



CERA Online User Guide – Version 2



This user guide is available for viewing online:

Website: ses.vic.gov.au



Acknowledgement of Traditional Owners



The Victoria State Emergency Service respectfully acknowledges Aboriginal and Torres Strait Islander people as the Traditional owners of the land throughout Victoria and acknowledges their ancestors and elders, past, present and emerging.

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Purpose

The purpose of the Community Emergency Risk Assessment (CERA) Online User Guide (The Guide) is to raise awareness of the CERA Enhancement Project and to provide instruction on how to use CERA Online, as all participating municipalities will undertake future risk assessments using CERA Online.

CERA has undergone an enhancement process to replace the previous Excel spreadsheet format with a cloud based online platform. This transition will deliver improvements to the accountability of mitigation activities in the planning phase of emergency management Municipal Emergency Management Planning Committees (MEMPCs). It will assist to monitor and track progress of mitigation activities across any desired timeframe, provide an efficient and effective risk reporting process and visibility to compare data with other councils.

The current scope of the project has incorporated the design, development, customisation and configuration of the CERA Online tool. Subsequent phases of the project may be undertaken where future enhancements have been identified to ensure the product continues to meet user requirements.

Audience

The primary audience of The Guide are VICSES staff, significantly the Operations Officer – Emergency Management (OOEM), municipality personnel and emergency management agencies within a MEMPC undertaking a CERA review.

The secondary audience of The Guide includes any council personnel directed to review the data and perform data analysis to create emergency management reports.

Platform links

The Guide links to the key platform that provides access to the risk assessment process, data and functionality:

CERA Online

Supporting resources

Further information in relation to the project and supporting documents are available at:

- Hub CERA Online
- VICSES Website CERA Online
- EMV resource library
- EM-COP library EM Arrangements

Guide updates

The Guide will be reviewed and updated regularly by VICSES Emergency Management Planning when new and additional information and enhancements are acquired.



CERA is an all hazards risk assessment tool which aims to identify, mitigate and reduce risk. It provides MEMPCs with a framework for considering and improving the safety and resilience of their community from hazards and emergencies, enabling collaborative risk treatment plans and emergency preparedness measures.

The CERA Online tool assists to identify and prioritise emergency risks that are likely to create most disruption to communities. The assessment helps users to identify and describe hazards and assess impacts and consequences based upon the vulnerability or exposure of the community or its functions.

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

How does it work?

The CERA approach combines hazard information and intelligence from a number of sources in order to gain a clear understanding of the elements that define 'risk' within a specific area. These sources include:

- existing 'single hazard' risk assessments, (e.g., the Victorian Fire Risk Register (VFRR), Integrated Fire Management Planning (IFMP) and Flood studies);
- new or existing community profile information, (e.g., Part 2 of Municipal Emergency Management Plans:
- subject matter experts and local community representatives.

Integral to the success of the process are the in-depth discussions that occur between experts, decision-makers and community representatives. The CERA meeting format is designed to promote a collaborative discussion between agencies, experts and community representatives on the ways in which various hazards may affect important assets, values and functions for a defined 'community of interest'. This format enables participants to then identify underlying weaknesses, consequences and long term impacts that may not have been uncovered if discussed in isolation.

During these discussions, participants respond to a number of questions about the defined community, enabling them to describe the factors (i.e., Hazard, Exposure, Vulnerability) that contribute to a particular risk. Participants work to identify key risks by responding to these questions and collectively discussing the issues that arise.

By developing an understanding of the likely impacts and factors that underlie exposure and vulnerability, participants are better placed to describe within their Municipal Emergency Management Plan (MEMP) how they will treat these risks or cope with impacts.

How are risk assessments performed?

Municipalities, agencies and community members should all be engaged as part of the CERA process. The risk assessments are performed under the guidance of a VICSES facilitator at Municipal Emergency Management Planning Committees (MEMPC) level and used to inform their planning, mitigation and response to all hazards. The integrity of the risk assessment outcomes is reliant on having the relevant subject matter experts and agencies in the room to provide key information, guide discussions and assist with validating risks.



What does this mean for your role?

All MEMPC personnel undertaking a CERA can be provided with access to CERA Online during the meeting to undertake the risk assessment process. To streamline this process, any pre-existing data has been migrated into CERA Online to support a smooth user experience. CERA meetings will provide a good opportunity to check and amend any inaccurate data from the migration.

The VICSES OOEM facilitating the meeting will have editing rights to CERA Online, along with other personnel at the discretion of the OOEM to support with data updates and input.

As the tool is online, it is easily accessible, with all data available for live viewing as guided by the meeting or for additional research to support discussion.

Confidentiality of personal information

CERA Online users are required to provide VICSES administration with their personal information including name and email address. This personal information is displayed in the administration component of the portal and therefore only available to VICSES administration.

CERA Online

CERA Online access

CERA Online is accessible via the VICSES website. Links redirecting to the VICSES web page are also available via the EMV resources library and EM-COP library. Clicking on the web links below will take you to the web pages displaying the CERA Online link and other valuable information available to you.

NOTE: If you do not have a CERA Online account please contact your VICSES OOEM in the first instance to discuss your user access, alternatively follow the registration process below.

VICSES website:

CERA (How to find this page from the VICSES home page: Emergency Management Sector > Community Emergency Risk Assessment (CERA).



- Online Clicking on the logo redirects to the CERA Online login page.
- If you do not have a CERA Online account please contact your VICSES OOEM in the first instance.

EMV website:

- **EMV** (How to find this page from the EMV home page: Responsibilities > Emergency Management Planning > Emergency Management Planning Resource Library > Municipal level resources)
- Clicking on the CERA link redirects to the VICSES CERA web page.
- If you do not have a CERA Online account please contact your VICSES OOEM in the first instance.

EM-COP platform:

- **EM-COP** (How to find this page from the EM-COP home page: Library > EM Arrangements > Municipal Risk Assessments (CERA Online).
- Clicking on the CERA Online link redirects to the VICSES CERA web page.
- If you do not have a CERA Online account please contact your VICSES OOEM in the first instance.

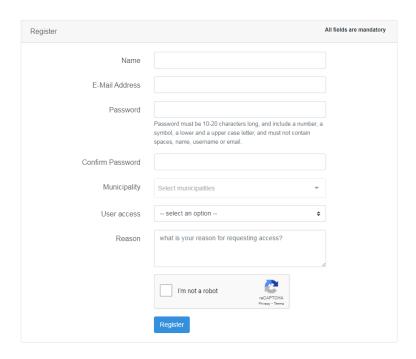
Register

- Click on Register in the top right hand corner and complete the simple form. Please note all fields are mandatory.
- Email address use the email address associated to your role.
- Password create a password that you will use to log in to CERA Online.
- Municipality select one or multiple municipalities you will require access to.
- User access options available:
 - Read only access to view risk assessment summaries, outputs, documents and maps relative to the municipality assigned to users.
 - Edit access to view and edit all data relative to the municipality assigned to users. The VICSES OOEM will confirm this access and will facilitate editing to ensure data is only amended under guidance and as required.
- Identify the reason why you require access, i.e. role within the MEMPC or subject matter expert required to attend CERA meetings.

An email will be sent to the VICSES administration team who will discuss access authorisation with the VICSES OOEM; you will then be notified of the outcome by email.

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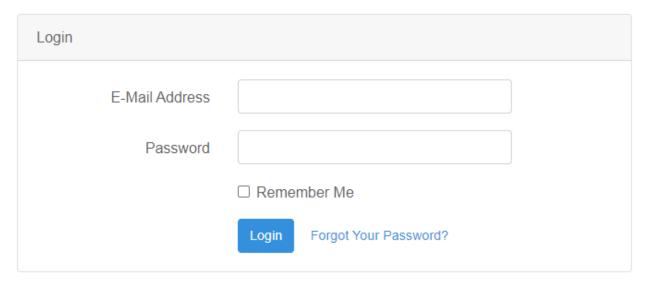






Login

- Once access has been confirmed you are a registered user; use the email address and password you created during the Registration process (above) to login.
- If you forget your password, select Forgot Your Password to reset.



Screen components

Ribbon

The ribbon along the top of each page provides several links back to the Dashboard, a search tool and logout:



Victoria State Emergency Service

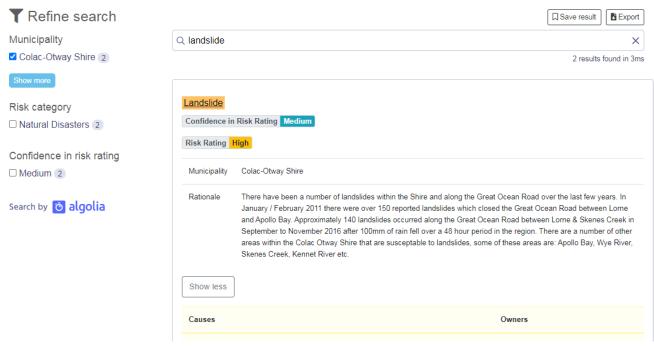


Search

- Type a word in the search tool.
- Search results allow you to further refine the search term by Municipality, Risk category and Confidence in risk rating.
- Summaries of municipality risks can be viewed on this page or click on the search term highlighted in yellow ('Landslide' in the screen shot below), to redirect to the municipality risk dashboard summary. The dashboard summary opens in a new browser window allowing you to cross reference searches and information.
- The **Save result** facility allows you to save the current search, a link is then made available under the **Bookmarks** menu tab.
- Search results can also be exported to an excel spread sheet.

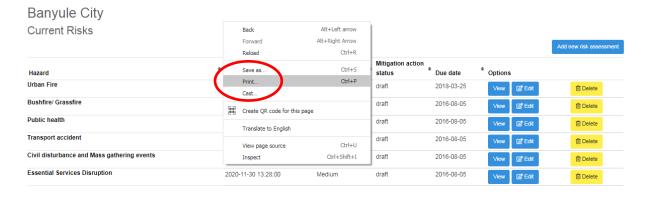


Search



Print

Right click anywhere on the screen to print the page to PDF.





Read Only access

Read Only users will be able to automatically view the data for the municipalities they are registered to access. However, Read Only users can view other municipalities' summary data by using the search functionality.

The menu available includes the following, each of which are defined in more detail below:

- Dashboard
- Risk Assessment
- Map
- Outputs
- Documents
- Bookmarks

Edit access

Edit access will be able to automatically view, edit and update the data for the municipalities they are registered to access.

The menu available includes the following, each of which are defined in more detail below:

- Dashboard
- Risk Assessment
- Map
- Outputs
- Documents
- Bookmarks

Dashboard and Risk Assessment

Dashboard and **Risk Assessment** tabs display the list of municipalities available for viewing. The content includes the current risks identified for the municipality and a dashboard summary that displays the hazard assessment, collaboration, causes, impacts and mitigations.

If a list of municipalities is not visible or inaccurate it may mean the municipalities have not been assigned to your access correctly, please contact your OOEM for assistance.

- On login the Dashboard menu is highlighted.
- Click on the **Municipality name** (blue text) to view the current risk assessments for that municipality.
- Click Dashboard to return to the list of municipalities at any time.



Risk Assessment
Мар
Outputs
Documents
Bookmarks

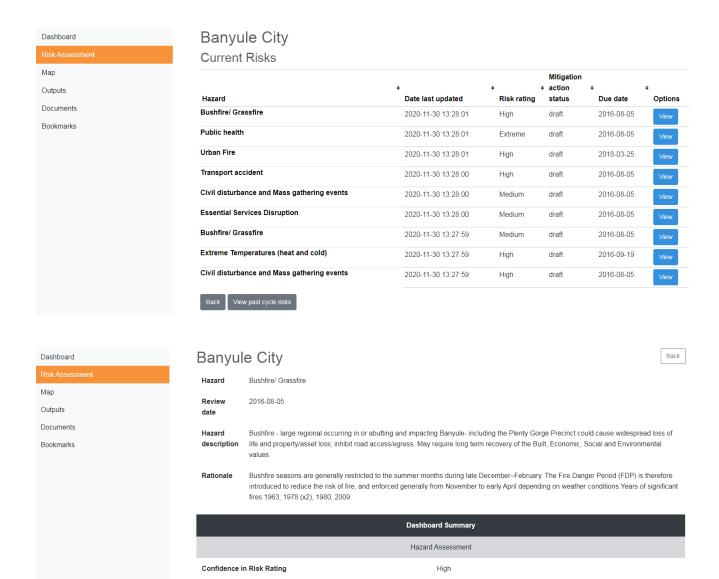
Select a municipality					
Municipality name					
Banyule City					
Greater Geelong City					
Back					

Dashboard					
Risk Assessment					
Мар					
Outputs					
Documents					
Bookmarks					

Select a municipality Municipality name Banyule City Greater Geelong City



- Select View to display the Dashboard Summary, this includes the Hazard Assessment, collaboration, causes, impacts and mitigations.
- Select View past cycle risks to view a list of previous risk reviews.



A history of edits to any given risk assessment can be accessed by users with EDIT access by selecting Edit and scrolling to the bottom.

High

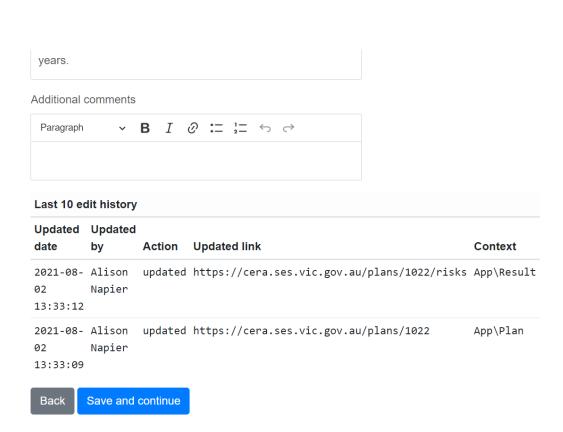
Residual Risk Rating

Maximum Foreseeable Consequence



Banyule City Current Risks





Text Editing

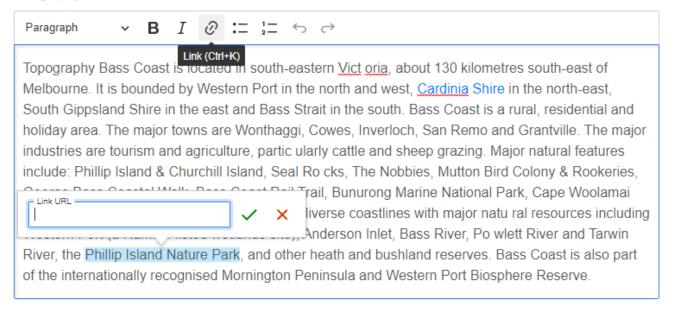
All text editing spaces within CERA Online have basic text styling options including **bold**, *Italics*, bullet points, and numbered lists.

Hyperlinks can also be set by highlighting a word or phrase and clicking the Link button situated next to the Italics button. A web link can then the inserted into the text box that opens and confirmed by clicking the tick.

Hyperlinks will be shown with **blue** text.



Geography



Raise an Issue

The Risk Assessment tab also contains the Raise an Issue button.

This button provides a linkage to Regional Emergency Management Planning Committees (REMPCs) by allowing the user to send an email to a single known member of a REMPC or multiple members.

Banyule City Current Risks





Raise an issue

Banyule City



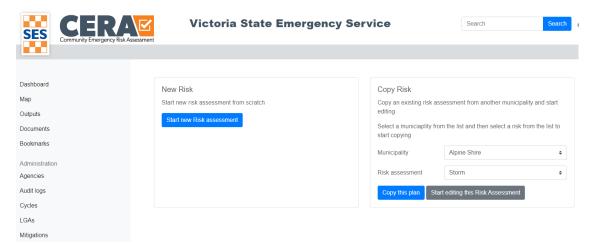
Users may choose to write their own email or choose from a number of templates to edit. Further fields provide more information on what the issue regards.

When Send Issue is selected, an email is sent to the chosen addresses from the CERA system.

Copy Risk Assessments for Cluster Municipalities

When a user selects to create a new risk assessment, a new option is available to copy a risk assessment from another municipality.

- Selecting a municipality and risk assessment and clicking Copy will cause Start Editing this Risk Assessment to appear. Clicking this will start a new risk assessment in your municipality, containing the data from the municipality you selected.
- Users are required to review each section individually to ensure relevant data is edited to fit the municipality you are creating the risk assessment for.
- At the bottom of each section Mark this Section as Reviewed checkbox must be checked to be allowed to move through the risk assessment.

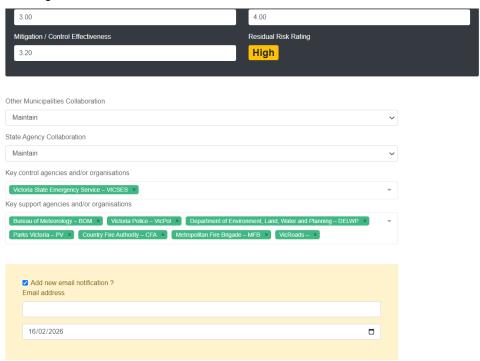




Review and Due Date Notification Emails for Risk Assessments and Mitigation Actions

Risk assessments now have the option to email individuals or groups at set dates as reminders for risk reviews or mitigation action reminders.

- For risk assessment reminders, when entering risk data, a Add new email notification? checkbox is available.
- Checking this will allow you to enter email addresses for notifications to be sent to and the date will automatically be set to 3 years from the date the user is editing the risk assessment. This can be changed to any date desired.
- For mitigation actions, in the mitigations section of the risk assessment, a similar checkbox will be available. No date will automatically be set.
- Should you require multiple notifications to be sent at different dates, you can add a notification for a single date and continue to add further notifications.

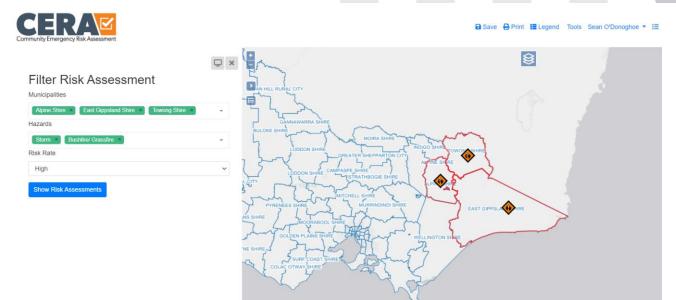


Map

The Map interface provides multiple map layers from various data sources to compare risks and risk ratings across the state and to assist with discussion and decision making.

- Use Filter Risk Assessment to view the data across the state by selecting a hazard(s) and risk rating; this can be filtered to a particular area but filtering by municipality or multiple municipalities.
- Not selecting a risk rating will show filtered risks for selected municipalities at all risk levels. The same applies for hazards with all hazards displayed if no filters are selected.
- Hazards on the map are displayed by icons. All major hazards have specific icons with all others identified with a generic "!" symbol.





- Where multiple hazards exist in a municipality, icons will be collapsed with a number showing the total number of risks. When clicking on a collapsed hazard, icons will expand into a rosette.
- Selecting a hazard will provide some basic information with a link to each hazards respective risk assessment.



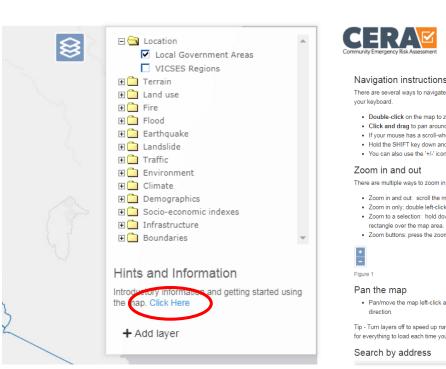
The **Print** button, located at the top right of the map page, allows the user to export the map view into a PDF, PNG or JPG file format, A4-A2 paper size, landscape and portrait, and with the addition of notes.

Clicking Generate Link will provide a link to open the generated file in a new tab to save to your computer or print.





- Click Return to CERA to exit out of maps and return to the dashboard screen.
- Select **Click Here** to open **Navigation instructions** for further information on getting started and using the map. This also identifies what the various icons do on the page.



B Save B Print ■ Legend Tools Read Only ▼ \$

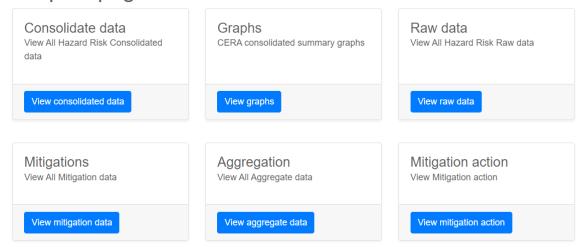


Outputs

The Outputs page brings all the data together for viewing and downloading to excel spread sheets to support further documents and reports.



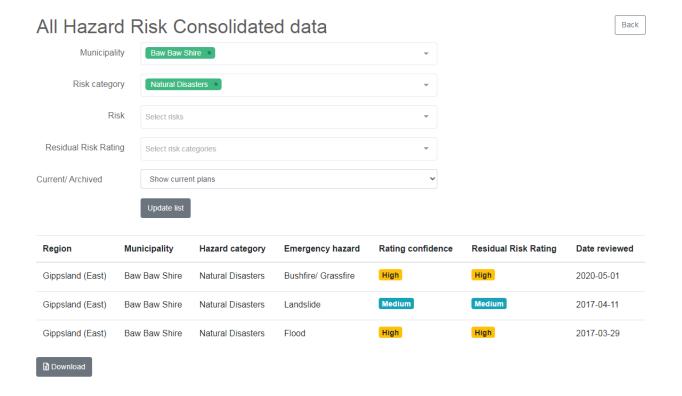
Outputs page



Consolidate data

Filter a range of municipalities to view consolidated data of hazards and associated ratings from risk reviews.

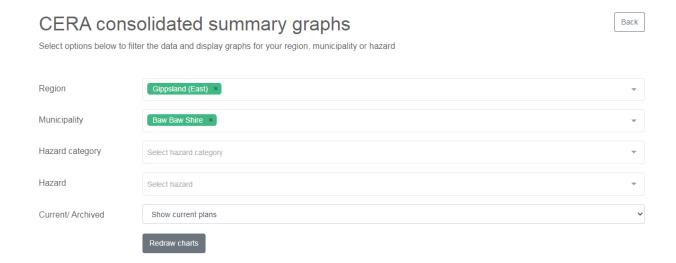
- Using the drop down menus, select the required data from each list or start typing in the box to display relevant words.
- Click Update list to update and display the selected content.
- Select **Download** to produce an excel spread sheet displaying the consolidated data for further manipulation.



Graphs



Filter the region, municipality and hazard category to display a pie and bar graph and heat map.



Pie Chart

Count of hazard category:

- Hover over the pie chart to display the chart tools.
- Click on a hazard category on the chart to display an individual hazard category; click on the individual hazard to return the display to the former graph.



Count of hazard category



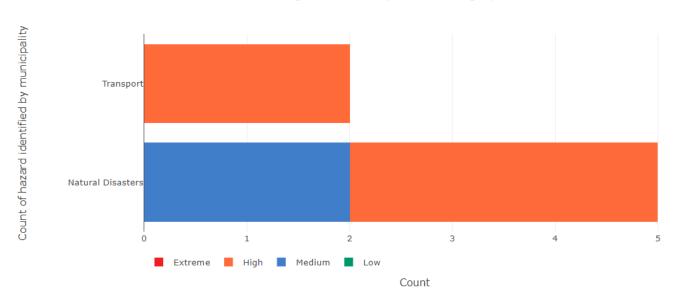


Bar chart

Displays rating confidence by hazard category:

- Hover over the bar chart to display the chart tools and rating confidence by hazard categories.
- Select the camera icon to download the graph as a .png file.

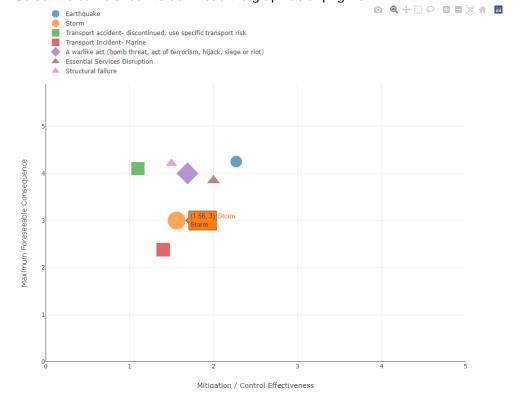
Rating confidence by hazard category



Heat map

Displays the connection between mitigation/control effectiveness and maximum foreseeable consequence:

- Hover over the heat map to display the heat map tools.
- Hover over the heat map symbols to display the hazards and axis details.
- Select the camera icon to download the graph as a .png file.

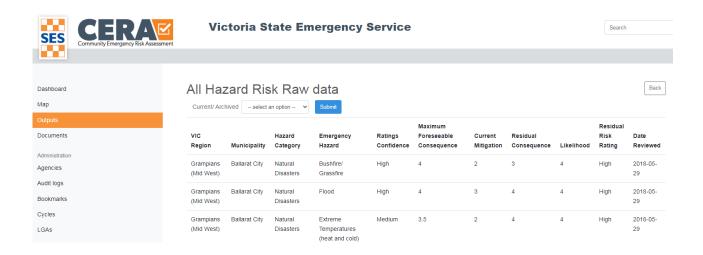




Raw Data

Raw data displays all current and archived hazard risk data available throughout CERA Online for download.

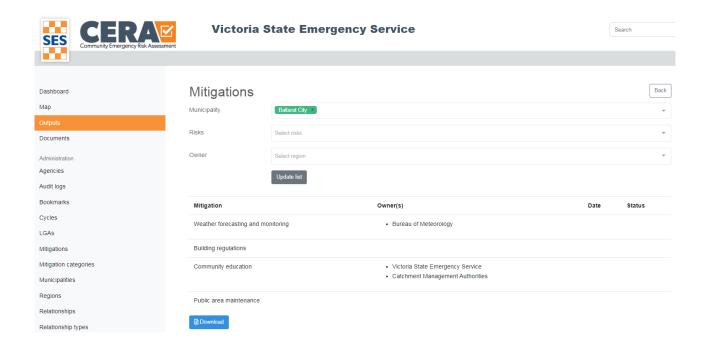
- Select current or archived plans from the drop down menu, click on submit to display the raw data in a table format.
- Select Download to produce an excel spread sheet displaying the raw data for further manipulation.



Mitigations

Identified mitigations associated to risks and the owners of the mitigation can be viewed by municipality.

- Select one or a range of municipalities, risks and owner to view in a table format
- Select Download to produce an excel spread sheet displaying the data for further manipulation.

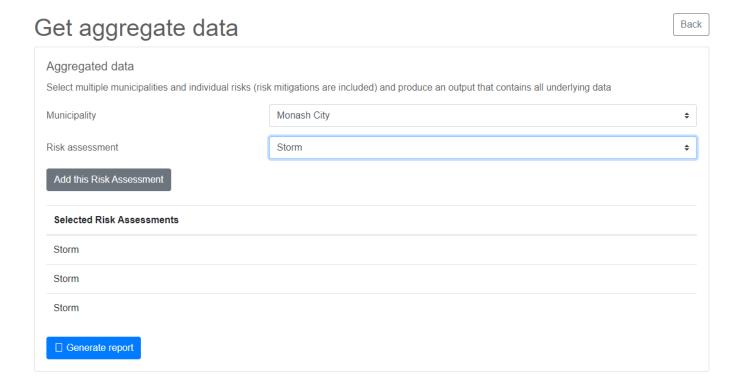




Aggregation

This output exists to allow the user to view risk assessment data in one space, from multiple municipalities and hazards.

- Selecting one municipality and hazard at a time and clicking Add this Risk Assessment will add it to the report.
- Once you have added all risk assessments you wish to view, click Generate Report and the screen will populate.



Mitigation Action

This output allows users to track the progress and status of mitigation actions identified within risk assessments.

- Selecting a municipality and clicking Get the Report will generate the report.
- This output can also be exported to excel, word or PDF.
- Mitigations are colour coded based on the time until their due date. Green = On track, Yellow = 3 months from due date, Red = Either risk assessment is due to be completed or is overdue.
- This output also shows which user updated the action last and on what date.



Mitigation Tracking Shire of Barney 16-02-2023						Export to Word	
# Risk ID	Mitigation Action	Risk	Comment	Status	Start date	Due/ Review date	Last editor + edit date
1822	Community education	Extreme Temperatures (heat and cold)	Early warning of heatwave events with mitigation actions for the general public	Existing	08-10- 2021		08-10-2021
1823	Insurance	Bushfire/ Grassfire			08-10- 2021		08-10-2021
1825	Community education	Civil disturbances		New Started	15-10- 2021	29-10-2021	15-10-2021
1836	Community alerts & warnings	Fire- Structural/ House fire	TEST	New Started	12-12- 2022	31-01-2023	Sean O'Donoghoe 12-12-2022
1836	Community meetings	Fire- Structural/ House fire	TEST	Existing	12-12- 2022	12-12-2022	Sean O'Donoghoe 12-12-2022
1836	Agriculture management	Fire- Structural/ House fire	TEST		12-12- 2022	12-12-2023	Sean O'Donoghoe 12-12-2022
1840	Emergency Services Response Framework	Transport accident- Aircraft	TEST	New Not Started	07-02- 2023	08-05-2024	Sean O'Donoghoe 07-02-2023

Documents

Read Only users have the ability to upload new documents and download any previously uploaded.



Bookmarks

Bookmarks are a list of saved search results using the search functionality:

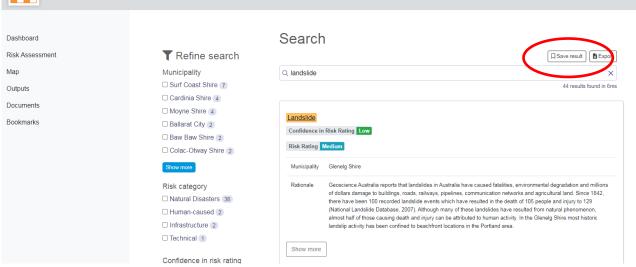
- Using the Search functionality creates a screen with all data including the search term.
- A Save result facility allows you to save the current search, a link is then made available under the **Bookmarks** menu tab to refer to again.





Victoria State Emergency Service





Dashboard
Risk Assessment
Map
Outputs
Documents
Bookmarks

Bookmarks

- https://cera.ses.vic.gov.au/search?PROD_plans%5Bquery%5D=flash%20flooding
- https://cera.ses.vic.gov.au/search?PROD_plans%5Bquery%5D=landslide
- https://cera.ses.vic.gov.au/search?

 $PROD_plans\%5B refinement List\%5D\%5B municipality.name\%5D\%5B0\%5D = Baw\%20Baw\%20Shire\&PROD_plans\%5B query\%5D = algae to the property of the pr$

