



## ***SECONDARY IMPACT ASSESSMENT GUIDELINES***

### ***PART 2 – ROLE STATEMENTS***

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<b>SECONDARY IMPACT ASSESSMENT FRAMEWORK</b> <b>PART 2 – Role Statements</b>	1.0	

ACRONYMS

Term	Description
CRC	Community Recovery Committee
DHHS	Department of Health and Human Services
EHO	Environmental Health Officer
EMCG	Emergency Management Coordination Group
EMLO	Emergency Management Liaison Officer
GIS	Geographic Information System
ICC	Incident Control Centre
IT	Information Technology
IIA	Initial Impact Assessment
MAV	Municipal Association Victoria
MBS	Municipal Building Surveyor
MECC	Municipal Emergency Coordination Centre
MRM	Municipal Recovery Manager
PPE	Personal Protective Equipment
SIA	Secondary Impact Assessment
SOP	Standard Operating Procedure
Red Cross	Australian Red Cross



<b>OHS</b>	Occupational Health and Safety
<b>VCC</b>	Victorian Council of Churches Emergencies Ministry

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## 1. ROLES STATEMENTS

The below role statements outline the responsibilities for each secondary impact assessment (SIA) team member. Each statement is specific to the responsibilities relating to secondary impact assessment only, and it should be recognised the personnel undertaking the role may have other responsibilities as part of the relief and recovery activities after an emergency.

## 2. MUNICIPAL RECOVERY MANAGER (MRM)

<b>Location</b>	<b>MECC, Council Office</b>
<b>Purpose</b>	Ensuring effective management of the SIA process and activities (as part of their existing MRM role)
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Activates secondary impact assessment.</li> <li>• Activates and briefs the SIA Coordinator.</li> <li>• Activates, briefs and deploys SIA Field Team Leaders and Field Team members.</li> <li>• Ensures agencies and partners conducting impact assessments within the affected area are doing so in a coordinated manner. This may assisted by the SIA Coordinator and Emergency Management Liaison Officer (EMLO) at the ICC.</li> <li>• Monitors the operational requirements of secondary impact assessment activities and escalates issues reported by the SIA Coordinator.</li> <li>• Ensures Impact Assessment data is collected and consolidated from all available sources, other agencies conducting assessments.</li> <li>• Coordinates SIA data reporting and ensures reports are submitted internally and to activated committees, the Department of Health and Human Services (DHHS) and other agencies as required.</li> <li>• Keeps EMCG Group informed of secondary impact assessment operational status.</li> <li>• Ensures the health, safety and wellbeing of all activated SIA staff and agencies performing secondary impact assessment is managed effectively.</li> <li>• Ensures all secondary impact assessment debriefs are conducted, post shift and at the conclusion of SIA.</li> <li>• Activates the Municipal Association Victoria (MAV) <b>‘Protocol for inter-council resource sharing’</b></li> <li>• Complies with instructions given for their own safety and health and that of others, in adhering to safe work procedures.</li> </ul>
<b>Reports to</b>	Emergency Management Coordination Group
<b>Supervises</b>	SIA Coordinator



<b>Liases with</b>	Department of Health and Human Services Other government partners and agencies, as required Municipal/Community Recovery Committee Regional Recovery Committee Emergency Management Liaison Officer
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### 3. SECONDARY IMPACT ASSESSMENT COORDINATOR

<b>Location</b>	<b>MECC, Council Office</b>
<b>Purpose</b>	Coordination of secondary impact assessment activities.
<b>Duties</b>	<p><b>Planning phase:</b></p> <ul style="list-style-type: none"> <li>• Pre-plans and structures the secondary impact assessment team(s) based on IA data (as per SOP SIA03), in readiness for the MRM to activate the SIA Team Leader (if required) and Field Team Members.</li> <li>• Ensures other logistics, such as accommodation is are organised.</li> <li>• Develops the SMEAC-Q report (SD SIA01) and Deployment Plans (SIA SD04) in readiness for the pre-deployment briefing.</li> <li>• Sources and organises each SIA team’s Deployment Kit (SD SIA02) and PPE (SDSIA3) in readiness for deployment.</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Assists the MRM in the briefing and deployment of SIA Field Team Leaders and field teams.</li> <li>• Updates and manages the Staff Deployment Register.</li> <li>• Manages the operations of SIA Field Team Leader and SIA field team(s), and updates the MRM regularly.</li> <li>• Collects and consolidates Impact Assessment (IA) data from all available sources, including other agencies conducting assessments.</li> <li>• Liaises with the SIA Team Leader and SIA field team(s), on health, safety and wellbeing issues in the field and assists to address all requirements in conjunction with the OHS officer.</li> <li>• Conducts debriefs and ensures all required SIA personnel are in attendance.</li> <li>• Implements recommendations arising from debriefs.</li> <li>• Complies with instructions given for their own safety and health and that of others, in adhering to safe work procedures.</li> <li>• Monitors and recommends to the MRM if the MAV ‘<b>Protocol for inter-council resource sharing</b>’ needs to be activated.</li> </ul> <p><b>Data related tasks, if a SIA Administration Officer is not in place:</b></p> <ul style="list-style-type: none"> <li>• Sets up an SIA database or event* for the capturing of all reported field data for reporting and assessment purposes.</li> <li>• Preload the location data i.e. Shape File (if available) into the system ^</li> <li>• Collates all reported secondary impact data.</li> <li>• Maintains the integrity of impact assessment data being entered into the database.</li> </ul>



	<ul style="list-style-type: none"> <li>Develops secondary impact assessment data reports, as per the MRM's requirements.</li> </ul>
<b>Reports to</b>	Municipal Recovery Manager
<b>Supervises</b>	SIA Field Team Leader (if activated) SIA Field Team Member SIA Administration Officer (if activated)
<b>Liases with</b>	Emergency Management Coordination Group Emergency Management Liaison Officer External Agencies and Partners OHS Officer SIA IT Officer (if activated) SIA GIS Officer (if activated)

\*This may be within any data collection system, such as CrisisWorks, TRIM, WebEoc etc

^This step is only relevant to council's using a system compatible with pre-loading data.



## 4. SECONDARY IMPACT ASSESSMENT FIELD TEAM LEADER

Location	Field (if required)
<b>Purpose</b>	Coordinate Secondary Impact Assessment Field Team operations.
<b>Duties</b>	<p><b>Planning phase:</b></p> <ul style="list-style-type: none"> <li>• Contributes to any planning and arrangements as required, for the secondary impact assessment team prior to deployment.</li> </ul> <p><b>Operational phase:</b></p> <ul style="list-style-type: none"> <li>• Assists the SIA Coordinator in preparing for the briefing and deployment of SIA Field Team(s).</li> <li>• Coordinates the operations of SIA Field teams to ensure assessments are effectively conducted and accurate data is reported.</li> <li>• Monitors and logs all teams’ location and status throughout deployment.</li> <li>• Reports and assists to manage any health, safety and wellbeing issues of the SIA Field team members, supported by the SIA Coordinator and OHS Officer.</li> <li>• Lodges all collected field data with SIA coordinator at agreed intervals and via defined format(s).</li> <li>• Assists the SIA Coordinator to update and manage the Staff Deployment Register.</li> <li>• Participates in debrief sessions.</li> <li>• Participates in the delivery of debrief recommendations.</li> <li>• Accesses personal support and EAP services as needed.</li> <li>• Complies with instructions given for their own safety and health and that of others, in adhering to safe work procedures.</li> </ul>
<b>Reports to</b>	SIA Coordinator
<b>Supervises</b>	Up to 7 Impact Assessment Field Teams
<b>Liases with</b>	Impact Assessment Field Team Members Impacted community members External Agencies and Partners OHS Officer



## 5. SECONDARY IMPACT ASSESSMENT TEAM MEMBER

Location	Field, MECC, ERC
<b>Purpose</b>	Collect secondary impact assessment data from the field, via phone or an ERC
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Liaises with impacted community members in a positive and sensitive manner, as required, to collect secondary impact data.</li> <li>• Collect secondary impact assessment data in a consistent manner, as outlined in SOP SIA05.</li> <li>• Conducts assessments in a manner that adheres to defined OHS standards and practices.</li> <li>• Reporting any breaches of OHS to the SIA Team Leader/Coordinator immediately.</li> <li>• If deployed in the field, they will conduct secondary impact assessment in the defined geographical area(s) or allocated sector, as directed by the SIA Field Team Leader (if activated) or SIA Coordinator.</li> <li>• Conducts secondary impact assessments as a team.*</li> <li>• Provides collected secondary impact assessment data to SIA Team Leader (if in place) or SIA Coordinator, at intervals defined and in required format(s) as per the pre-deployment briefing.</li> <li>• Returns in a timely manner as per agreement in the pre-deployment briefing (if deployed into the field).</li> <li>• Participates in the Daily SIA Team Debriefing</li> <li>• Participates in Post Operation SIA Team Debriefing at the conclusion of SIA.</li> <li>• Accesses personal support and EAP services as needed.</li> </ul>
<b>Reports to</b>	Impact Assessment Field Team Leader (if activated) <i>*SIA Coordinator (when SIA Team Leader not activated)</i>
<b>Supervises</b>	Nil
<b>Liaises with</b>	Impact Assessment Field Team Members Impacted community members OHS Officer

\*When deployed into the field, SIA Team Members should not split off to work alone on separate properties, unless agreed upon prior and coordinated with the SIA Team Leader or SIA Coordinator.





## 6. ENVIRONMENTAL HEALTH OFFICER (EHO)

Location	Field
<b>Purpose</b>	Collect secondary impact assessment data from the field.*
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Conducts assessments of assigned locations (within allocated sector).</li> <li>• Adheres to command structure outlined in the pre-deployment brief.</li> <li>• Conducts specific EHO secondary impact assessment on properties and structures impacted by an emergency, as part of the wider SIA Team ^.</li> <li>• Records assessment data in accordance with the data collection templates as part of these guidelines.</li> <li>• Additional tasks may also include (time permitting):                             <ul style="list-style-type: none"> <li>○ Provision of advice to affected community members, of specific public health issues or hazards pertaining to the EHO assessment (i.e. provide advice on pest control programs).</li> <li>○ Conduct onsite remedial action such as provision of signage and sectioning off hazards including asbestos, septic tanks, trees or chimneys and serve notices as needed.</li> </ul> </li> <li>• Liaises with community members in a positive and sensitive manner, as required, to collect secondary impact data.</li> <li>• Works in a manner that adheres to defined OHS standards and practices, i.e. wearing PPE.</li> <li>• Reports any breaches of OHS to the SIA Team Leader/Coordinator immediately.</li> <li>• Provides collected secondary impact assessment data to SIA Team Leader (if in place) or SIA Coordinator, at intervals defined and in required format(s) as per the pre-deployment briefing.</li> <li>• Returns in a timely manner as per agreement in the pre-deployment briefing.</li> <li>• Participates in the Daily SIA Team Debriefing upon return from deployment each day and the Post Operation SIA Team Debriefing at the conclusion of SIA.</li> <li>• Accesses personal support and EAP services as needed.</li> </ul>
<b>Reports to</b>	Impact Assessment Field Team Leader (if activated) <i>*SIA Coordinator (when SIA Team Leader not activated)</i> Line Manager
<b>Supervises</b>	Nil
<b>Liases with</b>	SIA Team Impacted community members OHS Officer



**\*An EHO assisting from other another council is required to be appointed as an Authorised Officer under the Public Health & Wellbeing Act (usually by delegation from the CEO) and have relevant identification, prior to undertaking an assessment as part of the SIA field team.**

^The EHO should not split off to work alone at separate properties, unless agreed upon prior and coordinated with the SIA Team Leader or SIA Coordinator.

## 7. MUNICIPAL BUILDING SURVEYOR (MBS)

Location	Field
<b>Purpose</b>	Collect secondary impact assessment data from the field.*
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Conducts assessments of assigned locations (within allocated sector).</li> <li>• Adheres to command structure outlined in the pre-deployment brief.</li> <li>• Conducts secondary impact assessment specific to building structure hazards on properties impacted by an emergency, as part of the wider SIA Team^.</li> <li>• Works in a manner that adheres to defined OHS standards and practices, i.e. wearing PPE.</li> <li>• Reports any breaches of OHS to the SIA Team Leader/Coordinator immediately.</li> <li>• Liaises with community members in a positive and sensitive manner, as required, to collect secondary impact data.</li> <li>• Provision of advice to affected community members, of hazards pertaining to the MBS assessment.</li> <li>• Serve orders or notices as required.</li> <li>• Conduct limited remedial action, such as taping off hazards.</li> <li>• Provides collected secondary impact assessment data to SIA Team Leader (if in place) or SIA Coordinator, at intervals defined and in required format(s) as per the pre-deployment briefing.</li> <li>• Returns in a timely manner as per agreement in the pre-deployment briefing.</li> <li>• Participates in the Daily SIA Team Debriefing upon return from deployment each day and the Post Operation SIA Team Debriefing at the conclusion of SIA.</li> <li>• Accesses personal support and EAP services as needed.</li> </ul>
<b>Reports to</b>	Impact Assessment Field Team Leader (if activated) <i>*SIA Coordinator (when SIA Team Leader not activated)</i> Line Manager
<b>Supervises</b>	Nil
<b>Liases with</b>	SIA Team Affected residents

\*An MBS assisting from another council is required to be appointed as an Authorised Officer under the Building Act 1993 (usually by delegation from the CEO) and have relevant identification, prior to undertaking an assessment as part of the SIA field team



^The MBS should not split off to work alone at separate properties, unless agreed upon prior and coordinated with the SIA Team Leader or SIA Coordinator.

## 8. PERSONAL SUPPORT

Location	Field
<b>Purpose</b>	To provide personal support services to the impacted community and SIA Team members. This role may also conduct secondary impact assessment specific to the social impact on the community after an emergency, as part of the wider SIA Team.*
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Assists the SIA team out in the field by providing personal support to the residents of homes and businesses that have been impacted by the emergency.</li> <li>• Conducts secondary impact assessment specific to the social impact on the community after an emergency, as part of the wider SIA Team^.</li> <li>• Builds rapport and trust through listening to the community member’s stories and concerns.</li> <li>• Provides copies of the resident information kits developed by council and any practical assistance that may be required.</li> <li>• Creates and organises referrals or returns visits with the residents of homes and businesses that have been impacted by the emergency.</li> <li>• Works in a manner that adheres to defined OHS standards and practices, i.e. wearing PPE.</li> <li>• Reports any breaches of OHS to the SIA Team Leader/Coordinator immediately.</li> <li>• Provides personal support to the SIA team and monitors their welfare.</li> <li>• Returns in a timely manner as per agreement in the pre-deployment briefing.</li> <li>• Participates in the Daily SIA Team Debriefing upon return from deployment each day and the Post Operation SIA Team Debriefing at the conclusion of SIA.</li> </ul>
<b>Reports to</b>	Impact Assessment Field Team Leader (if activated) *SIA Coordinator (when SIA Team Leader not activated) Line Manager
<b>Supervises</b>	Nil
<b>Liases with</b>	SIA Team SIA Coordinator Affected residents



\* This role should be conducted by a trained personal support agency such as the Australian Red Cross or Victorian Council of Churches Emergencies Ministry. Trained council personal support staff may also be activated.

^ The personal support team member should not split off to work alone at separate properties, unless agreed upon prior and coordinated with the SIA Team Leader or SIA Coordinator.

## 9. SECONDARY IMPACT ASSESSMENT ADMINISTRATION OFFICER

Location	MECC/Council Office (if required)
<b>Purpose</b>	Support the data collation and reporting functions required during the secondary impact assessment phase of an emergency.
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Sets up an SIA database or event to capture all reported field data for reporting and assessment purposes.* Data may come in from the SIA field team, ERC, phone assessments or other agencies or partners.</li> <li>• Preloads location data i.e. Shape File (if available) into the system ^</li> <li>• Maintains the integrity of impact data being entered into the database.</li> <li>• Development of SIA reports, as requested by the SIA Coordinator and/or MRM.</li> <li>• Maintains and monitors all SIA related tasks assigned to the SIA Coordinator and/or MRM.</li> <li>• Follow up unassigned or outstanding tasks.</li> <li>• Provides status updates and participates in briefings, as requested by SIA Coordinator/MRM and/or EMCG.</li> <li>• Assists in the development of SIA reports.</li> <li>• Complies with instructions given for their own safety and health and that of others, in adhering to safe work procedures.</li> <li>• Provides additional support duties, as required.</li> <li>• Accesses personal support and EAP services as needed.</li> </ul>
<b>Reports to</b>	SIA Coordinator
<b>Supervises</b>	Nil
<b>Liases with</b>	Municipal Recovery Manager Emergency Management Coordination Group

\*This may be within any data collection system, such as CrisisWorks, TRIM, WebEoc etc

^This step is only relevant to council’s using a system compatible with pre-loading data and assigning cases to SIA Staff.



## 10. GEOGRAPHIC INFORMATION SYSTEM (GIS) OFFICER

<b>Location</b>	<b>MECC, Council Offices (if required)</b>
<b>Purpose</b>	Prepares mapping data for secondary impact assessment planning and operations.
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Develops detailed maps of impacted areas to inform impact assessment operations.</li> <li>• Assists in the extraction of resident (rate payer only) contact information by supplying data that is based on the area impacted by the emergency.</li> <li>• Where applicable, apply rural zoning to impacted areas to assist the Council and DELWP identify areas of SIA responsibility.</li> <li>• Assists with the development of SIA Field Team sectors using mapping and data.</li> <li>• Provides subject matter expertise and advice on mapping related issues, as required.</li> <li>• Provides mapping data and reports for use in SIA reports.</li> <li>• Complies with instructions given for their own safety and health and that of others, in adhering to safe work procedures.</li> <li>• Undertakes additional GIS related duties, as required.</li> <li>• Accesses personal support and EAP services as needed.</li> </ul>
<b>Reports to</b>	SIA Coordinator
<b>Supervises</b>	Nil
<b>Liaises with</b>	Emergency Management Coordination Group Other agency mapping units SIA Administration Officer



## 11. SECONDARY IMPACT ASSESSMENT INFORMATION IT OFFICER

<b>Location</b>	<b>MECC, Council Offices (if required)</b>
<b>Purpose</b>	Assists with technology requirements for field teams and the staff in the MECC
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Configures and sets up computers and devices for secondary impact assessment MECC staff and field teams, ready for SIA operations.</li> <li>• Assists to source additional hardware, devices and accessories for SIA MECC staff and fields teams where required.</li> <li>• Ensures secondary impact assessment MECC staff and fields teams have logins and correct level of access to the emergency management system e.g. CrisisWorks, WebEoc.</li> <li>• Conducts ad-hoc training for SIA MECC staff and fields teams on use of systems for secondary impact assessment.</li> <li>• Troubleshoots IT issues across all devices, hardware and software.</li> <li>• Assists the SIA Administration Officer with database and reporting tasks, as needed.</li> <li>• Revokes access once secondary impact assessment is complete, for staff no longer requiring access.</li> <li>• Ensure any hardware or devices loaned during secondary impact assessment are returned to respective departments upon completion.</li> <li>• Where a GIS Officer is not in place, an IT officer may also assist with tasks assigned to the GIS role statement, where suitable.</li> <li>• Complies with instructions given for their own safety and health and that of others, in adhering to safe work procedures.</li> <li>• Undertakes additional IT related duties, as required.</li> <li>• Accesses personal support and EAP services as needed.</li> </ul>
<b>Reports to</b>	SIA Coordinator
<b>Supervises</b>	Nil
<b>Liases with</b>	Emergency Management Coordination Group SIA Administration Officer GIS Officer SIA Team Leader SIA Field Team members



## 12. OCCUPATIONAL HEALTH AND SAFETY (OHS) OFFICER

<b>Location</b>	<b>MECC, Council Offices (if required)</b>
<b>Purpose</b>	To mitigate potential risks and ensure all MECC and field SIA Staff are working in accordance with the Occupational Health and Safety Act 2004.
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Ensure adherence to OHS policies and procedures.</li> <li>• Ensure that SIA staff including volunteers and contractors are aware of, and abide by, all relevant health and safety procedures particularly those relating to secondary impact assessment activities.</li> <li>• Ensure adherence to first aid policies and procedures.</li> <li>• Encourage early reporting of incidents.</li> <li>• Recording and report of incidents in the MECC or field as required.</li> <li>• Ensure that workers are equipped with the information, instruction, training and supervision that they need to work safely.</li> <li>• Act as a role model by demonstrating safe work behaviours.</li> <li>• Identify, assess if necessary and control hazards within their area of responsibility.</li> <li>• Undertakes additional OHS related duties, as required.</li> <li>• Accesses personal support and EAP services as needed.</li> </ul>
<b>Reports to</b>	SIA Coordinator
<b>Supervises</b>	Nil
<b>Liaises with</b>	Emergency Management Coordination Group Other agency mapping units SIA Administration Officer