an annual basis. Any plan review should also include exercising the plan this may be done either internally or by incorporating into Divisional or Municipal planning exercises.

## **Distribution List**

- VICSES State Operations
- VICSES North East Region Units
- NSW SES Murray Region
- CFA Regional Offices Region 12, 22, 23, 24
- DERC Seymour
- DERC Wangaratta
- DERC Shepparton
- DHS Hume Region
- DSE Hume Region
- Goulburn Broken CMA
- North East CMA
- LGA's (MERO)
- Parks Victoria Regional Manager
- DPI Regional Manager

## Appendices

### 1—ICC Locations North East Region

The following locations are the designated Joint Operation Level 2 or Level 3 Incident Control Centres (ICC): -

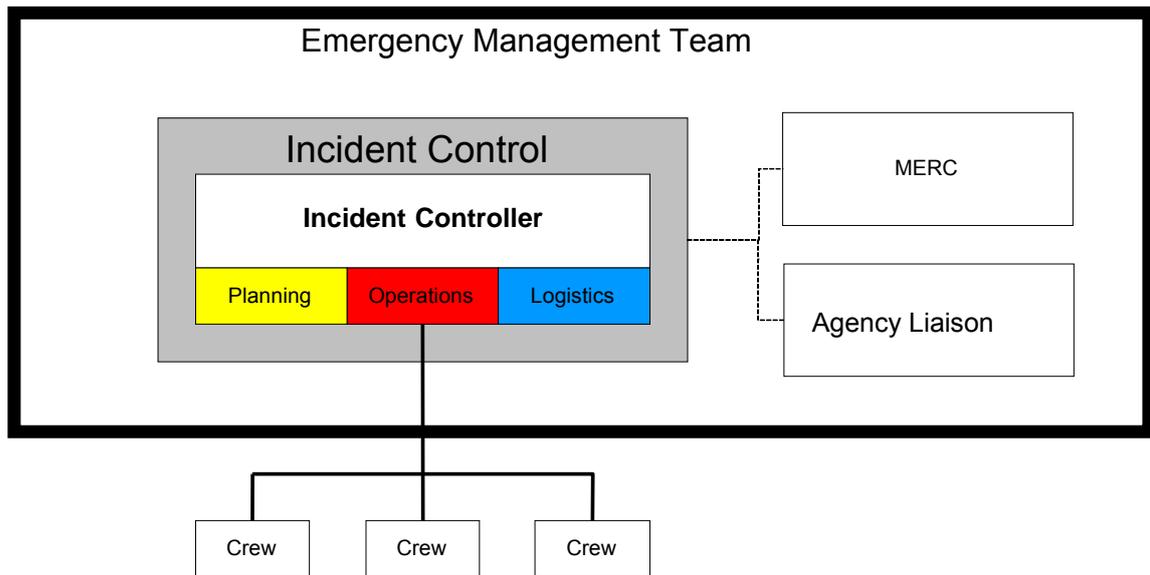
<b>CFA Region</b>	<b>DSE Fire District</b>	<b>Township</b>	<b>Location</b>	<b>Suitability as ICC for Flood</b>	<b>Custodian</b>
Region 12	Murrindindi FD	Broadford	DSE Office	Yes	DSE
		Alexandra	DSE Office	Yes	DSE
Region 22	Goulburn FD	Shepparton	CFA NEA Office	Yes	CFA
Region 23	Goulburn FD	Mansfield	DSE Office	Yes	DSE
		Benalla	DSE Office	Yes	DSE
		Wangaratta	CFA R 23 Office	Yes – not to be used if access to Wangaratta restricted	CFA
Region 24	Ovens FD	Ovens	DSE Office	Possible Access problems in some floods	DSE
		Beechworth	DSE Office	Yes	DSE
		Wodonga	CFA Group Headquarters	Yes - Limited size Level 2 only	CFA

#### VICSES NORTH EAST REGION COORDINATION CENTRE

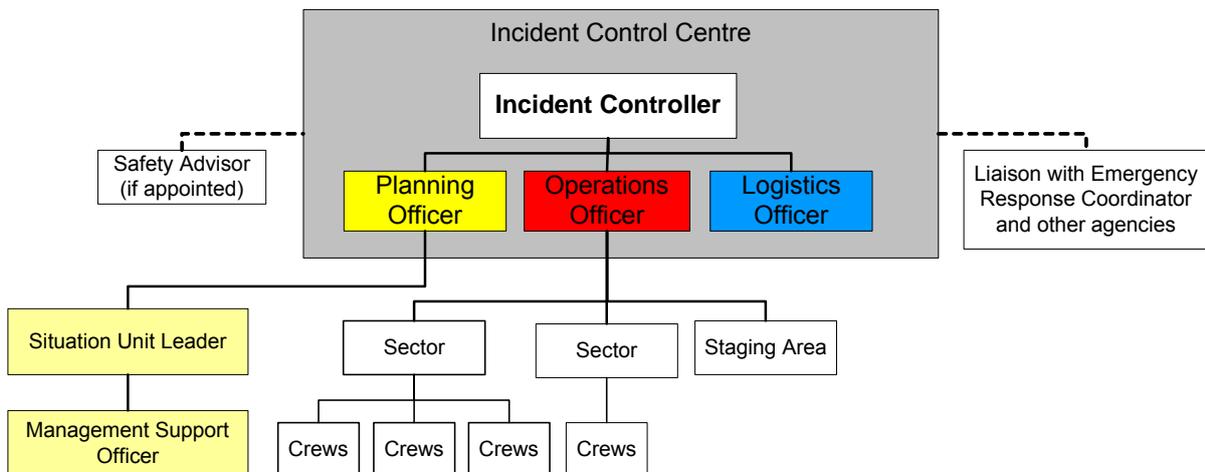
<b>FACILITY</b>	<b>ADDRESS</b>	<b>KEY CONTACT</b>	<b>COMMENTS</b>
VICSES NORTH EAST REGION HQ	27 Wedge Street, Benalla, 3672	Regional Manager 5762 6253	

2—AIIMS

### AIIMS Level 1 Structure

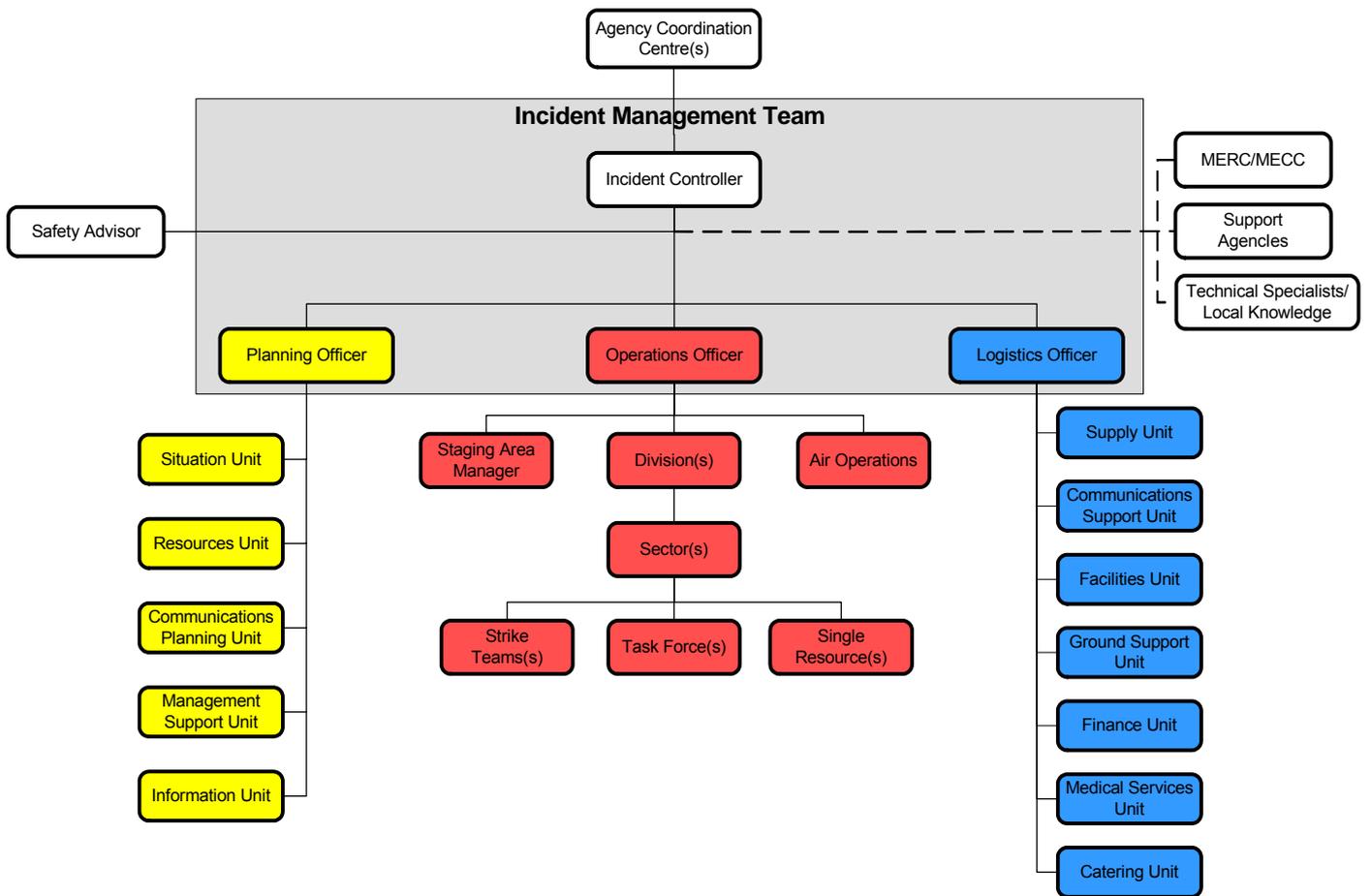


### AIIMS Level 2 Structure



(Appendix 2 cont.)

### AIIMS Level 3 Structure



3—Staged Approach

Level 1

TRIGGER	PERSONNEL COMMITMENT	FLOOD MANAGEMENT RESPONSIBILITIES
<p><b>Initial response.</b></p>	<p><i>Note: Examples only and activities should not be limited to:</i></p> <p><i>Dissemination of Flood warnings and community information by RDO</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <i>Consider CFA notification to disseminate warning to local Brigades.</i></li> <li><input type="checkbox"/> <i>Notification to DHS for info only</i></li> </ul>	<p><b>Unit LHQ</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <i>Acts as ICC</i></li> <li><input type="checkbox"/> <i>All Incident Control Functions rest with unit</i></li> <li><input type="checkbox"/> <i>Tasking to other agencies via IC at Unit LHQ</i></li> </ul> <p><b>RHQ</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <i>Assumes responsibility for media matters</i></li> <li><input type="checkbox"/> <i>Coordinates Regional resources</i></li> </ul>

(Appendix 3 cont.)

**Staged Approach  
Level 2**

TRIGGER	PERSONNEL COMMITMENT	FLOOD MANAGEMENT RESPONSIBILITIES
<p><b>Multiple Units active</b> <b><u>OR</u></b> <b>Single unit active and requires Regional support</b></p>	<p><i>Note: Examples only and activities should not be limited to:</i></p> <ul style="list-style-type: none"> <li>□ Staff Liaison Officer to active Units as required</li> <li>□ RHQ active (up to 24 hrs)</li> <li>□ Incident Controller may be appointed by Regional Manager</li> <li>□ Contact other Agencies re provision of liaison officer</li> <li>□ Establish sectors to enable effective span of control</li> </ul>	<p><b>Unit LHQ's</b></p> <ul style="list-style-type: none"> <li>□ Continue as ICC or it may be assumed by Region</li> <li>□ All Incident Control Functions rest with unit</li> </ul> <p><b>RHQ</b></p> <ul style="list-style-type: none"> <li>□ Assumes responsibility for media matters</li> <li>□ Region may appoint Incident Controller</li> <li>□ Continues to coordinate Regional resources</li> </ul>

(Appendix 3 cont.)

### Staged Approach Level 3

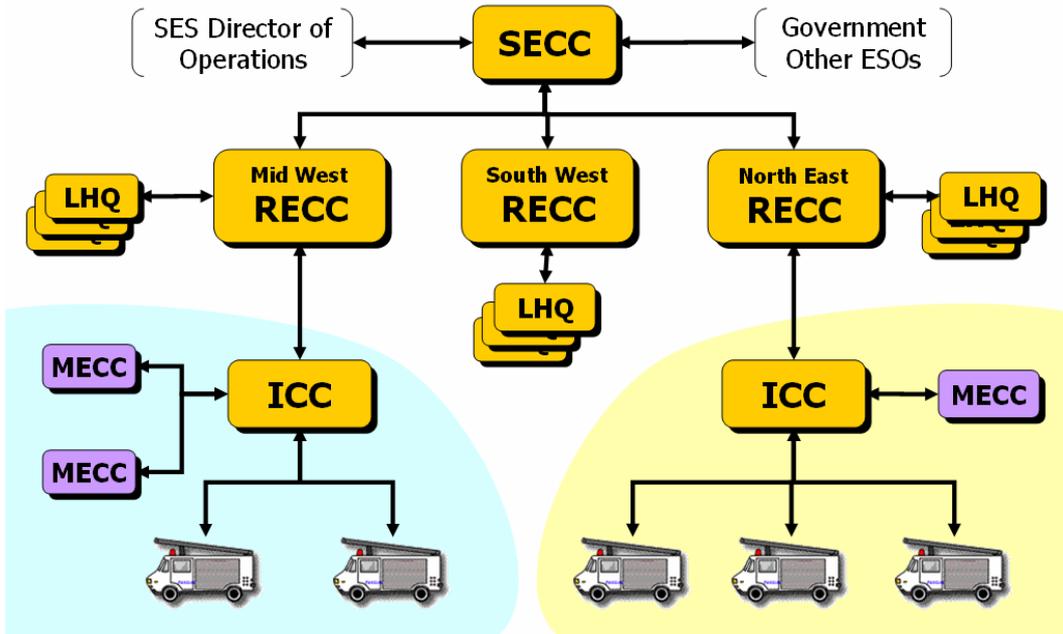
TRIGGER	STAFF COMMITMENT	FLOOD MANAGEMENT RESPONSIBILITIES
<p><b>Multi Agency ICC activated. MECC(s) activated</b></p>	<p><i>Note: Examples only and activities should not be limited to:</i></p> <ul style="list-style-type: none"> <li>□ <i>Incident Controller appointed</i></li> <li>□ <i>Other agencies active and EMT formed</i></li> <li>□ <i>Divisions and Sectors Identified and Commanders appointed</i></li> <li>□ <i>Staffing from other Regions involved</i></li> <li>□ <i>Staff to MECC's as LO's.</i></li> </ul>	<p><b><u>ICC:-</u></b></p> <ul style="list-style-type: none"> <li>□ <i>Assume responsibility for Incident Control utilising including:-</i> <ul style="list-style-type: none"> <li>○ <b>Media Management</b></li> <li>○ <b>Public Information</b></li> <li>○ <b>Inter-agency liaison</b></li> </ul> </li> </ul> <p><i>Resourcing from RECC Reporting Upwards Media Inter-agency liaison Area of Operations declared</i></p> <p><b><u>LHQ's</u></b></p> <ul style="list-style-type: none"> <li>□ <i>Establish links with Division/Sector Command</i></li> <li>□ <i>Continue to task within own area (FOC)</i></li> <li>□ <i>Maintain limited AIIMS</i></li> <li>□ <i>Liaise locally</i></li> </ul> <p><b><u>RHQ/RDO/RECC</u></b></p> <ul style="list-style-type: none"> <li>□ <i>Continues to coordinate Regional resources</i></li> </ul>

## 4—Communication Systems

## Agency Contacts

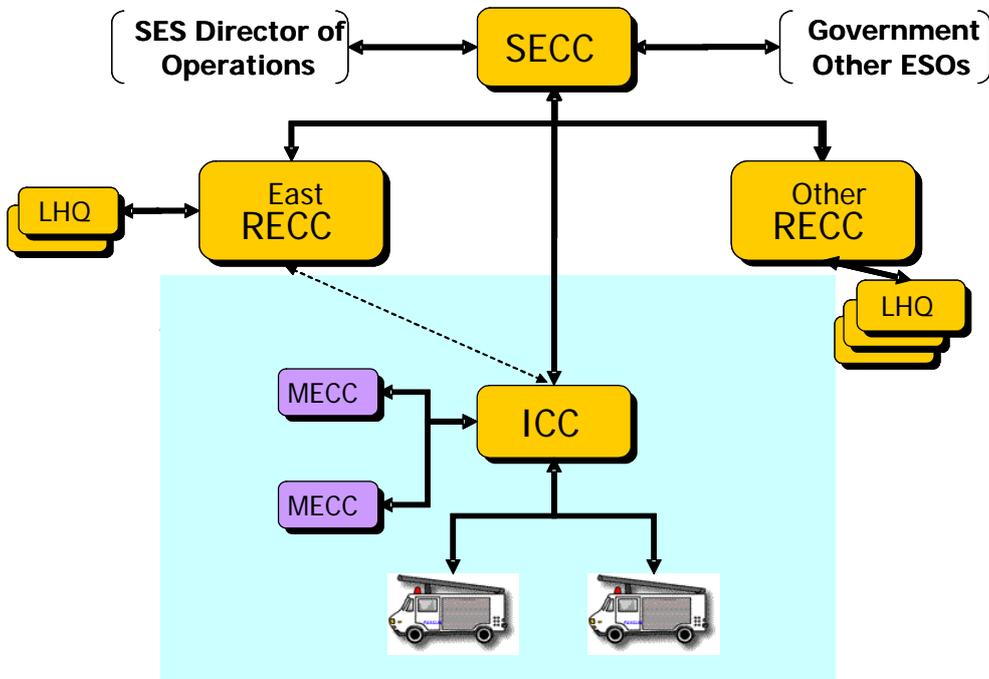
<b>CATCHMENT RIVER SYSTEM WATER STORAGE</b>	<b>ORGANISATION</b>	<b>KEY PERSONNEL</b>	<b>KEY CONTACT NUMBERS</b>
Murray, Kiewa area	Northeast Water	TBC/Duty Officer	02 6022 0555 (BH)
Murray, Kiewa area	Northeast Water		Emergency 1300 361 644
Murray, Kiewa area	Northeast Water		Snr Duty Officer 0400 360 017
NE Catchments	NE CMA	Floodplain Manager Roel von't Steen	0418 673 924 02 6043 7618
NE Catchments	NE CMA	John Riddiford - CEO	02 6043 7600 0417 686 396
Goulburn Broken Catchments	GBCMA	Guy Tierney	03 58201100 0408 359 991
Goulburn Broken Catchments	GBCMA	Bill O'Kane - CEO	03 5820 1100 (BH)
Goulburn Valley Water	GVW	Laurie Gleeson GM	1800 454500
Murray (Khankoban)	Snowy Hydro		02 6453 2888
Murray Kiewa	AGL Hydro (Formerly Southern Hydro)		03 5754 3222
Murray	NSW SES Murray Div	Peter Johnson	02 6040 6093

5—Reporting levels within VICSES Level 2 and 3 Floods



**Reporting Levels within VICSES Level 2 flood**

Note: Level 3 the ICC will liaise directly with SECC for operational reporting and resource requests.



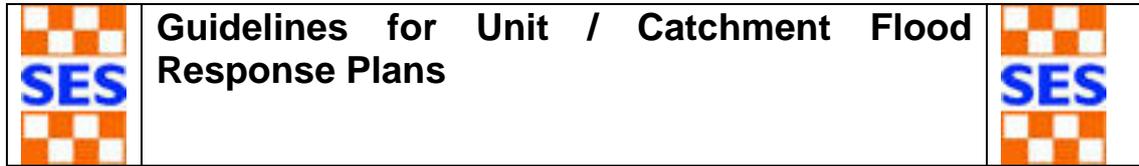
**Reporting Levels within VICSES Level 3 flood**

## 6—Agency Roles

<b>Victoria State Emergency Service (VICSES)</b>	<ul style="list-style-type: none"> <li>• Control Agency for flood.</li> <li>• Co-ordination and strategic planning for response</li> <li>• Rescue of persons entrapped by flood waters</li> <li>• Protection of critical infrastructure</li> <li>• Community Information</li> <li>• Supporting VICPOL with evacuations</li> </ul>
<b>Bureau of Meteorology (BoM)</b>	<ul style="list-style-type: none"> <li>• Issue warnings on gales, storms and other weather conditions likely to endanger life or property, or that give rise to floods.</li> <li>• Provide weather forecasts and meteorological and hydrological information.</li> <li>• Provide expert advice for emergencies that are influenced by meteorological and hydrological conditions.</li> <li>• Provide weather-related information to media, including direct broadcast via radio.</li> <li>• Assist in the planning and development of Flood Warning Services based on a Total System Approach.</li> </ul>
<b>Department of Sustainability and Environment (DSE)</b>	<ul style="list-style-type: none"> <li>• Provide real time access for flood warning purposes to stream flow data collection networks managed by the DSE for the purpose of natural resource management.</li> <li>• Contribute to the collection of real event flood data for major floods of State significance.</li> <li>• Support response agencies through the provision of digital and hard copy flood mapping information</li> <li>• Provision of human and physical resources.</li> <li>• DSE has a regulatory role in ensuring that water authorities, who manage water storages, address safety issues (including dam breach events) and that owners of private dams are licensed with safety provisions included in their licences.</li> </ul>
<b>Catchment Management Authorities (CMA)</b>	<ul style="list-style-type: none"> <li>• Advise and where appropriate assist with administration and contributions to the maintenance and upgrading of regional flood warning systems.</li> <li>• Monitor significant flood events and collect flood data in conjunction with local government.</li> <li>• Advise the Minister for Water on flood events and damages.</li> </ul>
<b>Municipal Councils</b>	<ul style="list-style-type: none"> <li>• Development of Municipal flood plans where applicable</li> <li>• Provision of resources as available and needed by the community and response agencies.</li> <li>• Establishment of MECC – facilities and staffing.</li> <li>• Provision of facilities for emergency services staging areas.</li> <li>• Facilitate the delivery of warnings to the community</li> <li>• Provision of information to public and media.</li> <li>• Co-ordination of the provision and operation of emergency relief (includes catering, emergency relief centres, emergency shelters and material needs).</li> <li>• Clearance of blocked drains and local roads, including tree removal.</li> <li>• Support to VicRoads for partial/full road closures and determination of alternative routes</li> <li>• Provision of information services to affected communities, using eg information lines, newsletters, community meetings and websites</li> <li>• Formation and staffing of Recovery/Information Centre(s).</li> <li>• Formation and leadership of Municipal/Community Recovery Committees.</li> <li>• Post-impact assessment — gathering and processing of information.</li> <li>• Survey and determination regarding occupancy of damaged buildings</li> <li>• Environmental health management — including food and sanitation safety, vector control, such as removing dead animals (domestic, native or feral) from waterways.</li> <li>• Oversight and inspection of rebuilding/redevelopment.</li> <li>• Provision and management of community development services.</li> <li>• Provision and/or co-ordination of volunteer helpers.</li> <li>• Provision of personal support services, eg. Counselling, advocacy.</li> <li>• Co-ordination of clean up activities, including disposal of dead animals (domestic, native and feral).</li> <li>• Provision/co-ordination of temporary accommodation.</li> <li>• Repair/restoration of infrastructure, eg. Roads, bridges, sporting facilities, public amenities</li> <li>• Organisation, management or assistance with public appeals.</li> <li>• Provision of resources to construct temporary levees.</li> </ul>
<b>VICROADS</b>	<ul style="list-style-type: none"> <li>• Management of road closures and diversions</li> <li>• Traffic Management planning</li> </ul>
<b>Country Fire Authority (CFA)</b>	<ul style="list-style-type: none"> <li>• Support for incident management. Provision of human and physical resources</li> </ul>

<p><b>Parks Victoria</b></p>	<ul style="list-style-type: none"> <li>• Control agency for waterway pollution within its operating area.</li> <li>• Support agency for emergency flood situations within its parks and reserves</li> <li>• Rehabilitation of flora and fauna affected by an emergency within its parks and reserves</li> <li>• Clearing and restoration of roads, bridges and other assets within its parks and reserves</li> </ul>
<p><b>Victoria Police (VICPOL)</b></p>	<ul style="list-style-type: none"> <li>• Responsible for the effective co-ordination of resources or services in response to emergencies.</li> <li>• Responsible to ensure there is an effective control structure in place.</li> <li>• Responsible for: <ul style="list-style-type: none"> <li>• Evacuation – in consultation with the control agency and other expert advice.</li> <li>• Registration of evacuees – in conjunction with the Australian Red Cross</li> <li>• Provision of media co-ordination (where no other facility exists).</li> </ul> </li> <li>• Ensure consideration has been given to alerting the public to existing and potential dangers arising from a serious emergency.</li> </ul>
<p><b>Department of Human Services (DHS)</b></p>	<p><b>Response Activities</b></p> <ul style="list-style-type: none"> <li>• Providing pre hospital medical co-ordination through State Health Emergency Response Plan (SHERP).</li> <li>• Assisting the co-ordination of medical and health resources and casualty transport in the pre-hospital phase of emergencies.</li> <li>• Control agency for incidents involving contaminated foodstuffs, human illnesses/epidemics, radiological substances and intentional biological releases.</li> <li>• Supporting other response agencies with logistics, plant and transport and other services as required.</li> <li>• Support service delivery to affected individuals, groups and/or communities.</li> <li>• Provision of advice in relation to portable water quality in a flood emergency.</li> </ul> <p><b>Recovery (Coordinated by the State Emergency Recovery Unit)</b></p> <ul style="list-style-type: none"> <li>• Coordinating recovery planning and management at State and Regional levels.</li> <li>• Assisting with provision of temporary accommodation.</li> <li>• Coordinating personal support services and material aid.</li> <li>• Supporting councils and community recovery committees in recovery planning and managing recovery activities.</li> <li>• Administering personal hardship grants, and subsidies to employ municipal community development officers.</li> <li>• Providing advice, information and assistance to affected individuals, communities and municipal councils.</li> </ul>
<p><b>Department of Primary Industries (DPI) - Agriculture</b></p>	<p><b>Response Activities</b></p> <ul style="list-style-type: none"> <li>• Provide advice about the disposal and rehabilitation of stock affected by flooding.</li> </ul> <p><b>Recovery (Coordinated by the State Emergency Recovery Unit)</b></p> <ul style="list-style-type: none"> <li>• Assess losses of agricultural assets and livestock, and needs of affected persons and communities.</li> <li>• Advise individuals, communities and government agencies on re-establishment of rural enterprises or alternative strategies for economic relief.</li> <li>• Administer specific relief subsidies.</li> <li>• Advise councils on the disposal of dead or maimed stock. (Animal welfare operations, including disposal of dead stock, begins as part of emergency response.)</li> <li>• Advise distribution bodies (eg: VFF) on needs for donated fodder.</li> </ul>

## 7—Guidelines for Unit / Catchment Flood Response Plans



### Strategic Control Priorities

The State Flood Response plan identifies the following Strategic Control Priorities that are to guide SES Response Operations

To provide guidance to the IMT, the following strategic control priorities shall form the basis of incident action planning processes:

1. Safety of emergency service personnel
2. Protection and preservation of life
3. Protection of critical infrastructure
4. Protection of residential property
5. Protection of assets supporting economic production and individual livelihoods
6. Protection of environmental values.

Circumstances may arise where the Incident Controller is required to vary these priorities. This shall be done in consultation with the VICSES Director of Operations and relevant stakeholders based on sound incident predictions and risk assessments.

### Types of Flooding and Roles for Unit

#### Minor

Causes inconvenience. Low-lying areas next to watercourses are inundated which may require the removal of stock and equipment. Minor roads may be closed and low-level bridges submerged.

- Monitor gauges and Flooding levels
- Liaise with other local agencies including Municipality
- Respond to Community requests for assistance as required using strategic control priorities
- Notify Regional Duty Officer of local issues eg road closures, response activities etc.

#### Moderate

In addition to the above, the evacuation of some houses may be required in low-lying areas. Some main traffic routes may be covered. The area of inundation is substantial in rural areas requiring the removal of stock.

- Set up incident management system within unit
  - Staff LHQ for Operational Management
  - Develop and implement roster to ensure, where possible, sufficient resourcing for prolonged event
  - Liaise with RDO re required resources
- Monitor gauges and Flooding levels
- Liaise with other local agencies including Municipality
- Respond to community requests for assistance as required using strategic control priorities
- Provide regular SITREPs to ICC or Regional Duty Officer

## **Major**

In addition to the above, extensive rural areas and/or urban areas are inundated (flooded) above floor level. Properties and towns (residential and commercial) are likely to be isolated and major traffic routes likely to be closed. Evacuation of people from flood-affected areas may be required.

## **Level 2 or 3 Flood operations management will be in place consisting of the following:**

- Unit will be functioning as Flood Operations Centre or Division/Sector Command
- Maintain incident management system for Division or Sector
  - Ensure sufficient staff at LHQ for Operational Management
  - Implement roster to ensure where possible sufficient resourcing for prolonged event of Local Knowledge with support from out of area resources
  - Liaise with ICC re required resources
- Monitor gauges and Flooding levels
- Liaise with other local agencies including Municipality
- Respond to community requests for assistance as required using strategic control priorities
- Provide regular SITREPs to ICC
- Unit may be requested to provide liaison to other agencies and MECC

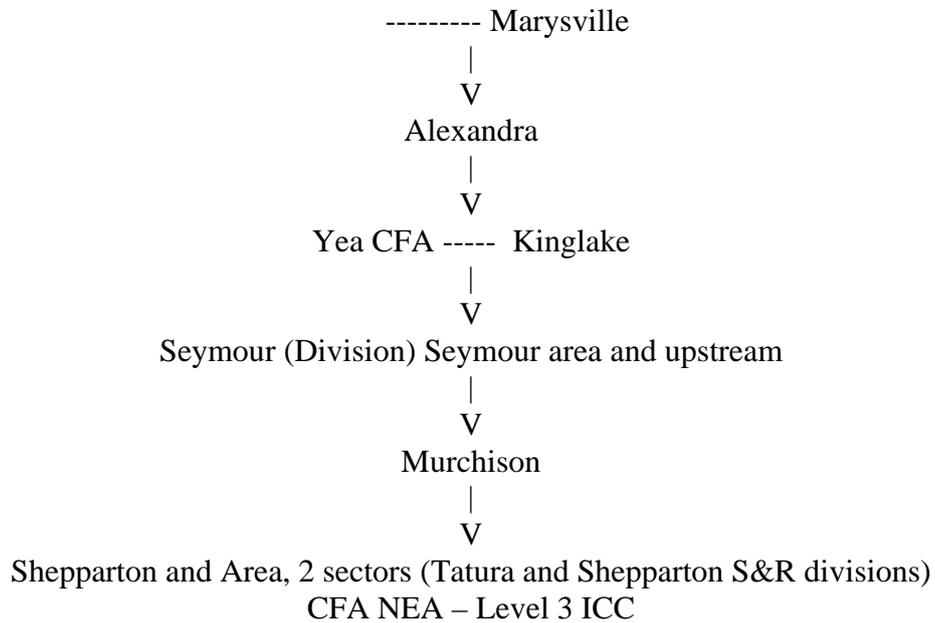
## **Information that Units should have to inform decision making:**

- Operational triggers – for unit activation.
- Identify capacity of unit to undertake large event and pre plan activation of assistance from other units / regions to prevent early exhaustion of local members required for local knowledge.
- Geographic characteristic of area prone to flooding and unit response
- Copy of Municipal Emergency management Plan (MEMP)
- Copy of MEMP Flood Sub Plan (If municipality has one)
- Local Flood risk assessment including access where available to Flood Inundation Mapping
- River flood height predictions
- Identified Critical infrastructure that may require priority protection

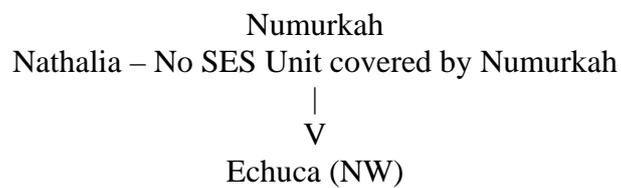
## 8—Pre-determined Sectors/Divisions within the North East Region

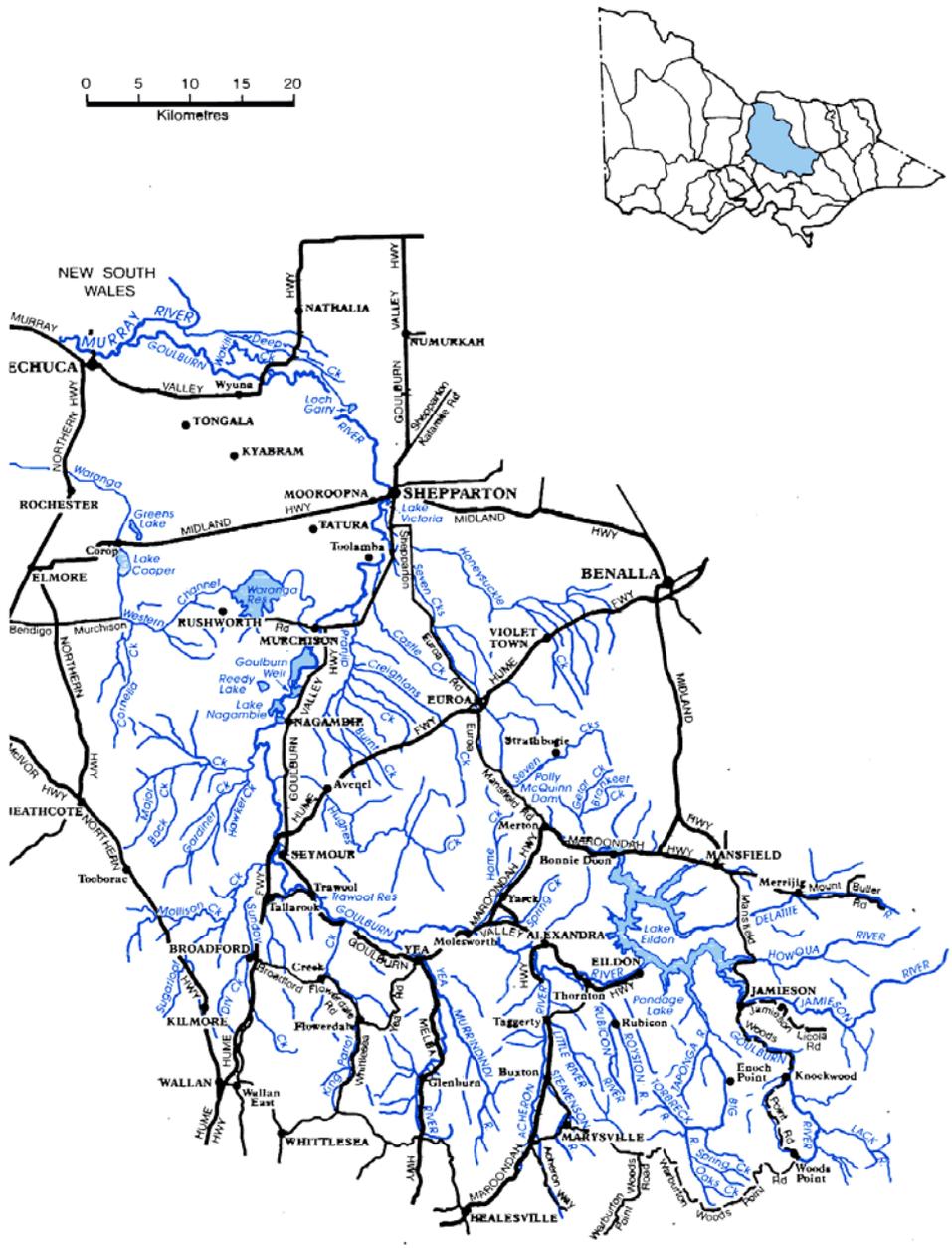
Map of Area / River system – with flood affected areas and sectors (during major flooding)

### **GOULBURN CATCHMENT**



Downstream of Shepparton including Broken Creek Sectors



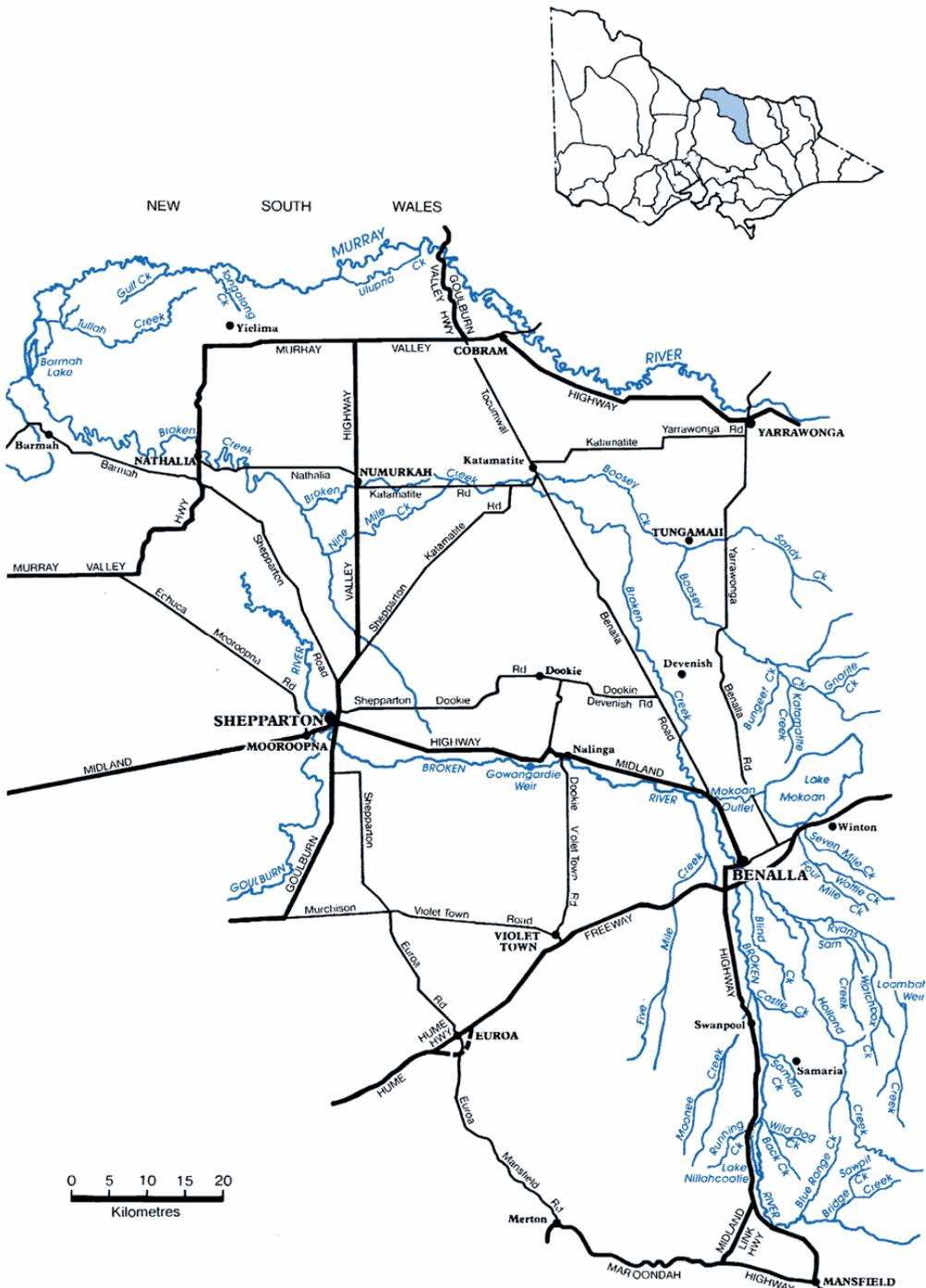


# BROKEN CATCHMENT

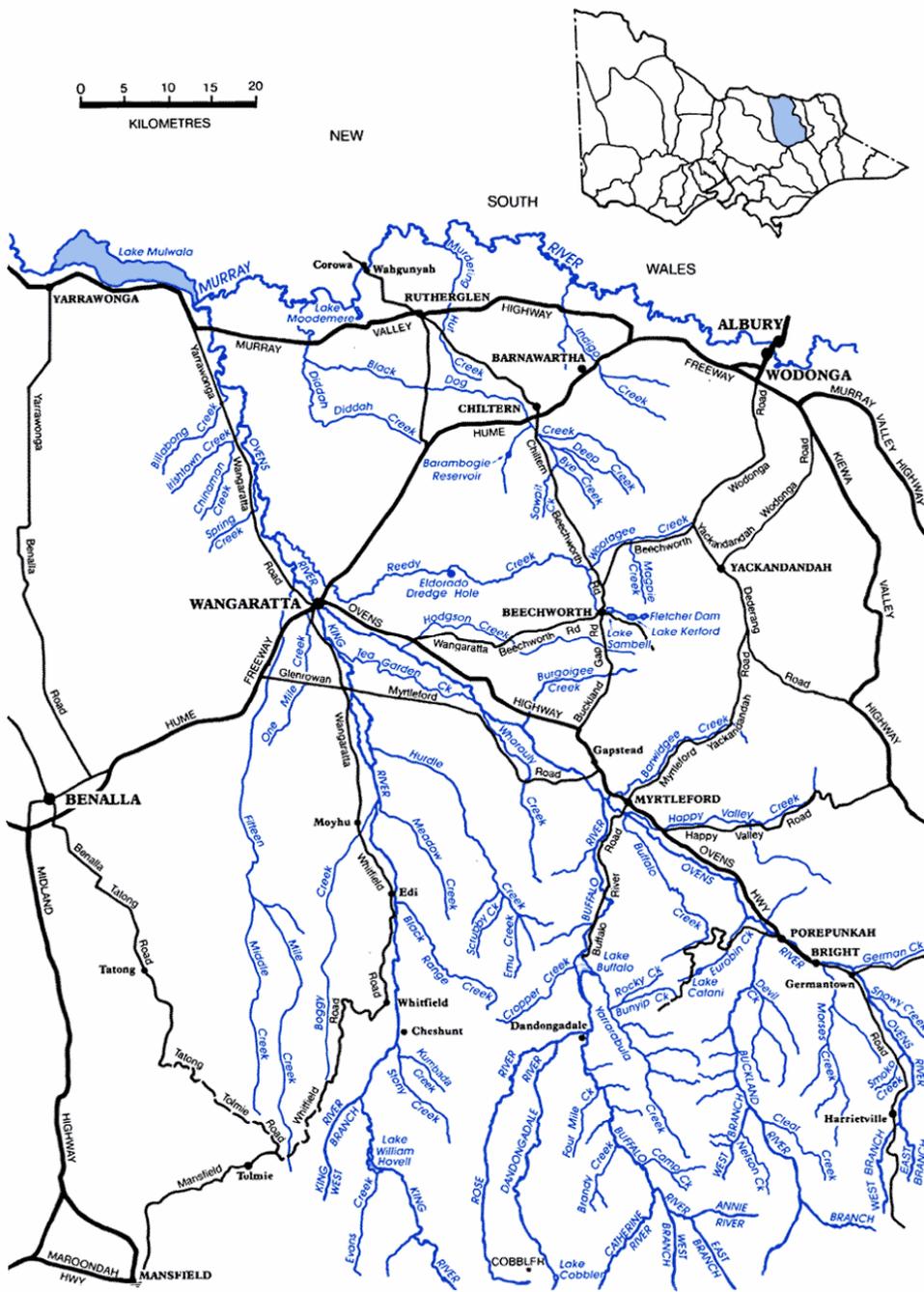
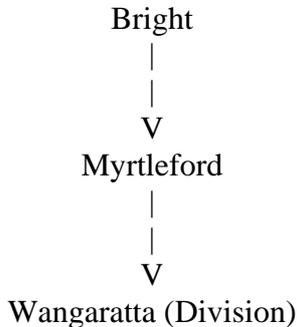
Broken River – Benalla  
Seven Creeks – Euroa

## Broken Creek Sectors

Numurkah  
Nathalia – No SES Unit covered by Numurkah  
|  
V  
Echuca (NW)



# OVENS CATCHMENT

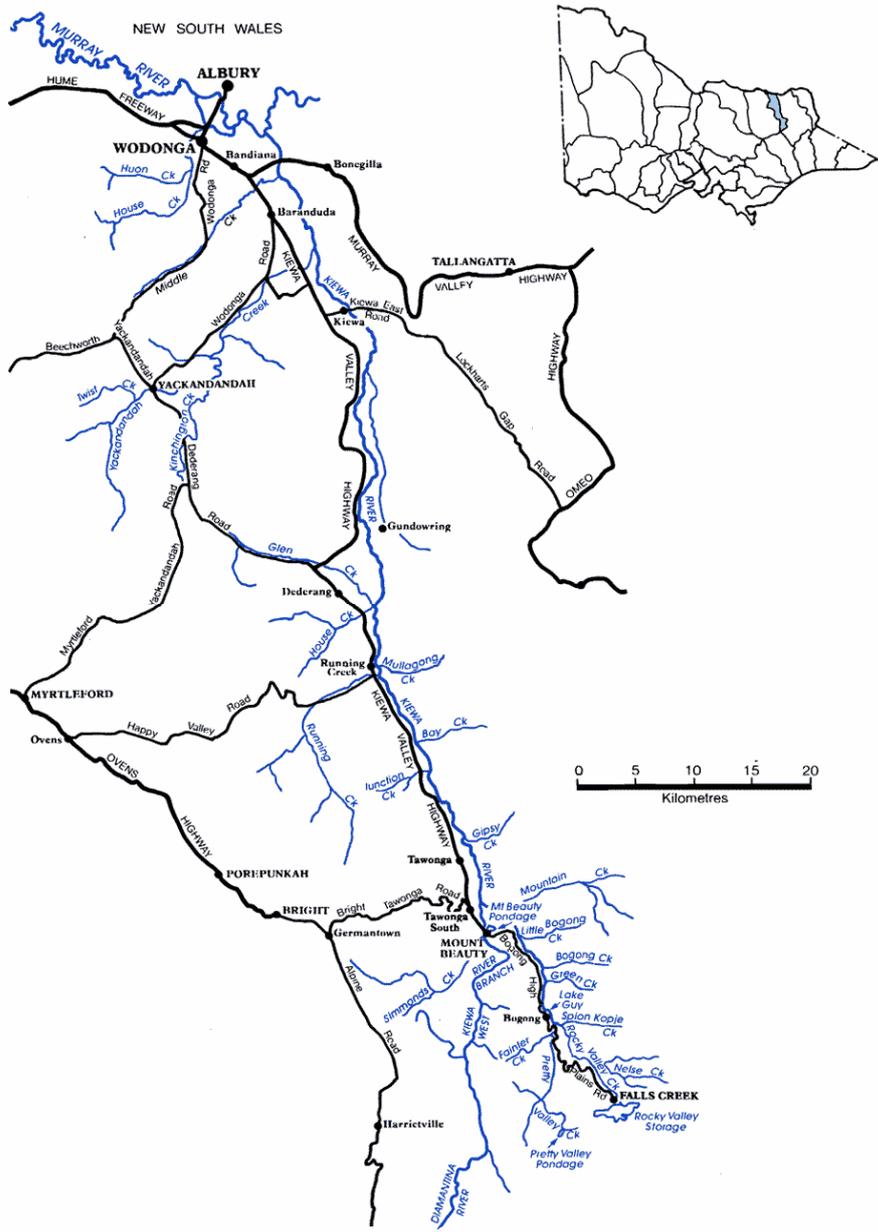


# KIEWA CATCHMENT

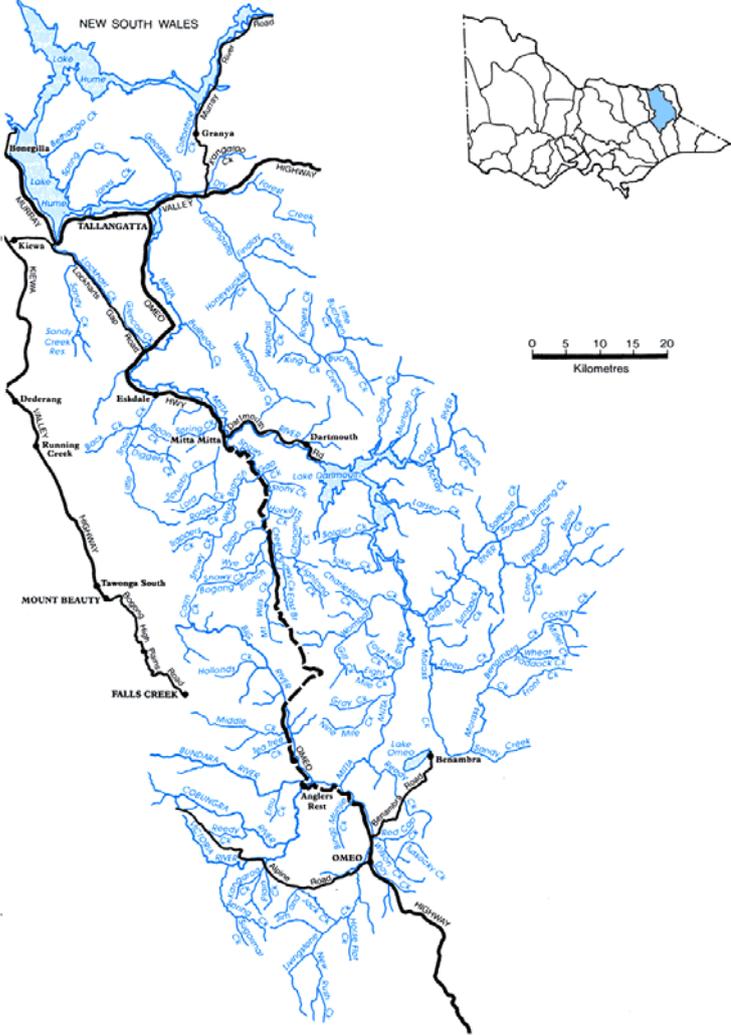
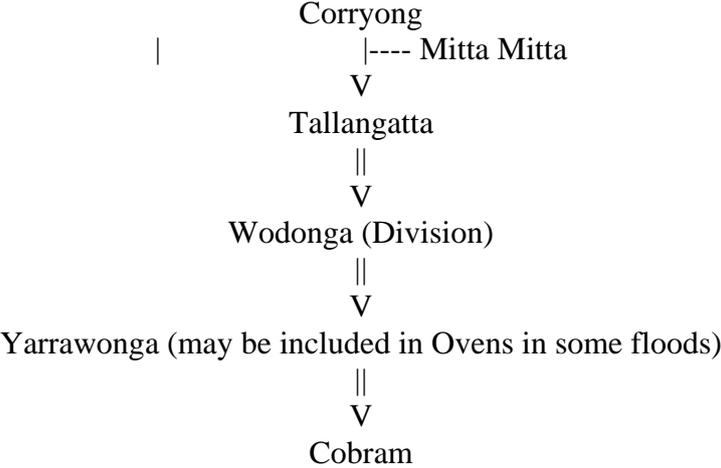
Mt Beauty CFA



-- Yackandandah (Division)



# UPPER MURRAY CATCHMENT



## 9—Regional Equipment and Resources

### Regional Flood Boat Locations

- Alexandra
- Benalla (2)
- Mansfield (IFB)
- Numurkah
- Seymour
- Tallangatta
- Tatura
- Wangaratta
- Wodonga (plus currently allocated regional spare)
- Yackandandah (regional Spare)
- Yarrawonga (2)
- Mitta Mitta (soon to be issued RIB)

Sandbag filling machines may be available from NSW SES in Lavington

Locations and amounts of Sandbags, tarps etc are kept on a spreadsheet at **NE RHQ G drive at G:\AAA North East Operations\Flood Management**

## 10—Designated Staging areas and Relief Centres within the North East Region

### **Staging Areas to be determined**

#### **Possible locations to consider:**

- **Southern - Puckapunyal Military Area**
- **Mid section yet to be determined**
- **Northern - Bandiana Military Area**
- 

### **Relief centres as per the relevant Municipal Emergency Response Plan**

- **Ensure relief centre is not isolated or inundated by floodwaters**

## 11—Glossary of Terms

### Flood types:

- **Riverine flooding:** caused by heavy or sustained rainfall in a river or creek exceeding channel capacity resulting in inundation of the adjacent flood plain.
- **Flash flooding:** caused by heavy and often localised rainfall, resulting in both artificial and natural drainage systems exceeding capacity, resulting in water flowing along roads and/or land occupied by houses and other buildings.
- **Lacustrine flooding:** caused by the water level in a lake exceeding capacity resulting in inundation of surrounding land.

### Flood descriptors:

- **Minor flooding:** causes inconvenience with low lying areas next to water courses being inundated, requiring the removal of livestock and equipment. Minor roads may be closed and low level bridges submerged.
- **Moderate flooding:** may require evacuation of some homes and main traffic routes may be covered. The area of inundation is substantial in rural areas.
- **Major flooding:** causes inundation to extensive rural areas and appreciable urban area. Properties and towns are likely to be isolated and major traffic routes are likely to be closed. Numerous evacuations may be required.
- **Flood Watch:** Advice of possible flooding, if flood-producing rain is expected to happen in the near future. Identifies the catchments' that are expected to receive flood-producing rains.
- **Flood Warning:** Warnings of "Minor, Moderate or Major" flooding in areas where the Bureau of Meteorology has installed specialised warning systems. In these areas, the flood-warning message will identify the river valley, the locations expected to be flooded, the likely severity of the flooding and when it is likely to occur.
- **Observed river height:** Highest river height (in meters) at a river height measuring gauge located along the river. In most cases, a zero reading is the lowest water level that is reached during dry conditions. In many tidal areas and some inland areas, river levels are expressed in meters above mean sea level or Australian height Datum (AHD).
- **Peak river height:** The highest river height (in meters) observed during a flood event at the specified site on the river.
- **Predicted river height:** Height (in meters) to which the river is predicted to rise at the river gauge referred to in the warning. The actual depth of floodwater will vary across the flood plain. Knowledge of past flood events, as well as estimates of flood levels from flood studies, are used by local Councils, emergency services and landowners to determine which areas are likely to be flooded from predicted river height.

**This glossary remains under development**