



Review of emergency management for Victorian high risk communities

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Inspector-General for
Emergency Management



An overview of IGEM

➔ **Emergency Management Act 2013 (The Act)**

IGEM established on 1 July 2014 by the Act

Performance
Monitoring

Planned
Reviews

Minister
Requested
Reviews

Implementation
Monitoring

IGEM

- Provides assurance to government and community regarding the emergency management arrangements in Victoria and fosters continuous improvement of those arrangements
- All assurance activities across the state are guided by the principles outlined in the Assurance Framework
- The Act contains provisions relating to the public release of IGEM reviews

Review of emergency management for high-risk Victorian communities

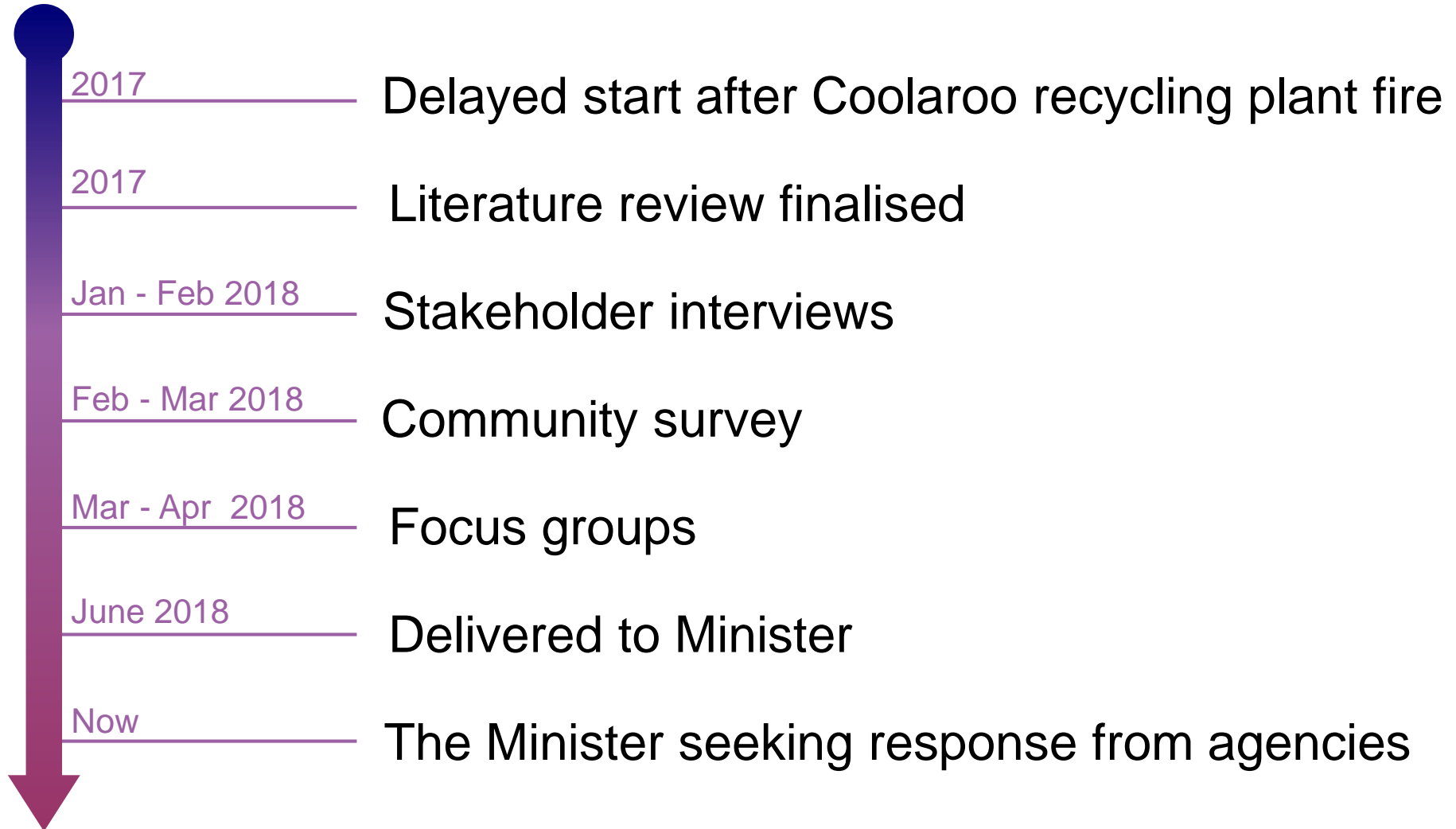
Planned
Reviews

Identified in the 2017 Annual Forward Plan of Reviews

Review Aim

Identify and assess current arrangements in Victoria's emergency management sector for identifying, preparing and protecting high-risk communities. This includes the identification of opportunities for improvement in line with leading practice.

Review history



Stakeholders

21 stakeholders contributed to this review

Responders



Other EM



Government



Local Government



South Gippsland
Shire Council



WARRNAMBOOL
CITY COUNCIL



NORTHERN
Grampians
SHIRE COUNCIL



CITY OF
YaARRA

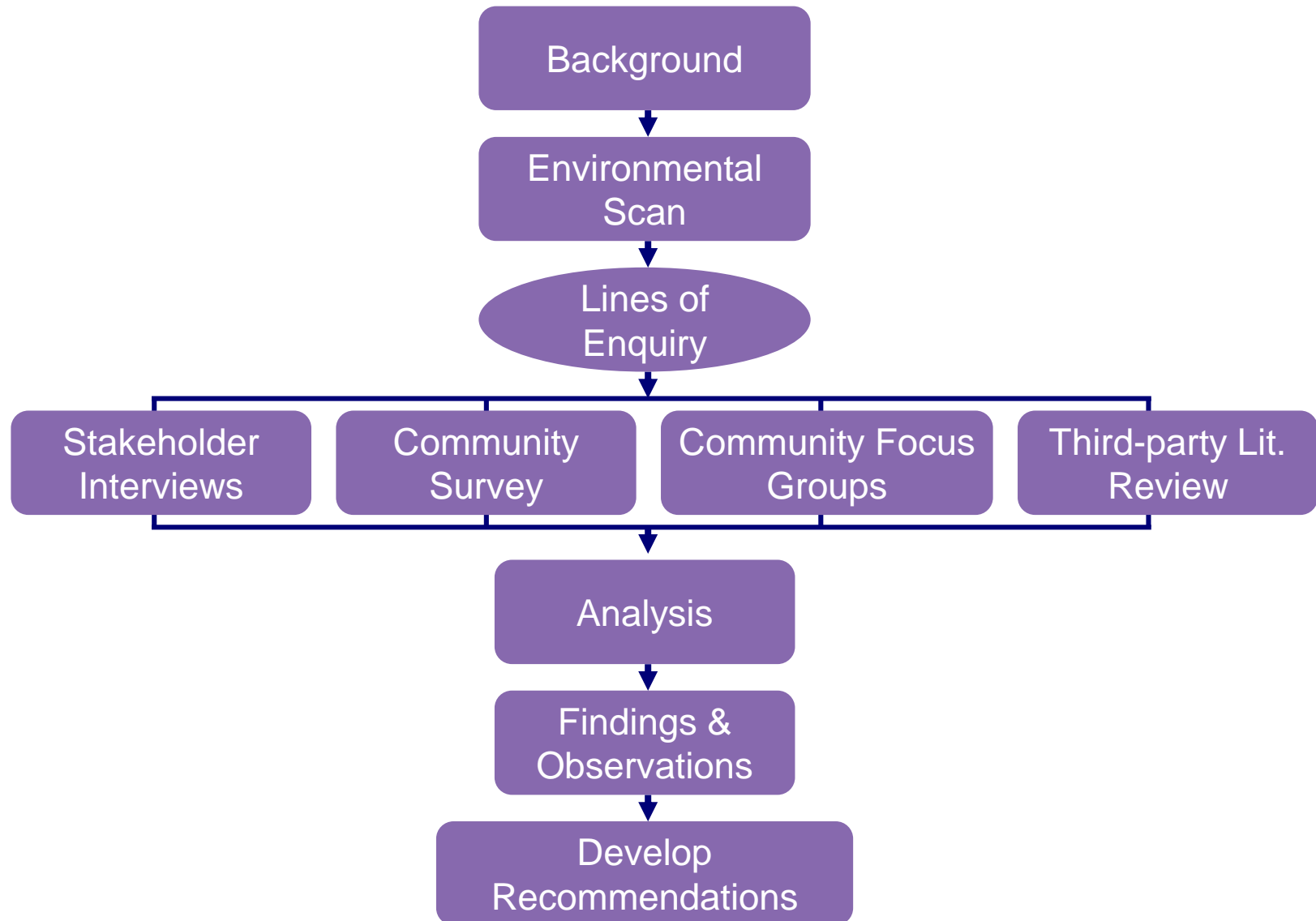


Municipal Association of Victoria

Community Service



Methods and processes



Literature review objectives



Define
High-risk (HR) individuals
/ communities



Leading practice



Relationships: High-risk,
vulnerability and
resilience



Barriers and enablers for
leading practice



For Victorian hazards:

- How to identify HR communities
- Outline elements of preparedness / response strategies



Identify metrics for
evaluating activity /
programs for HR

Literature review findings – definition



Define
High-risk (HR) individuals
/ communities

Individuals and communities who have the potential to be adversely affected by a disaster or emergency and who, because of the circumstances in their everyday lives, require significant and coordinated priority intervention, response and support from a variety of government and non-government organisations and the broader community for their safety.

Literature review findings – barriers



Barriers and enablers for leading practice

- Focus on community resilience has decreased attention on high-risk individuals and communities.
- Command and control culture is inadequate for a collaborative and participatory approach with non-government stakeholders who can provide valuable experience and insights into the characteristics and needs of those at high-risk from hazards.

Literature review findings – gaps

Identifying and assisting in preparing for emergencies and building the adaptive capacity of those at high-risk from hazard does not fit with the focus on community resilience.

The definition of vulnerable persons (Vulnerable Persons Policy) is inadequate for the broad purposes of emergency management planning

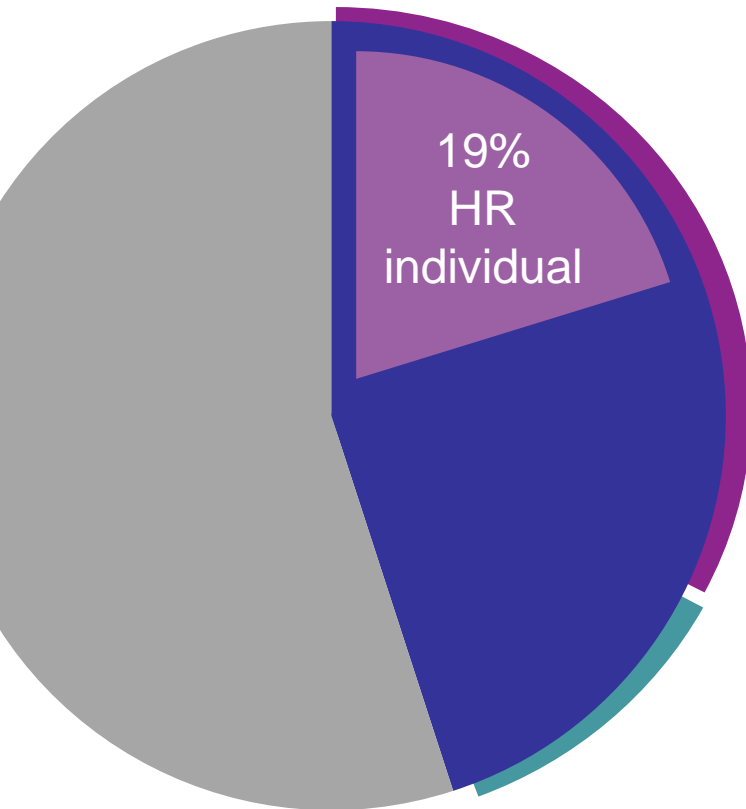
High-risk individuals and communities are not adequately identified on a spatial or socio-economic level within the Victorian population.

CSOs involved with high-risk individuals and communities cannot adequately contribute to emergency management sector initiatives to engage and support those at high-risk from hazard.

Survey findings

Limited awareness of vulnerable people

- < 50% of participants were aware of people who are 'limited in their ability to respond to an emergency'
 - 19% believe they have limitations
 - Most believe vulnerable individuals receive moderate or large amounts of assistance
 - Over one fifth do not know how much assistance vulnerable individuals receive



- Aware of person with HR
- Not aware of person with HR

Survey findings

Those who believe they have limited ability to respond to an emergency

(~19%)

- More likely to discuss their EM needs, especially with neighbours or friends
- More likely to have arrangements in place to respond to emergencies and to have used them
- Perceived arrangements are adequate because:
 - they were able to look after themselves
 - the emergency services assisted
 - they chose to evacuate

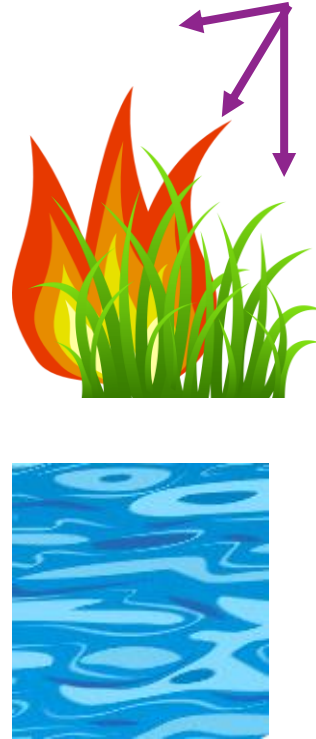
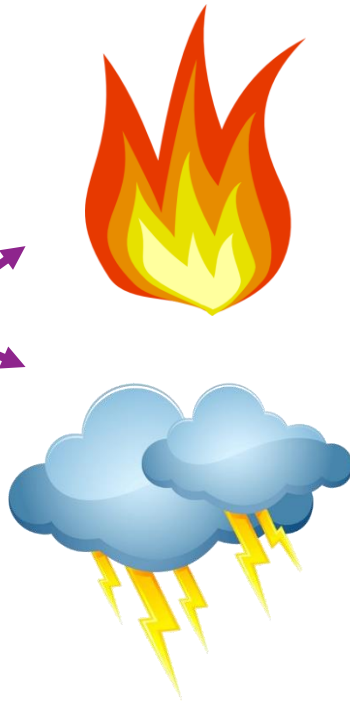
Survey findings

Emergency response limitations

- Looking after children and pets
 - Medical conditions
 - Disability
 - Lack of mobility
-
- Peri-urban and rural LGA residents saw bushfire and grassfire as a threat
 - Residents of urban and rural interior LGAs were concerned about heatwave.

Survey findings

People with a limited ability to respond to an emergency = more likely to make arrangements to respond to a bushfire or storm event than those with no limitations



Bushfire, grassfire and flood arrangements were primarily evacuation, having a plan and equipment

Flood involved seeking assistance from neighbours and the emergency services.

In summary

- Many sector initiatives, partnerships and research projects related to vulnerability and high-risk community.
- The “all communities, all emergencies” approach, and the community focused approach to emergency management has identified that the sector has many foundations to support leading practice for high-risk communities in emergency management.

IGEM thanks all of those who contributed to the review and looks forward to its release.

2019 – 10 years of reform in emergency management sector Victoria



https://engage.vic.gov.au/emergencymanagementreform

You may require additional information - common themes may be helpful when preparing your response. Sharing your experiences and views will help shape this review. Submissions close Monday 24 September 2018.

What themes or issues about Victorian emergency management arrangements introduced since 2009 would you like us to explore?

Share your insights and experiences in the window below

Or upload your story as a prepared document

Choose file...

Frequently asked questions

[What does 'emergency management' mean?](#)

[Which organisations are in the emergency management sector?](#)

[Why is this review taking place?](#)

[When was this review announced?](#)

[Is this review repeating past work?](#)

Ten years of emergency management reform
Your experiences and insights provided here will help shape this review

Overview
Over the last ten years there has been many changes to Victorian emergency management arrangements. Independent inquiries and reviews have examined Victorian emergencies including the devastating 2009 bushfires, the 2010-11 floods, the 2014 Heatwave and the 16 June 2016 bushfires and the 2017-18 bushfires. It is important that we explore the responses to and lessons from these events to help improve the way we manage emergencies in the future.

For example, Victoria follows an 'all hazards' or 'common themes' approach to emergency management. This approach places greater emphasis on building community resilience, improving coordination and cooperation between agencies, providing a more unified response and better preparedness and efforts to reduce and recover from emergencies.

It is now an important part of emergency management arrangements to bring together better outcomes for Victorians - before, during and after emergencies.

The Victorian Disaster Resilience Strategy (VDRES) is a key document that is guiding the Victorian Emergency Management Review (VEMR). The VEMR is a broad review of emergency management arrangements in Victoria. It will focus on the following areas:

- What does the review focus on and what issues it focuses on is not fully decided.
- It will work out our review direction, we're asking you to tell us what you believe is working well and what could be done better to improve the response to and recovery from emergencies.
- Ultimately, this review will allow VEMR to understand if Victoria's emergency management arrangements are bringing better outcomes for our communities.

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Sharing your experiences and views will help shape the review of emergency management reform.

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Which organisations are in the emergency management sector?

Why is this review taking place?

When was this review announced?

Is this review repeating past work?

Is this the only consultation?

Which organisations are involved in this review?

How we use your information
Your insights and experiences are valuable to us. Your input will be reviewed and may be used to shape the report to this review.
The information you share with us will be confidential, will not be published and is not for profit. It will be used by the review team to inform the review process and to provide feedback to the review team.
We will also be able to keep you updated on review progress, including how we used your information, shared and future consultations.
We can provide your email through this page, visit us online [engage.vic.gov.au](#) or follow us on Twitter [@VICEM](#).

Submit

Stay informed
If you are interested in this project, please provide your email address.

Timeline
Input review starts
September 2018
Feedback considered and incorporated into review scope
October 2018
Review scope published
December 2018
Review conducted
Range of activities across 2019
Report to the Minister for Emergency Services
December 2019

Further reading
10 Years of reform - common themes
IGEM Practice Statement

Links
About the Victorian Disaster Resilience Strategy
Victorian Disaster Resilience Strategy

Contact us
If you have any questions about VEMR and this review, or would like to provide feedback, please contact us at the below.
IGEM Enquiry Review
02 6188 7900
enr@emergency.vic.gov.au

Support
If you find this content difficult to read or understand, please contact us at the below.
Accessibility - phone 03 9114
A 24-hour helpline service that offers confidential advice and assistance to help you get the most from your emergency insurance cover.
Disability - phone 1800 224 000
A telephone service that offers information or, if necessary, help to manage the signs of depression, how to get help, and how to help someone else who is struggling.
Subsidised - phone 1800 164 627
A telephone service for support, information, counselling and referrals for LGBTI people.

Further reading
10 Years of reform - common themes
PDF (80.80 KB)
An overview of commonly examined themes

IGEM Practice Statement
PDF (28.15 KB)
An overview of IGEM's functions and activities

Links
The Inspector-General

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Links

The Inspector-General

Contact

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