**STANDARD MUNICIPAL EMERGENCY CONTACT PROTOCOL**

This protocol has been developed in partnership with Victoria Police, VICSES,

DH&HS, OESC, MAV and MEMEG to promote a uniform approach for municipal

emergency contact across Victoria.

**BACKGROUND**

The Emergency Management Act (1986) specifies that *a municipal emergency*

*resource officer is responsible to the municipal council for ensuring the co-ordination*

*of municipal resources to be used in emergency response and recovery (S21(2)).*

Further to this Pt 6 of the Emergency Management Manual Victoria (EMMV) defines

the role of the MERO to *maintain an effective contact database so municipal*

*resources can be accessed on a twenty four hour basis,* but there is no prescribed

format for how to provide this emergency contact.

Acknowledging the importance of timely information and communications, there is a

practical need to disseminate various types of information and communications

across different media before, during and after emergencies. In addition to this multi-

modal dissemination, there is also a requirement to allow for different levels of

urgency in the messaging.

The following protocol is being recommended for municipalities to consider adopting,

to help simplify and depersonalise the contact process for all agencies and councils,

and alleviating some of the logistical burden in maintaining up to date emergency

contact lists for all.

The standardisation of the contact with councils will assist response and recovery

agencies in disseminating messages during an emergency event.

This protocol is not intended to replace any existing emergency contact

arrangements that individual agencies may require.

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**RECOMMENDATIONS**

The following are the key elements of the standardised municipal emergency contact

protocol that are recommended for adoption by each municipality to provide a

standard format for municipal emergency contact:

**Recommendation1**



**A 24 HR single phone contact number for urgent requests for emergency**

**assistance from the MERO for each municipality**.

Ideally, this number should be directed to a paging/contact service, or a dedicated

on-call duty officer’s mobile. Single point of contact numbers must incorporate an

escalation process to ensure municipal contact is established in a timely matter for all

relevant urgent requests.

**Recommendation 2**



The permanent establishment of the following group emails linked to the

appropriate municipal officers performing each emergency management role

for each municipality, to simplify the process of distributing electronic copies of

media releases/information updates/newsletters/communiqués :

**mero @utopia.vic.gov.au**

[**mrm@utopia.vic.gov.au**](mailto:mrm@xxxxx.vic.gov.au)

[**mecc@utopia.vic.gov.au**](mailto:mecc@xxxx.vic.gov.au) **(activated when MECC established)**

These email accounts would be used as a portal to be able to access council

emergency management staff. Councils would be encouraged to forward these

accounts onto the appropriate staff, as required, to ensure regular monitoring.



A **24HR single fax number** to disseminate hard copies of media

releases/information updates

Please Note: Urgent messages should not be sent without follow up phone call to

each affected council.

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**APPENDIX A**

**Municipal Emergency Contact Protocol**

**The following is provided as an example of what the municipal emergency**

**contact protocol may look like that can be incorporated in municipal**

**emergency management plans and distributed as an advisory to external**

**emergency service and other agency/council stakeholders**

**CITY/SHIRE OF *UTOPIA***

**MUNICIPAL EMERGENCY RESOURCE**

**OFFICER**

**24 HOUR EMERGENCY CONTACT**

**NUMBER**

***XXXX XXXX***

**For Urgent Requests for Assistance Contact:**

*(Name of Council or Shire)* - Phone: **XXXX XXXX**

for the on-call **Municipal Emergency Resource Officer** (**MERO**) and leave a verbal

message requesting their assistance.

To forward electronic versions of media releases/information updates in an

emergency:

*(Name of Council or Shire)* Email: [mero@utopia**.**vic.gov.au](mailto:mero@maribyrnong.vic.gov.au)

or for hard copies:

Marked “To urgent attention of Municipal Emergency Resource Officer (MERO)”

*(Name of Council or Shire)* Fax: **XXXX XXXX**

**Please note:**

The following group email contacts are also available for general information

dissemination and requests for non urgent matters:

*(Name of Council or Shire)* Email: [mero@utopia**.**vic.gov.au](mailto:mero@maribyrnong.vic.gov.au)

*(Name of Council or Shire)* Email: [mrm@utopia**.**vic.gov.au](mailto:mrm@xxxxxxxx.vic.gov.au)

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