

MEMP Flood and Storm Sub-Plan

A Sub-Plan of the Municipal Emergency Management Plan

City of Port Phillip

Version 8.4

Reviewed August 2026



Acknowledgement of Traditional Owners

The Port Phillip Municipal Emergency Management Planning Committee respectfully acknowledges the Traditional Owners of this land, the people of the Kulin Nation. We pay our respect to their Elders, past and present. We acknowledge and uphold their continuing relationship to this land.

To find out more visit [First Peoples local history and culture - City of Port Phillip](#).

Acknowledgements

The Port Phillip Municipal Emergency Management Planning Committee acknowledges that whilst disasters affect everyone, their impact is not equal. We recognise that certain communities bear a disproportionate burden, experiencing heightened vulnerability and underrepresentation in disaster and emergency management. This includes Australia's First Peoples, women and girls, LGBTIQ+ individuals, culturally and linguistically diverse (CALD) communities, people with visible and invisible disabilities, children, young people, men, and those facing compounded challenges due to intersecting factors such as race, gender, age, and disability.

We commit to engage with and learn from all community members to leverage local knowledge and strengths to co-create and empower community-led, place-based risk reduction initiatives. We are dedicated to integrating intersectional perspectives, particularly those of marginalised individuals and communities, to enhance decision-making throughout all stages of emergency and disaster management: mitigation, planning, preparedness, response, and recovery. By fostering collaboration and resource-sharing within our community, we can build resilience and work towards a more just and equitable future.

We acknowledge the member agencies and individuals for the work and commitment in developing this plan, along with the use of the photographs in this publication.

Authority

The Flood and Storm Sub-Plan has been prepared by VICSES on behalf of, and in collaboration with the City of Port Phillip Municipal Emergency Management Planning Committee (MEMPC). It was prepared in accordance with, and complies with the requirements of the *Emergency Management Act 2013* including having regard to the guidelines issued under section 77, [Guidelines for Preparing State, Regional and Municipal Emergency Management Plans](#) (the Guidelines).

It was endorsed by the City of Port Phillip Municipal Emergency Management Planning Committee on June 2026 as a Sub-Plan to the [City of Port Phillip Municipal Emergency Management Plan](#) (MEMPC). A Statement of Assurance for this plan was approved by the Southern Metro Emergency Management Planning Committee on August 2026

This Sub-Plan was published on the [VICSES website](#) on September 2026.

Any printed hard copies of this Flood and Storm Sub-Plan are considered 'uncontrolled documents' and may not reflect the most current or updated version.

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1. INTRODUCTION

1.1 Aim

The aim of this MEMP Flood and Storm Sub-Plan (MFSSP or the 'Sub-Plan') is to detail the local arrangements for before, during and after flood and storm incidents within the City of Port Phillip municipal footprint.

1.2 Objectives

The objectives of this Sub-Plan are to:

- Ensure alignment with the State Emergency Management Planning Framework and integration with broader emergency management arrangements and supporting documentation
- Identify and assess the flood and storm risks which may impact the people, property and/or the environment in the City of Port Phillip municipality area
- Support the implementation of measures to avoid or minimise future risks and reduce existing risks giving consideration to the causes and consequences of storm and flood incidents within the municipal area
- Manage residual risks including on how to access better information which can reduce the consequences of flood events

1.3 Authorising environment

This is an updated version of this City of Port Phillip MEMP Flood and Storm Sub-Plan (MFSSP). It replaces and supersedes the City of Port Phillip Flood and Emergency Plan - Updated Feb, 2019

Comments and feedback on this Sub-Plan are welcome and should be sent to the MEMPC Chair.

This MFSSP is a Sub-Plan to the [City of Port Phillip Municipal Emergency Management Plan \(MEMP\)](#) and aligns with the MEMP. It is consistent with the [State Emergency Management Plan \(SEMP\)](#), and in alignment with the core capabilities of the [Victorian Preparedness Framework](#).

The City of Port Phillip MEMPC is the owner of this MFSSP, pursuant to *Part 6A* of the *Emergency Management Act 2013* (as amended).

To the extent possible, this Sub-Plan does not conflict with, or duplicate, any other plans in relation to emergency management that are currently in force within Australia as per the *Emergency Management Act 2013 60AC(c)*.

Section 60AI (2) of the *Emergency Management Act 2013* allows the MEMPC and Emergency Management Victoria to exclude information that is related to critical infrastructure, personal information or information that is of a commercially sensitive nature.

In accordance with its roles and responsibilities set out in the [SEMP](#), the Victoria State Emergency Service (VICSES) has prepared this plan in collaboration with the MEMPC. It takes into account the outcomes of the Community Emergency Risk Assessment (CERA) process undertaken by the MEMPC.

Depending on the specific needs of the municipality, engagement for this plan may be coordinated through the MEMPC, a dedicated working group or a committee such as the Municipal Flood & Storm Planning Sub Committee (MFSPC), with input from subject matter experts.

Membership of the Flood and Storm Planning Sub Committee (MFSPSC) comprises of the following representatives from the following agencies and organisations. Additional members may be requested to attend dependent on the context and requirements of each meeting.

- Chairperson - VICSES Operations Officer Emergency Management
- VICSES Port Phillip representative (unit controller)
- City of Port Phillip Municipal Emergency Management Officer (MEMO)
- City of Port Phillip Municipal Recovery Manager (MRM)
- City of Port Phillip Drainage Management Team
- Victoria Police (Municipal Emergency Response Coordinator)
- Melbourne Water as required
- Other agencies as required

1.4 Exercise, evaluation and review

This plan will be reviewed and updated at least every three years, with consideration given to earlier revisions as required to ensure the plan provides for a current, integrated, coordinated, and comprehensive approach to flood and storm emergencies, and consideration of potential escalation of climate-related hazards.

Earlier reviews may be triggered by this plan being applied in a major emergency or exercise or following a flood study, a significant change in flood mitigation measures, a substantial change to relevant legislation or arrangements, including the [SEMP](#).

1.4.1. Exercise

The MEMPC is responsible for organising exercises to test this plan, which should be conducted within the plan's lifecycle. Ideally, these exercises will be scheduled shortly before the period of highest risk for floods and storms. This Flood and Storm Sub-Plan will be tested as part of future flood and/or storm events and lessons from these events will be embedded into this plan.

This Sub-plan was tested during the February 2024 Victorian Storm Event, with lessons learned incorporated into this version. Further learning opportunities have also been provided through activities such as the Exercise Gumboots which occurred in April 2025. A list of significant events for the City of Port Phillip is detailed in 2.3 – History of Municipal Flood and Storm Emergencies.

1.5 Audience and linkages

1.5.1. Audience

The audience of this Sub-Plan is local government and agencies within the emergency management sector in the City of Port Phillip, including business and community groups who hold a significant role in the management of the flood and storm emergencies. Although the wider community is not the primary audience, community members may find the contents of this plan informative.

1.5.2. Linkages

This Sub-Plan does not operate in isolation and is integrated within the broader emergency management planning framework, which guides flood and storm management at the State, Regional, Municipal and Local level.

This plan refers to a range of existing resources relating to floods and storms and accords with the direction set through related plans and policies and provides links to where the reader can obtain further information.

Readers may require a login to access operational or sensitive information, such as for documents saved on the Emergency Management Common Operating Picture ([EM-COP](#)), or information saved on VICSES Intranet, including Standard Operating Procedure (SOPs). Information contained within the VICSES Intranet, including Standard Operating Procedures (SOPs), is intended for VICSES members. Where access is required for operational purposes, readers should contact their VICSES representative.

The Sub-Plan is consistent with and subordinate to:

- [State Emergency Management Plan](#)
- [SEMP Flood Sub-Plan](#), [SEMP Storm Sub-Plan](#)
- The Southern Metro [Region Emergency Management Plan](#) (REMP)
- The Southern Metro [Region Flood Sub-Plan](#), [Storm Sub-Plan](#)
- The [Municipal Emergency Management Plan](#)

The following documents support and supplement this plan:

- Flood Intelligence and VICSES Response Arrangements for Flood and Storm in City of Port Phillip. These Annexures may contain operational or sensitive information and may be obtained through a VICSES representative as required.
 - § Annex A – Flood and Storm threats for Municipality
 - § Annex B – Typical flood peak travel times
 - § Annex C – Localities and at-risk communities
 - § Annex D – Maps and schematics
 - § Annex E – Storm Damage Specific Response Arrangements
 - § Annex F – Public Information and warnings
- [Community Local Flood Guides](#)
 - § Balaclava and St Kilda Local Flood Guide
 - § South Melbourne Local Flood Guide
 - § Elwood Local Flood Guide

1.5.3. Hyperlinks

Documents or resources that are referred to frequently throughout this plan (such as the [SEMP](#)) have been hyperlinked.

All hyperlinks were accurate at time of publication and currency of the linked content remains the responsibility of the host agency.

2. THE EMERGENCY CONTEXT

2.1 Risks

The City of Port Phillip is vulnerable to severe weather and flooding throughout the year. A Community Emergency Risk Assessment (CERA) conducted by the MEMPC has identified storm (including heavy rain leading to flash flooding) as a high residual risk rating and a key risk to the community.

The City of Port Phillip lies on the northern edge of Port Phillip Bay, to the south of the Melbourne central business district. It is approximately 21 km² in area with 11 km of foreshore and it has a population of 103,550 people (2021 Census Data). Approximately 35% of the Municipality is three metres or less above sea level and the terrain is relatively flat. Flooding issues that have occurred within the City of Port Phillip include floods caused by high tides, floods due to pipe blockages and floods associated with intense rainfall events.

The predominant land use is residential with a high proportion of flats and high rise accommodation. However, there are significant pockets of light and medium industry, notably in South Melbourne and Port Melbourne. The area has been extensively developed which reflects its location as an inner suburb of Melbourne. There are also areas of commercial offices, particularly along St Kilda Road and Queens Road. Albert Park Lake and the surrounding park land are also located in the municipality.

The City of Port Phillip drainage infrastructure was largely installed in the late 1800's to the mid 1900's, to standards and requirements applicable at the time. Since the installation of the drainage system the City of Port Phillip has seen intense development and, in many situations, the existing drainage does not cater for the requirements of today or meet today's design standards.

For more detailed information refer to **Annex A – Flood and Storm threats for Municipality.**

2.1.1. Riverine flooding

Within the municipality, large severe floods generally occur as a result of a moist warm airflow from northern Australia bringing moderate to heavy rainfall over a period of 12 hours or more following a prolonged period of general rainfall. The period of general rainfall “wets up” the catchments and (partially) fills both the on-stream dams and the natural floodplain storage. These combine to increase the runoff generated during the subsequent period of heavy rainfall.

Large but less severe floods result from sequences of cold fronts during winter and spring that progressively wet up the catchments and fill the on-stream dams and the natural floodplain storage. Prolonged moderate to heavy rain leads to major flooding.

The predominant watercourse through the City of Port Phillip is Elwood Canal. The Elwood Canal is fed by the Elsternwick Main Drain which is in turn fed by Elster Creek. A schematic of the Elwood Canal/Elsternwick Main Drain/Elster Creek drainage network can be found in **Annex D – Maps and Schematics.**

2.1.2. Flash flooding

Short Duration, high intensity rainfall (usually associated with thunderstorms) can cause localised flooding within the municipality along overland flow paths when the local urban drainage system surcharges. Such events, which are mainly confined to the summer months, do not generally create widespread flooding since

they only last for a short time and affect limited areas. Flooding from these storms occurs with little warning and localised damage can be severe.

High intensity rainfall such as associated with thunderstorms giving average rainfall rates of more than 20mm/hour for an hour or more is likely to lead to flash flooding and / or overland flows, across the municipality.

Blocked or capacity impaired stormwater drains can also lead to overland flows and associated flooding, as the drain surcharges and excess water flows above ground.

2.1.3. Tidal Flooding and Storm Surges

Moderate to heavy rainfall, coupled with a high or incoming tide from Port Phillip Bay can exacerbate flooding within the municipality or create areas of flooding in and around the drainage network. Due to the proximity of the Municipality to Port Phillip Bay and its flat terrain, tidal flows from Port Phillip Bay may reduce the capacity of the stormwater drains to discharge runoff back into the bay, while extreme storm events can cause backflow to the point where water surcharges back above ground around the drainage pits and channels.

2.1.4. Storms

Severe thunderstorms and its associated weather conditions such as a tornado or microburst may have the same effect on the community and the natural environment. The difference is likely to be in terms of the geographic expanse. A severe thunderstorm can move over a large part of the land mass whereas in Victoria, a tornado or microburst is likely to be heavily concentrated in a small geographic area affecting one or two localities.

Consequences of storm damage typically involve the following:

- Wind damage to residence and buildings
- Fallen trees damaging buildings and blocking roadways
- Flooding
- Road damage and road closures
- Power outages
- Telecommunications outage
- Impacts on a wide range of critical infrastructure
- Entrapment of people in vehicles or in homes

The increased use of basement car parking in new residential and commercial developments has contributed to local flood risk. These areas are particularly vulnerable to rapid inundation during storm events, especially when drainage systems surcharge or overland flow occurs. They are also susceptible to pump failure, either due to poor maintenance or power outages.

Destructive winds can also cause damage to high-rise buildings, including dislodgement of building materials such as cladding, glass and solar panels which can pose safety hazards for pedestrians and building occupants.

2.2 Identified High Risk Flooding Locations

Within the City of Port Phillip municipality, there are several identified high-risk flooding locations that are known to experience periodic flooding during rainfall and storm events.

- York Street Underpass – Susceptible to rapid inundation during periods of rainfall
- Elwood Canal at Wave Street – Prone to overland flow – Refer to section 3.5.1 Elwood Canal Flood Warning Lights
- Elwood Canal at Foam Street – Prone to overland flow - Refer to section 3.5.1 Elwood Canal Flood Warning Lights

Further detail on these locations, along with associated flood intelligence cards, is provided in **Annex C – Localities and At-Risk Communities**.

2.3 History of Municipal Flood and Storm emergencies

The [MEMP](#) details a brief history of all major emergencies that has happened within the municipality.

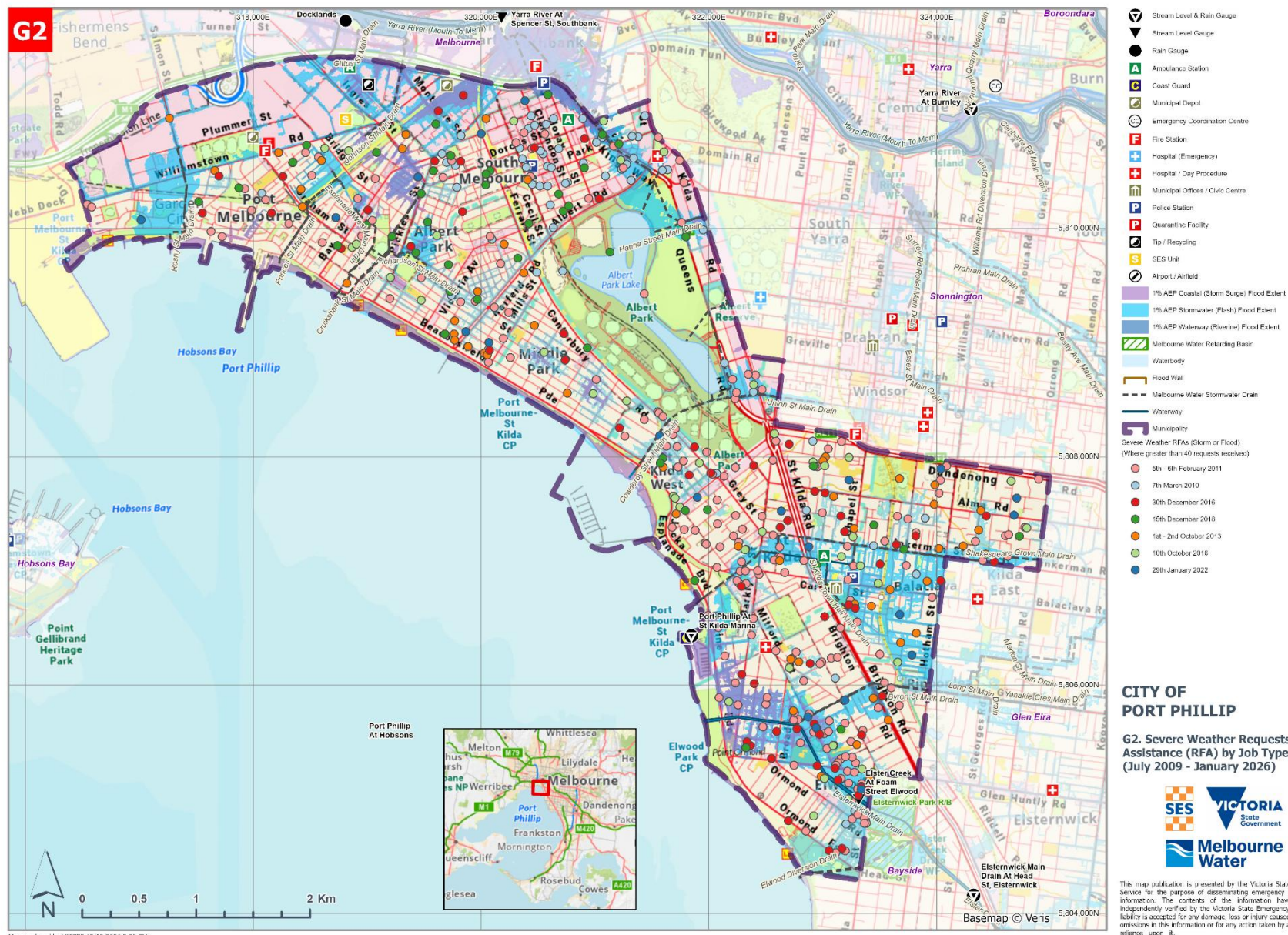
Typically, VICSES Port Phillip Unit would expect to be impacted by a large storm event on average once a year (more than 50 Requests for Assistance (RFA) per event) for incidents within the City of Port Phillip, with a number of months resulting in 70+ RFAs during periods of La Nina weather patterns.

A Request for Assistance (RFA) is a call for VICSES support made by the public, other agencies, or VICSES members, with multiple RFAs potentially relating to a single incident.

Since 2009, the following larger storm events have occurred in the City of Port Phillip:

- March 2010 – Hailstorm and flash flooding event that caused significant damage in South Melbourne, Southbank and Melbourne. Over 90 Requests for Assistance to VICSES Port Phillip Unit.
- February 2011 – flash flood event that caused damage to property and infrastructure from rapid water rises and drainage challenges resulting in over 230 Requests for assistance to VICSES Port Phillip Unit.
- October 2013 – Windstorm event that saw 92 requests for VICSES Port Phillip Unit for trees down and building damage.
- October 2016 – Severe weather event with fierce winds led to many RFAs for building damage and tree down related issues, which led to secondary traffic issues and road closures as a result of trees across roads.
- October / November 2021 – Severe Storm resulting in 55 RFAs for VICSES Port Phillip Unit for building damage and trees down as well as disruption to power and other services.
- January 2022 – Severe Weather event that saw over 60 RFAs to the VICSES Port Phillip Unit for impacts relating to both wind and rain.
- February 2024 – Severe thunderstorms which saw damaging and destructive winds, heavy rainfall, and large hailstones which had widespread impacts, with power outages affecting more than 535,000 customers across the state. VICSES received over 6,700 RFAs, with VICSES Port Phillip Unit receiving 50 requests.
- August/September 2024 – Protracted Windstorm event that saw 79 requests to the VICSES Port Phillip Unit received primarily for property damage and trees down.

The following map indicates where the hot spots have been for historic storms of significance that have generated a larger than normal number of RFA. Note that while the map is based on historic data, a severe storm can affect any part of the municipality.



3. MANAGING FLOOD AND STORM EMERGENCIES

3.1 State Emergency Management Priorities

The State Emergency Management Priorities that are outlined in the [SEMP](#) guide all decisions before, during, and after any emergency, and apply to all aspects of this plan.

3.2 Roles and Responsibilities

An agency that has a role or responsibility under this plan must act in accordance with the plan.

There are a number of agencies with specific roles that will act in support of VICSES and provide support to the community in the event of a serious storm and/or flood within the City of Port Phillip Municipality. These agencies will be engaged through the Incident Emergency Management Team (IEMT).

The general roles and responsibilities of supporting agencies are as detailed in the, [SEMP](#), [SEMP Flood Sub-Plans](#), [SEMP Storm Sub-Plan](#) and [MEMP](#).

3.3 Mitigation and Preparedness

3.3.1. Southern Metro Floodplain Management Strategy

The Victorian Floodplain Management Strategy sets the policy and accountability framework for flood related mitigation activities in Victoria. The [Melbourne Water Flood Management Strategy](#) sets out the implementation of flood mitigation activities for the Region, including for the City of Port Phillip.

3.3.2. Structural flood mitigation measures

Structural flood mitigation measures are any physical construction to reduce or avoid possible impacts of flood hazards, or the application of engineering techniques or technology to achieve flood hazard resistance and resilience in structures or systems.

For more detailed Flood Intelligence and VICSES Response arrangements surrounding structural flood mitigation measures refer to **Annex C – Localities and At-Risk Communities** in the Flood Intelligence and VICSES Response Arrangements for Flood and Storm in City of Port Phillip.

3.3.3. Planning controls

Flood mitigation within the municipality is supported through planning scheme controls such as the Land Subject to Inundation Overlay (LSIO), Floodway Overlay (FO), and Special Building Overlay (SBO), which guide development in flood-prone areas. These overlays help manage flood risk by ensuring appropriate building siting, floor levels, and drainage requirements. The planning controls work alongside building regulations and the National Construction Code to support safer, more resilient development across the municipality.

Planning overlays play a critical role in reducing flood risk by mandating floor levels above the predicted flood level, requiring new developments to incorporate adequate drainage measures, and protecting overland flow paths from being obstructed.

City of Port Phillip, City of Melbourne and Melbourne Water, have created the [Good Design Guide for Buildings in Flood Affected Areas](#). Designed to assist applicants and decision makers in flood prone parts of Fishermans Bend, Arden and Macaulay urban renewal areas, the guide contains written and visual examples for new development, to help make sure buildings and public spaces are safe, accessible to all, and have good urban design.

3.3.4. Drainage Asset Maintenance

Routine drainage management of Council assets, including maintenance and cleaning, is regularly undertaken by the City of Port Phillip. Additional details can be found in Council's Asset Management Plan contained within the [Plan for Port Phillip](#).

Melbourne Water is responsible for the maintenance and operation of the regional drainage network, including major drains, waterways, wetlands, retarding basins and associated drainage control infrastructure. Maintenance activities include routine inspections, desilting, debris removal, and the operation of pumping stations and flow-control assets to support flood mitigation across the municipality. This work is undertaken in coordination with local councils, which manage local drainage assets.

3.4 Community Resilience

A resilient community is socially connected and has infrastructure that can withstand disaster or shocks and foster community recovery. Resilient communities promote individual and community wellbeing, use of available resources and cohesiveness to strengthen their communities for everyday, as well as extreme challenges.

3.4.1 Flood and Storm specific community engagement and programs

Community education and engagement is a vital component in the community understanding risks and preparing for emergencies. The development of relevant and appropriate community resources and activities empower the community and enhance their resilience through being well informed and therefore being equipped (emotionally and physically) for an emergency.

VICSES with the support of the MEMPC and other emergency management services/agencies will coordinate and collaborate targeted community flood and storm engagement programs to engage the community through:

- Community programs and projects
- Community events
- Media (e.g. social media, [VICSES website](#), print and publications)
- Local Flood Guides

As with all hazards, the effects of floods and storms on the community cannot be fully mitigated. As such, it is imperative that there is a shared and individual responsibility for action and all of society taking responsibility for preparing for disasters which for community members may include:

- Being aware of their flood risk and undertaking preparedness activities such as developing a home emergency plan and emergency kit – see the [VICSES website](#) or [Are you prepared for an emergency website](#)
- Staying informed via [Vic Emergency](#) and following advice from emergency services when responding to warnings

- Developing Community Emergency Management Plans (CEMPs)

Refer to the [MEMP](#) for more detailed municipal level community engagement programs.

3.5 Public information and warnings for flood and storm emergencies

The SEMP Flood Sub-Plan and the SEMP Storm Sub-Plan detail the arrangements for public information and warnings for flood and storm. VICSES SOP008 Severe Weather Notification and Activation Process and VICSES SOP009 Flood Notification and Activation Process outline in detail the actions that VICSES will undertake upon receipt of a Severe Weather Warning or Flood Watch/Flood Warning from the Bureau of Meteorology.

Details on Warnings issued by VICSES through [VicEmergency](#) and VICSES channels, including for areas or impacts not covered by a Bureau warning, are outlined in **Annex E - Public Information and Warning Systems**.

The Incident Controller (IC), through the Public Information Unit established at the Incident Control Centre (ICC), will manage public information and warnings. If the ICC is not established, the VICSES Regional Duty Officer (RDO) and VICSES Regional Agency Commander (RAC) are responsible for managing all public communication. The City of Port Phillip Council will work with the IC/VICSES to assist with the dissemination of public messaging and/or warnings to ensure that consistent and timely messaging occurs.

3.5.1 Elwood Canal Flood Warning Lights

Within the City of Port Phillip municipality, an automated flood-warning system for Elwood Canal has been installed, with flashing warning lights located at Foam Street and Wave Street. These lights activate when Elwood Canal reaches predetermined flooding levels, providing visual alerts to the public of hazardous flooding conditions over the roadway. The system is supported by linked SMS notifications to relevant personnel, ensuring awareness and response during flooding events

Additional details regarding the flood warning lights are detailed in **Annex E - Public Information and Warning Systems**.

3.6 Flood Intelligence

Flood intelligence supports decision making and planning for flooding by providing reliable and accurate information relating to:

- The expected level, depth, and velocity of floodwater and its consequences
- Determination of actions to be undertaken in response to the identified consequences

The Department Energy, Environment and Climate Action (DEECA) maintains the [FloodZoom](#) flood intelligence platform. Inquiries regarding FloodZoom access should be directed to accounts@floodzoom.vic.gov.au.

For more detailed Flood Intelligence and VICSES Response arrangements refer to **Annex C – Localities and At-Risk Communities** in the Flood Intelligence and VICSES Response Arrangements for Flood and Storm in City of Port Phillip.

3.7 Cross-border Collaboration

City of Port Phillip is a signatory to both the Southern Metropolitan Region Municipal Emergency Management Enhancement Group (SMR MEMEG) and the Municipal Association of Victoria (MAV) Protocol for Inter-Council Emergency Resource Sharing. These protocols provide a framework to support coordinated access to resources across councils when local capacity is exceeded during flood or storm events.

3.8 Area of Operations

The area of operations concept is detailed within the [SEMP](#) and provides flexibility to managing flood and storm response when it is geographically located across several municipalities where it encourages collaboration between municipalities as part of the Victoria's [emergency management planning framework](#) and the [Victorian Preparedness Framework](#).

3.9 Local Knowledge

As the control agency for flood and storm in Victoria, VICSES is committed to ensuring the incorporation of local knowledge in decision making before, during and after incidents. This is guided by the VICSES policy 10.02 Local Knowledge.

Local knowledge is a critical element of planning. The community and other organisations can provide valuable local information about hazards, incidents and how they may evolve. This information is commonly referred to as local knowledge. This plan aims to ensure that planners and responders capture appropriate local knowledge before, during and after incidents.

As an incident escalates from local control to a larger incident management structure, it is essential that local knowledge capability is retained within the overall structure. This should include how local subject matter experts are embedded into divisional and sector command structures.

3.9.1. Field Observers

Field Observers provide local knowledge to VICSES and the Incident Control Centre regarding local insights and the potential impacts and consequences of an incident and may assist with the dissemination of information to community members.

VICSES SOP073 Field Observer outlines the role of the Field Observer and process for their activation which is via the VICSES RDO.

3.10 Response (including relief)

3.10.1. Activation of Response

VICSES may be notified of flood and storm incidents through several sources, but the most common source is calls received via 132 500 or if the emergency is life threatening, Triple Zero (000). Other sources are via other emergency management agencies and local government. In most cases, these events are of a small scale, which local VICSES units manage without significant outside support. In the initial response phase, units will typically respond in a business-as-usual mode, typically attending events in order of receipt or priority. This is in accordance with the VICSES Operations Management Manual.

In the case of more significant event, such as an incident that has high complexity and may have statewide implications, IC, RDO or RAC will activate agencies as required and as documented in the SEMP Flood Sub-Plan or SEMP Storm Sub-Plan.

3.11 Concept of Operations

The [SEMP](#) defines the responsibilities of the Incident Controller (IC), Incident Control Centre (ICC), Incident Management Team (IMT) and Incident Emergency Management Team (IEMT).

3.11.1. Control

Sections 5(1)(b) and 5(1)(c) of the Victoria State Emergency Service Act 2005 detail the authority for VICSES to respond to storms and floods.

The Role Statement within the SEMP identifies VICSES in its response functions as the [Control Agency for flood and storm](#). It identifies DEECA as the [Control Agency responsible for dam safety as well as reticulated water and wastewater \(sewerage\) service](#).

All flood and storm response activities within the City of Port Phillip including those arising from a dam failure or retarding basin / levee bank failure incident will therefore be under the control of the appointed Incident Controller, or delegated representative.

3.11.2. Incident Control Centre (ICC)

The ICC may be activated in readiness based on the forecast weather hazards, potential consequences and in accordance with following readiness arrangement doctrine:

- VICSES readiness and response triggers *table 1* – flooding within the [SEMP Flood sub-plan](#).
- VICSES readiness response triggers summary *table 1* – severe weather within the [SEMP Storm sub-plan](#).
- [JSOP J02.03 - Incident Management Team Readiness Arrangements](#)

VICSES Regional Command will then use this intelligence to determine the Readiness Level in line with JSOP2.03 Incident Management Team Readiness Arrangements and the VICSES Readiness and Activation Levels.

Procedures for transferring incident control from an initial or field-based Incident Controller to an ICC-based Incident Controller are specified in [J03.15 - Transfer Of Control And IMT Relocation for Class 1 Emergencies](#).

ICCs have been pre-determined and described in the Southern Metro REMP.

3.11.3. Divisional/Sector command points

To ensure that effective Command and Control arrangements are in place, the IC may establish Divisions and Sectors depending upon the complexity of the event and resource capacities.

The location of Divisions and Sectors are chosen based on their suitability for maintaining operations during a flood and/or storm may differ from those used in other types of emergencies. The IC may establish Divisions and Sectors at the following locations to assist with the management of flooding within the Municipality. The following location could be utilised as a **divisional** command point:

- § VICSES Glen Eira Unit - 92 Bignell Road, Bentleigh East

§ VICSES Chelsea Unit - 13 Ashley Park Dr, Chelsea Heights

The following location could be utilised as a **sector** command point

§ VICSES Port Phillip Unit - 525 Williamstown Road, Port Melbourne

The nature of severe flood and/or storm damage may preclude one of the above locations from being used as intended due to factors such as road blockages (trees down), damage to its infrastructure or loss of mains power. In that case the Incident Controller will determine a suitable replacement location as required.

3.11.4. Escalation

Most storm and/or flood incidents are of local concern and an appropriate response can usually be coordinated using local resources. However, when these resources are exhausted, arrangements provide for further resources to be made available, firstly from neighbouring municipalities (on a Region basis) and then on a State-wide basis. Resourcing and event escalation arrangements are described in the [SEMP](#).

3.12 Considerations for operating with other agencies and stakeholders

As other agencies are deployed to assist the IC should consider the following actions.

- Establish a communications plan to enable the tasking of other agency resources which should be included in briefings.
- Embedding and determining an agreed response to downed powerlines as this is often a predominant hazard for storm events.
- Ensuring other agency personnel who are undertaking the Emergency Management Liaison Officer (EMLO) roles have access to EM-COP.
- Preparing a briefing to support in-coming other agency resources to identify:
 - § staging area location and any safety issues with accessing it (closed roads/powerlines down)
 - § resources available such as re-supply of consumables (tarps/sandbags)
 - § welfare arrangements
 - § duty time limitations (these should be consistent with VICSES SOP003 Fatigue Management and Duty Time Limitations)

3.13 Initial Impact Assessment

Impact Assessment (IA) will be conducted in accordance with State doctrine and Standard Operating Procedures (SOPs) to assess and record the extent and nature of damage caused by storms and/or flooding. This information may then be used to provide the basis for further needs assessment and recovery planning by City of Port Phillip, Emergency Management Victoria (EMV) and other applicable recovery agencies.

The control agency is responsible for coordinating the collection, collation and dissemination of IA information on a whole-of government basis during the emergency response. The purpose, function and conduct of IA is outlined in the State Storm and Flood Sub-plans. All IA should be conducted in accordance with current EMV impact assessment guidance materials.

3.14 Response to flash flooding

Flash flooding can be defined as flooding that occurs within six hours or less of the flood-producing rainfall within the affected catchment. This may result in isolation of individuals and communities as time to warn and respond to flash flooding is limited. The safest place to be in a flash flood is well away from the affected area. Accordingly, pre-event planning for flash floods should commence with an assumption that evacuation is the most effective strategy, provided evacuation can be safely implemented.

Emergency management response to flash flooding should be consistent with the [SEMP Storm Sub-Plan](#).

3.15 Evacuation and relocation

In Victoria, evacuation is largely voluntary, however in particular circumstances, legislation provides some emergency services with authority to remove people from areas or prohibit their entry.

The decision to recommend or warn people to prepare to evacuate or to evacuate immediately rests with the IC, and where possible the IEMT.

It is the choice of individuals as to how they respond to this recommendation.

Once the decision is made, Victoria Police (VicPol) are responsible for the coordination of the evacuation process. VICSES and other agencies will assist where practical. VICSES is responsible for the development and communication of evacuation warnings

VicPol (and/or delegate to Australian Red Cross) may take on the responsibility of registering people affected by the emergency (through the 'Register Find Reunite' program) including those who have been evacuated.

Evacuation operations should be consistent with the Joint Standard Operating Procedure on Evacuation [JSOP 03.12 – Planned Evacuation for Major Emergencies](#).

Refer to the [MEMP](#) for additional local evacuation considerations for the municipality.

3.16 Flood Rescue

Under the [SEMP Response Table 9](#) the control agency for rescue from land and water is VicPol, who operate the *State Police Search and Rescue Coordination Centre (SPSARCC)*. VICSES is a support agency for search and rescue operations both on land and water, including evacuations and incidents involving mass casualties.

To conduct water rescues during a flood, VicPol will often require assistance of appropriately trained and equipped personnel from support agencies including VICSES, Volunteer Marine Search and Rescue Organisations, Fire Rescue Victoria and Life Saving Victoria. VicPol will coordinate with these agencies to ensure operational readiness for activation.

On occasion, VicPol may opt to respond a field capability of its rescue coordination centre to a location near the emergency. It may also work with the Triple Zero Victoria to deploy its dispatch capability to the same location to enhance rescue coordination and dispatch. Details in this plan may assist VicPol and Triple Zero Victoria in undertaking this function in the field or from the primary SPSARCC.

3.17 Aircraft Management

Aircraft can be used for a variety of purposes during flood operations including evacuation, resupply, reconnaissance, intelligence gathering and emergency travel.

The IC may request aircraft support through the State Air Desk located at the SCC. The Air Desk Supervisor will establish priorities. The IC controls the conduct of Air support operations.

3.18 Resupply

Communities, neighbourhoods or households can become isolated during floods and in some cases, storms. This can be as a consequence of road closures or damage to roads, bridges and causeways. Under such circumstances, the need may arise to resupply isolated communities/properties with essential items.

When predictions/intelligence indicates that communities, neighbourhoods and/or households may become isolated, VICSES will advise businesses and/or households that they should stock up on essential items.

After the impact, VICSES can support isolated communities through assisting with the transport of essential items to isolated communities and assisting with logistics functions.

Resupply operations are to be included as part of the emergency relief arrangements with VICSES working with the relief agencies to service communities that are isolated.

No major isolation risks exist for areas around City of Port Phillip during a 1% AEP (100yr ARI) event. Some localised short-duration isolation may occur due to flash flooding.

For more detailed arrangements/information refer to **Annex C – Localities and At-Risk Communities** in the Flood Intelligence and VICSES Response Arrangements for Flood and Storm in City of Port Phillip.

3.19 Animal Welfare

Matters relating to the welfare of animals other than wildlife (including feeding, water and rescue) are to be referred to DEECA - [Agriculture Victoria](#). City of Port Phillip Council and the RSPCA will support emergency animal welfare activities as required.

Matters relating to the welfare of wildlife are also to be referred to DEECA who has developed the [Victorian Emergency Animal Welfare Plan](#).

3.20 Essential community infrastructure and property protection

Essential community infrastructure and property such as residences, businesses, roads and utilities, may be affected in the event of a flood and/or storm.

VICSES City of Port Phillip Unit holds a small stockpile of sandbags and back up supplies are available through VICSES. City of Port Phillip can provide sand to VICSES for sandbagging operations. The IC will determine the priorities related to the use of sandbags, which will be consistent with the strategic priorities.

The VICSES Operations Management Manual sets out the principles for sandbag use and allocation to the community. These principles do not apply to the use of sandbags by VICSES to construct and/or alter a levee. Refer to [Sandbag filling and collection point guide](#) and SOP036 Construction, Removal or Altering of Levee and Removal of Debris for further detail.

The IC will ensure that owners of essential community infrastructure are kept advised of the flood situation. Essential community infrastructure providers must keep the IC informed of their status and ongoing ability to provide services.

Contact your local VICSES representative for the most current sandbag guidelines.

For more specific details of essential infrastructure requiring protection and location of sandbag collection point(s) refer to **Annex C – Localities and At-Risk Communities** in the Flood Intelligence and VICSES Response Arrangements for Flood and Storm in City of Port Phillip.

3.20.1. Disruption to services

Disruption to services other than essential community infrastructure and property can occur in flood and storm events. Refer to **Annex C – Localities and at risk communities** for more detailed arrangements of likely disruption to services and proposed arrangements to respond to service disruptions in the Port Phillip Municipality.

3.20.2. Traffic Management and Road Closures

Traffic management and road closures will be undertaken in accordance with JSOP 03.10 Traffic Management at Major Emergencies. The IC, who has overall responsibility for incident control, will consult with Victoria Police and, where possible, the responsible road authority, to develop, implement, and monitor a Traffic Management Plan. Victoria Police has responsibility for Traffic Management in consultation with the Control Agency and other expert advice.

Council and DTP will continue to carry out their formal road management functions, for their respective roads and related assets, where safe to do so. This might include surveillance, placement of warning signs, and supporting overall traffic management arrangements in conjunction with VICPOL and the Incident Controller.

Where possible, Council and DTP will publish information on road impacts for their respective roads via [VicTraffic](#)

For more detailed arrangements of potential road closures refer to **Annex C – Localities and At-Risk Communities** in the Flood and Storm Intelligence and VICSES Response Arrangements for Flood and Storm in City of Port Phillip.

3.21 Access to technical specialists

VICSES manages contracts with private specialists who can provide flood and geotechnical specialist consultants to support Incident Management Teams when specialists support from Catchment Management Authorities (CMAs) and Local Government is not available.

The Regional Controller or delegate (e.g.: VICSES RDO or IC) should make a formal request to the VICSES State Duty Officer (SDO) for the engagement of a Flood Analyst or Technical Specialist. VICSES SOP061 Technical Specialists outlines this detail, including the procedure for accessing technical specialists.

3.22 Relief

Relief is the provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency.

Arrangements for relief from a flood and/or storm event within the City of Port Phillip is detailed in the City of Port Phillip [MEMP](#).

As per the [role statement for municipal councils](#) within the SEMP, municipal councils are responsible for municipal relief coordination.

3.23 Recovery

As per the [role statement for municipal councils](#) within the [SEMP](#), municipal councils are responsible for coordinating local level recovery activities. They are also the lead agency to coordinate post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment).

Arrangements for recovery from a flood and/or storm event within the City of Port Phillip is detailed in the City of Port Phillip [MEMP](#).

3.24 After action review – Lessons Management

Lessons management is the critical process of learning from how we worked before and during an event, to improve the system for next time.

Depending on the size and scale of the flood or storm event, VICSES will normally coordinate a debrief or after action review of flood or storm operations as soon as practical following an event. Under the [VicPol SEMP role statement](#), it is the responsibility of the Municipal Emergency Response Coordinator (MERC) to ensure that this occurs.

When the flood and/or storm is being managed as a level 3 event, Emergency Management Victoria (EMV) in consultation with VICSES may assume responsibility for debriefing.

All agencies involved in the flood and/or storm incident should be represented at the debrief or after action review.