

# Victorian Arabic Social Services

## Emergency Management Plan

1. Purpose: The purpose of this plan is to outline the processes and guide decision making in preparing for and responding to emergencies.
2. Scope: This policy applies to all staff, senior management, clients, volunteers\* and contractors of VASS. Responsibilities of specific groups are outlined in the 'Responsibilities' section below.

\*For the purposes of this plan, the term 'Volunteers' refers to people giving services to VASS without payment including students on work placements.

3. Related internal policies and documents: VASS Risk Management Policy; VASS CoVid Safe Plan; individual client Emergency Preferences forms and associated individual plans
4. Background:

An emergency is defined by the *Emergency Management Act 2013* as: “an emergency due to the **actual or imminent** occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing—

- (a) an earthquake, flood, wind-storm or other natural event; and
- (b) a fire; and
- (c) an explosion; and
- (d) a road accident or any other accident; and
- (e) a plague or an epidemic or contamination;\* and
- (f) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and
- (g) a hi-jack, siege or riot; and
- (h) a disruption to an essential service”

While some emergencies may be similar, not two emergencies will be the same therefore a different response will be required based on the particularities of the emergency. This plan presents a guide to decision making and some key steps when planning for and responding to emergencies, including a risk assessment framework.

As a key organisation working with the Arabic Speaking Background communities of Victoria, VASS will endeavour to support this community by providing information about emergency preparedness in a culturally and linguistically appropriate manner.

\*See VASS's CoVid19 Safe Plan for more details on Pandemics and Epidemics

5. Risk assessment \*See Risk Management Policy for risk assessment table

## 6. Responsibilities:

i) It is the responsibility of all staff members to:

- Remain vigilant to possible emergencies and to notify the CEO if they become aware of an impending emergency
- Minimise risk in relation to their own programs and workstations where possible, in accordance with the Risk Assessment table and organisational policies and procedures
- Ensure the organisation has up to date contact information for the staff member (including emergency contacts) and that the organisation is aware of their whereabouts during scheduled work hours
- Ensure accurate and up to date client information, including emergency contact information and medical needs, should clients or their next of kin need to be contacted during an emergency
- Workers delivering events or offsite projects should ensure emergency preparedness plans are in place for those events and locations. Workers delivering offsite events or projects should consult the CEO in relation to decision making where possible. In instances where decisions need to be made immediately, workers should communicate their decision to the CEO as soon as possible, as well as other relevant parties in line with this plan.
- For Aged Care and Disability workers in particular, understand your clients' preferences for support provision during emergencies, and ensure support is provided in line with this.
- For NDIS staff members, it is their responsibility to develop, understand and implement individual emergency management plans in collaboration with clients, and ensure direct care workers are trained in these. These staff members should also have a system for knowing who is receiving care by whom when, so that all relevant supports are provided for, and all care workers are accounted for.

ii) It is the responsibility of the Chief Executive Officer, in addition to those as Board Member (see below) to:

- Check emergency websites and receive alerts from the Department of Health and Human Services, the Fire Department, the SES and other institutions (see Appendix I)
- Make decisions in relation to the action to be taken (see below), and oversee the direct response to an emergency or disaster
- Ensure that decision is communicated to all workers, volunteers, clients, Board of Management and governmental and emergency bodies as relevant
- Ensure all workers and volunteers present on the day of an emergency are accounted for
- Follow instructions of Emergency services personnel
- Communicate feedback and other information and reports to the Board

In the CEO's absence, these responsibilities fall on the most senior manager or coordinator present.

- iii) Responsibilities of Board
- Prepare for emergencies on an organisational level, including through endorsing, and using this document and associated documentation
  - Review this plan at least once per year and oversee amendments as necessary
  - Be accountable for any decisions made in relation to emergencies
  - Following an emergency event, lead the review of the event and this plan, making amendments or other actions (such as further training, disciplinary actions or purchasing equipment) as necessary
  - Ensure this Plan is communicated to all staff, clients, volunteers, clients and other members of the public as relevant
  - Consult about and respond to feedback from all sources (including staff, clients and others) on this Plan, and make amendments as applicable
  - Ensure staff and volunteers are trained as relevant
- iv) It is the responsibility of regional coordinators (where applicable) to:
- Minimise risk and prepare for emergencies for their site
  - Ensure all staff and volunteers at their site have read and understood this document and related policies
  - Comply with instructions from the CEO in relation to emergency processes
  - Make decisions regarding actions to be taken during an emergency in relation to their site, if directions from the CEO are unavailable, or it is unsafe to wait to receive instruction from the CEO
  - Follow instructions of Emergency services personnel
- v) It is the responsibility of the organisation to:
- Ensure a safe workspace, with mechanisms in place for backing up documents and data
  - Ensure workers have read and understood this plan and associated policies and procedures

### **Other actions related to preparing and planning**

Other actions VASS is undertaking to prepare for potential emergencies are documented in more detail, as relevant to each potential emergency, in the Emergency Management Risk Assessment table found in the VASS Risk Management Policy. Actions and plans related to pandemics and health outbreaks are documented in the CoVid19 Safe Plan. Some general measures VASS is undertaking to prepare for, and limit the harm of, potential emergencies include:

- Regular backups of all electronic files
- Robust security systems
- Password protected electronics
- CEO and at least one other coordinator subscribe to VicEmergency App
- OHS policies that are explained to all staff
- OHS audits
- Majority of staff (and at least one person per shift per site) have First Aid training

- Health declarations of staff members
- Fire drills, display of evacuation plans
- Other testing of emergency situations
- Regular testing of fire extinguishers and electrical equipment
- Collecting and regularly updating emergency contact details for all staff and clients
- Workforce planning so that not all of workforce is in same location at once. Employment of many staff on a part-time or casual basis means that there is a larger pool of staff members to be called on if necessary
- VASS has means for accessing new workers (particularly essential workers such as personal care workers for Aged Care and Disability Services) at short notice, via the NDIS Provider Finder Tool, existing connections and relationships with professional networks and other service providers. Inductions for these new workers can be undertaken remotely if necessary
- Individual plans for high-risk clients
- Capability for majority of workforce to work from home
- Relevant insurance

Both organisational and individual client plans (see below) should be reviewed after tests and may need to be altered.

Workers with specific capabilities relevant to assisting in an emergency:

VASS aims to ensure all members of the workforce are equipped to respond appropriately in an emergency, in part through this plan, First Aid training, OHS training and information provision related to certain emergencies and extreme weather events. VASS will also designate some staff members to help lead emergency responses, based on capabilities and training. At time of last review of this policy (these may change and should be updated accordingly), these staff members were:

Leila Alloush, CEO

Samir Karroum, Office Coordinator

Lina Hassan, Aged Care Intake and Case Manager

These staff members have had additional training in matters relating to First Aid, OHS, Fire Safety, Infection Prevention and similar areas, and have demonstrated particular capabilities in remaining calm in times of stress.

**7. i. Clients - General**

VASS clientele encompasses a diverse range of people of all ages, genders, abilities, ethnicities, preferred languages, socio-economic status, length of time in Australia and educational level. VASS offers a range of services, and clients engage with VASS for a range of reasons and in a variety of ways, from one-off 'drop-ins' to ongoing case work. The requirements of VASS in regards to emergency management and planning are two-fold. When considering and implementing organisational emergency responses, consideration needs to be

given to the clients who are present at VASS at the time of the emergency, who may be accessing any VASS program. This includes consideration of

- transport needs,
- health needs,
- medical needs
- the method of communication of plans, and
- service delivery needs.

At the time of writing, a large proportion of VASS's 'drop-in' clients are not fluent in English, with the majority speaking Arabic. Many of these clients are illiterate in any language, including Arabic. Because of this, decisions about emergency response plans should be communicated verbally in language where possible, predominantly over the phone, or in person as relevant. There will be instances where this is not possible. For example, as many clients present at VASS's Head Office without an appointment or prior contact, signage explaining closures or changed service delivery (in English and Arabic) at the entrance of the Head Office is the most appropriate method of communicating plans to new would-be clients. Given the nature of drop-in work, pre-existing clients with high or urgent needs may be able to be supported over the phone, with clients requiring less time-sensitive support may have their appointments rescheduled.

Many clients access VASS services via public transport. This needs to be considered when planning an emergency response, as VASS may need to take responsibility for transporting clients to a new location. To support this, VASS has the drivers license, car insurance and registration of many workers, who would be able to safely transport clients in an emergency. It will also be wise, particularly considering this, for VASS to communicate any plans to close or relocate as early as possible, to ensure minimum disruption for clients.

#### ii. Vulnerable clients

According to the Department of Health and Human Services 'Health and Human Services Sector Emergency Preparedness Policy 2018-19' and the NDIS Practice Standards, VASS has increased responsibilities in relation to vulnerable clients, particularly those in VASS's disability services and aged care programs. VASS should support these clients in the creation of personal emergency management plans. It should be noted that given the nature of VASS's services, VASS will not necessarily be, a component of the clients' emergency plans, but merely support them in the creation of it. This will depend on the nature of the emergency e.g. fire is best handled by fire fighters, but in a pandemic clients may require ongoing personal care. Given many VASS clients are unaware of Australian systems, information provision regarding possible emergencies, emergency services and where to find further information about emergencies is vital.

Staff members in disability services and aged care programs should discuss emergency preparedness with their clients, particularly clients in areas of greater risk of emergencies. Please see attached resources to assist with this.

### iii. Home Care Packages and NDIS Clients

VASS supports the provision of essential services to people on Home Care Packages and NDIS. It is important that all services, especially those considered critical, or continued as far as practicable during emergencies, particularly if the emergency situation or threat is ongoing. The withdrawal of critical supports and services without consultation with a client and their carer is not in line with their human rights, and could constitute a breach of Standards such as the NDIS Code of Conduct or NDIS Practice Standards.

Relevant staff should discuss with each client and their carer, or authorised representative their plans for emergencies. This should include identifying with the client what they feel is a critical service, and making plans for provision of services, including where this may need to be altered. Plans should indicate as far as possible how services will be provided (e.g. moving to phone-based). For NDIS clients, this will be recorded on the Emergency Preferences form, which is then shared with the relevant care workers (with clients' consent). The preferences will be reviewed annually or sooner, in line with VASS review procedures. These individual plans will be tested in addition to testing the organisational plan.

In an emergency situation staff should discuss with clients and their carers/ family as relevant any changes to service provision that will occur and for how long, even if in line with what has been planned beforehand with clients. These changes also need to be communicated to the relevant care worker. Services should then be delivered in line with each clients' individualised plan. If this is not possible in the particular situation, the client should again be consulted as to their preferences where possible, and in any case communicated with about the nature of service delivery that will be closest to their preference.

Where an imminent emergency or disaster will affect all NDIS clients, VASS NDIS staff may notify clients, care workers and families of the enactment of their emergency preferences in a text message format, unless there are communication difficulties preventing this being an understandable method, to ensure that it reaches everyone quickly. Care workers will also be notified via bulk text, with directions to follow the instructions for their specific clients outlined on Shiftcare, which they will have been previously trained in. Clients, families and care workers will be able to call staff member's work mobile phones if further clarification is required. If it appears the emergency or disaster will only affect a smaller group, phone-based communication will accompany written communication for clients, families and care workers.

### 8. Emergency Response Procedures:

When making a decision about the most appropriate response to be taken, please consider the consequences as outlined in the Emergency Management Risk Assessment table, the impact on clients, the organisation, staff, volunteers, emergency services and the wider community. This should include a consideration of the impact of staff and volunteer absenteeism on the ability of the organisation to operate and meet its aims.

The Victorian Bushfire Risk Register application should also be consulted when planning for emergencies and emergency management. This application can be found in the associated

resources and documents, please note that the Google Earth application needs to be installed to use this application.

These emergency response types should also be discussed with individual clients in relation to their own plans for their homes, with consideration of their particular living situations, and the Emergency preferences forms for NDIS clients. Staff should consult the plans and assessments made with individual clients (where applicable) to assess their risk and necessary steps to be taken in relation to the services provided by VASS, especially where these are critical to the clients' health and wellbeing.

The activation triggers for these responses will be based on evidence from emergency services, the Department of Health and Human Services, government officials, emergency broadcasters and/or the immediate environment as relevant (see Appendix I). The CEO as key decision maker will be notified by these sources via phone application in the first instance, in addition to other mediums such as radio and television press conferences and news.

### Initial Emergency Notification

In the event of an emergency, the person (staff member or volunteer) witnessing or aware of the incident must inform the CEO (or next in charge) either face-to-face or using the internal phone system (CEO desk extension: 210). Where relevant, the emergency services (000) should be called, and this may need to happen before notifying the CEO.

The following decisions apply to the organisation as a whole, and may be different to the responses for individual clients (i.e. NDIS clients). For example, where VASS may cease services, an NDIS client may still receive services in the home if safe and applicable. Conversely, a client may wish to pause services while VASS as an organisation is able to continue normal delivery.

### **Altering or ceasing services**

Services delivered in the office, community venues or in the home may at times need to be altered or ceased due to emergencies or severe risk of an emergency. This may be due to direct risk or impact on the office, venue or the client's home, because travel in the area is considered too unsafe or because of risks related to human contact and stay at home orders.

If deciding to alter or cease services the decision maker should\*:

1. Notify staff members and volunteers as soon as possible of the decision in person or via phone (in English or preferred language if possible) in the first instance, should the decision be immediate. This is to ensure the message is received and understood. If the decision to alter or cease services more than one day prior to the service in question, the information should also be communicated in writing, via email.
2. Notify clients impacted by the alteration as soon as possible via phone or face-to-face if possible, in a manner that ensures the communication is understood (e.g. in language), explaining the impact to the expected services and the reason for the decision (if time allows). If the decision to alter or cease services more than one day prior to the service in question, the information should also be communicated in writing, via email.

3. If ceasing or altering services delivered at the Head Office, ensure there is adequate signage explaining the cessation of services to clients/ members of the public who may present without a prior appointment, including an Arabic translation and list of alternate services
4. Ensure service locations are secure and safe
5. Organise for services to be rescheduled/ resumed as soon as possible, in consultation with the client and their families where possible
6. Notify the NDIS Commission, and other bodies as relevant (eg funding bodies), if there is an ongoing impact to service delivery type or output.

\*The CEO or decision maker can delegate any of these tasks to suitable staff members as appropriate to the situation, but holds ultimate responsibility for their achievement.

### **Relocation**

Relocation is the planned movement of clients and an appropriate number of staff from a facility or home to alternative accommodation with a similar type of care available, in response to a forecast or warning of potential or actual emergency.

*Given the nature of the services VASS provides, relocation is unlikely to be the most appropriate option for emergency response. Relocation may need to be considered for clients receiving Home Care Packages receiving essential services who live in high-risk areas. Locating to a different type of venue should also be considered, for example outdoors instead of indoors, or larger venues, when responding to an air-borne pandemic (see CoVid Safe Plan).*

Planned relocation may be necessary in the medium- to long- term in the event that an emergency or impending emergency makes the usual venue for services unavailable. In this case the CEO or decision maker should:

1. Decide on a new venue – ensuring it has suitable access and resources needed
2. Consider the ability of the organisation to transport all clients and staff
3. Ensure all staff, volunteers and clients are notified of the change as soon as possible
4. Notify other service providers if relevant (i.e. if meetings are scheduled) via phone, should the decision be immediate, or in writing via email, should the decision be made more than one day in advance of the service in question.
5. Notify the Department of Health and Human Services (and other bodies as relevant) of the change of venue as soon as practicable
6. Ensure adequate and appropriate signage regarding the relocation in the usual service location and notify the broader community as much as possible (i.e. Social Media)

### **Leaving early**

Leaving early is the practice of relocating well in advance of an emergency. This activity is undertaken by households or organisations in response to a range of triggers such as a weather forecast, declaration of a Code Red day or flood warning. If leaving early the decision maker should:



1. Plan a suitable new venue to relocate to
2. Consider how long the relocation will be for, if applicable
3. Consider what is necessary, reasonable and safe to take from the usual location to the new location – data, insurance papers, resources and assets such as laptops, contact information for staff, clients, and emergency services
4. Communicate details of the relocation to staff, volunteers, clients, their family, other service providers if relevant (e.g. if meetings are scheduled)
5. Ensure all staff and volunteers have access to transport to leave early
6. Ensure adequate and appropriate signage in the usual service location and notify the broader community as much as possible (i.e. Social Media) in a manner that is understandable to community members (i.e. in language)
7. Notify the Department of Health and Human Services and other bodies as relevant.

### **Shelter in place**

To shelter in place is to remain on site within an existing facility or home during an emergency. The decision to shelter in place is based on information from a variety of sources that confirms this option is safer or more appropriate than relocation or evacuation. The movement of clients from one facility or home to another safer building within the same location is also considered shelter in place.

The decision maker should:

1. Monitor emergency services websites, or listen to television or radio announcements
2. Consider: availability and quality of resources including air, food, water, heating and cooling.
3. Communicate the decision to staff, volunteers and clients
4. Communicate the decision to the relevant emergency services and remain in contact with them – see Appendix I
5. Contact clients' next of kin if relevant
6. Continue to assess the situation

### **Shelter indoors**

To shelter indoors is to remain inside a building and limit the exposure to unhealthy conditions in the air outside such as gas leaks, smoke and other air contaminant.

The decision maker should:

1. Monitor emergency websites, or listen to radio or television for news
2. Consider: availability and quality of resources including air, food, water, heating and cooling when making the decision
3. On receiving advice to shelter indoors, people must go indoors immediately, close all doors and windows, turn off heaters, air conditioners and exhaust fans, use PPE
4. Communicate the decision to the relevant emergency services and remain in contact with them

5. Continue to assess the situation by listening to radio or television or monitoring emergency services websites for the all clear message

## **Evacuation**

Evacuation is the urgent movement of clients to a safer location using best endeavours from a facility or home in response to an imminent threat or impact of an emergency. An evacuation without any prior warning is resource intensive and potentially detrimental to the health of clients, staff and emergency services personnel. The main priority when deciding to evacuate is the protection of life. An evacuation must be effectively planned and executed.

If deciding to evacuate, the CEO or decision maker should:

1. Communicate decision to all present verbally/ in a manner that ensures they have received the message– including in language where necessary
2. Call emergency services as relevant
3. Follow the instructions on the emergency evacuation diagram relating to where to evacuate to
  - i) Direct people to leave via the nearest safe exit towards the designated assembly area
  - ii) Ensure all vulnerable people are supported to exit
4. Ensure sign-in sheet or other register of those present is taken, if safe to do so, and check that those listed are present at the assembly area. All persons missing during an evacuation will be reported to the Fire Brigade/Police.
5. Take instruction from the Emergency Services with regard to missing clients and/or staff. No person is to attempt to re-enter the premises to search for missing people. All staff are to assist Emergency Services personnel on request
7. Ensure all present remain at the assembly area until instructed otherwise by emergency services.
8. Support return to office if given all clear by emergency services
9. Notify the Department of Health and Human Services and other bodies as relevant as soon as practicable following the evacuation

If evacuating an offsite event or activity the person in charge should follow the above procedure as relevant to the location, informing the CEO as soon as practicable once safe.

During all of these processes the CEO or decision maker should maintain situational assessment, identify risks, consult relevant services and communicate altered decisions as relevant. The plans for changes to support provision may change as the situation unfolds, and the CEO or decision maker should remain responsive to this, and communicate changes as necessary. Depending on the nature of the emergency, the plans and response processes should be reviewed hourly, daily or weekly. If there are no emergencies, this policy should be reviewed at least annually.

## **Responding to/ Service Delivery in Ongoing Emergency Situations**

As noted above, it will be critical for some clients to continue to receive services from VASS, and for all clients, continuity of supports as far as possible is key. As it is difficult to plan for all eventualities, these will be flexible and responsive to the needs of each individual client as much as possible. For a detailed outline of VASS's plan to continue to deliver services during pandemics, such as CoVid19, see VASS's CoVid19 Safe Plan.

In other emergency or disaster situations, some measures to be able to deliver services while there may be ongoing disruptions include:

- Delivering phone and internet-based services (given client group it is anticipated this is mostly phone-based)
- Electronic storage and email systems that are responsive to working from home
- Policies, procedures and safety checklists for home visits, so that support can be given in clients' home (even when usually from office), if this is a safer location than VASS Office

As with the other responses, these will be communicated to staff, clients, volunteers and the broader community in the most applicable manner, including email for staff, phone for existing clients (where possible), social media and the VASS website.

## 7. Post-emergency procedures

While each emergency will be unique and require different responses both before, during and after the emergency. The following outlines some key considerations for the organisation in the aftermath of an emergency. These actions should be led by the CEO but may be delegated to any worker.

1. Requisite practical actions following the event, such as cleaning or maintenance, as well as filing insurance claims etc. Health needs of staff, volunteers and clients (affected by the emergency) should be attended to as part of the emergency response, but should be documented in the post-emergency process – use of Incident Report forms and Incident register as relevant.
2. Debrief with staff, volunteers and clients involved, asking for feedback about how the situation was handled, as well as ensuring their safety and wellbeing, and organising further supports as required.
3. Liaison and communication with emergency services and the Department of Health and Human Services as necessary.
4. If the organisation is in a position to do so, re-commencement of services
5. Where applicable, contact clients who were not present and assess their safety and wellbeing, debrief with them and provide further supports as relevant
6. Notify staff, volunteers, clients, other services and the wider community about the re-commencement of services.
7. CEO, Board of Management and key personnel involved to conduct thorough review of emergency response processes – what happened, what worked well, lessons learned and what could be done differently in future. This should be documented in the Incident and Continuous Improvement registers. Amendments can be made to this plan as relevant.

8. Staff to consult with clients about the response to the emergency and report back to CEO and Board of management, both in general and as relevant with those who have individual emergency preferences forms and plans.
9. Adjust organisational plan, and in collaboration with clients, their individual plans as relevant
10. Communicate new Emergency Management Plan (and/or other policies and procedures as relevant) to staff and volunteers as relevant.

8. Supporting legislation and guidelines:

- *Aged Care Act 1997 (Clth)*
- *Children, Youth and Families Act 2005 (Vic)*
- *Disability Act 2006 (Vic)*
- *Home and Community Care Act 1985 (Vic)*
- *National Disability Insurance Scheme Act 2013 (Clth)*
- *NDIS Practice Standards*
- *Occupational Health and Safety Act 2004 (Vic)*
- *Public Health & Wellbeing Act 2008 (Vic)*
- *Social Services Sector Emergency Management Policy*
- *Emergency Preparedness Policy for Clients and Services*
- *Relocation, sheltering and evacuation guide*
- *Emergency Preparedness Policy for Clients and Services Reference guide*
- *Implementation tables for the health and human services sector*
- *What to do in a fire, flood or other emergency*

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Authorised by:



Leila Alloush, VASS CEO

## Appendix I: Key Contacts, Reference Guides and Links

For life-threatening emergencies call **000** – fire, ambulance, police  
SES (For flood, storm, tsunami and earthquake emergency) call **132 500**

### Official emergency broadcasters (as at May 2024):

Melbourne ABC Melbourne 774 AM or ABC News online or via App

Information on working with people affected by an emergency

<https://providers.dhhs.vic.gov.au/working-people-affected-emergency>

Information for different types of emergencies and hazards

Topic	Where to find information
<b>Emergency Warnings and Public Information</b>	<ul style="list-style-type: none"><li>• Current warnings and locations of emergencies:<ul style="list-style-type: none"><li>– The VicEmergency website: <a href="http://www.emergency.vic.gov.au">www.emergency.vic.gov.au</a></li><li>– The VicEmergency mobile app</li><li>– The VicEmergency hotline: 1800 226 226</li></ul></li><li>• Information on fire danger ratings and Code Red Days: <a href="https://www.cfa.vic.gov.au/warnings-restrictions/fire-bans-ratings-and-restrictions/total-fire-bans-fire-danger-ratings">https://www.cfa.vic.gov.au/warnings-restrictions/fire-bans-ratings-and-restrictions/total-fire-bans-fire-danger-ratings</a></li></ul>
<b>All emergencies</b>	<ul style="list-style-type: none"><li>• SES Get ready: Preparing for Emergencies <a href="https://www.ses.vic.gov.au/get-ready">https://www.ses.vic.gov.au/get-ready</a></li><li>• Red Cross REDiPlan materials to prepare households for emergencies: <a href="http://www.redcross.org.au/emergency-services.aspx">www.redcross.org.au/emergency-services.aspx</a></li><li>• How to maintain food safety in emergency situations, specifically during power failures: <a href="https://www2.health.vic.gov.au/public-health/food-safety/food-safety-information-for-consumers/food-safety-during-power-outages">https://www2.health.vic.gov.au/public-health/food-safety/food-safety-information-for-consumers/food-safety-during-power-outages</a></li><li>• Contact your local Council or visit their website for local information on emergencies including Municipal Emergency Management Plans</li></ul>
<b>Bushfire</b>	<ul style="list-style-type: none"><li>• Information and advice to help you plan and prepare for bushfire and grassfire is available through the Country Fire Authority: <a href="http://www.cfa.vic.gov.au/plan-prepare/">http://www.cfa.vic.gov.au/plan-prepare/</a></li><li>• Specific local information for high-risk localities: <a href="http://www.cfa.vic.gov.au/plan-prepare/your-local-area/">http://www.cfa.vic.gov.au/plan-prepare/your-local-area/</a> Victorian Bushfire Information Line: 1800 240 667.</li><li>• The State Bushfire Plan: <a href="https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/state-bushfire-plan">https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/state-bushfire-plan</a></li></ul>

Topic	Where to find information
<b>Electricity supply disruption</b>	<ul style="list-style-type: none"> <li>Information about power outages and keeping safe during an power outage: <a href="https://www.energy.vic.gov.au/">https://www.energy.vic.gov.au/</a></li> <li>Information on how to cope without gas or electricity: <a href="https://www.betterhealth.vic.gov.au/health/servicesandsupport/emergencies-coping-without-gas-or-electricity">https://www.betterhealth.vic.gov.au/health/servicesandsupport/emergencies-coping-without-gas-or-electricity</a></li> <li>Safe use of alternative fuel and electricity generators: <a href="https://www2.health.vic.gov.au/public-health/environmental-health/environmental-health-in-the-home/power-blackouts-generators-carbon-monoxide">https://www2.health.vic.gov.au/public-health/environmental-health/environmental-health-in-the-home/power-blackouts-generators-carbon-monoxide</a></li> </ul>
<b>Extreme heat and Heatwaves</b>	<ul style="list-style-type: none"> <li>Information about heatwaves and health: <a href="https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat">https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat</a></li> <li>The Department of Health and Human Services heat health alert system to notify subscribers of forecast heatwave conditions. To view the alert system and sign up for alerts: <a href="https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat/heat-health-alert-status">https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat/heat-health-alert-status</a></li> <li>The State Extreme Heat Plan: <a href="https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/state-extreme-heat-sub-plan">https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/state-extreme-heat-sub-plan</a></li> </ul>
<b>Flood, storm, earthquake</b>	<ul style="list-style-type: none"> <li>Victoria State Emergency Service has information about floods, storms and earthquakes, including safety videos, and how to prepare for these hazards <a href="http://www.ses.vic.gov.au">www.ses.vic.gov.au</a></li> <li>Victoria SES links to all local flood guides for Victoria: <a href="https://www.ses.vic.gov.au/plan-and-stay-safe/flood-guides">https://www.ses.vic.gov.au/plan-and-stay-safe/flood-guides</a></li> </ul>
<b>Pandemic influenza</b>	<ul style="list-style-type: none"> <li>The Victorian action plan for pandemic influenza: <a href="https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/victorian-action-plan-for-pandemic-influenza">https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/victorian-action-plan-for-pandemic-influenza</a></li> <li>National, international and state plans for pandemic influenza: <a href="http://www.health.vic.gov.au/pandemicinfluenza/">www.health.vic.gov.au/pandemicinfluenza/</a></li> <li>Victorian Health Department Coronavirus guidance: <a href="https://www.health.vic.gov.au/infectious-diseases/covid-19-coronavirus-disease-2019">https://www.health.vic.gov.au/infectious-diseases/covid-19-coronavirus-disease-2019</a></li> </ul>
<b>Smoke exposure</b>	<ul style="list-style-type: none"> <li>The State Smoke Framework outlines and describes a cross-government approach to smoke events that impact air quality and the health of communities. <a href="https://files-em.em.vic.gov.au/public/EMV-web/EMK-01.19-EMV-StateSmokeFramework.pdf">https://files-em.em.vic.gov.au/public/EMV-web/EMK-01.19-EMV-StateSmokeFramework.pdf</a></li> <li>Bushfire smoke and your health: <a href="https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/bushfires-and-public-health">https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/bushfires-and-public-health</a></li> </ul>