

Community Rooming House Program Victoria

**EMERGENCY MANAGEMENT PROCEDURES
MANUAL**

1st Update August 2009

EMERGENCY MANAGEMENT PROCEDURES

Preface

This Emergency Management Information Package for the Community Rooming House Program has been developed to clearly outline the roles and responsibilities of all stakeholders when emergencies occur in community-managed Director of Housing-owned rooming houses.

Background

This document pertains to rooming house properties and blocks of self-contained units that are managed under the Rooming House Program by Community Housing Organisations (CHOs) on behalf of the Director of Housing.

In 2007, there are 1629 rooming house tenancies, in 112 rooming house properties, managed by 18 CHOs in Victoria.

It is likely that emergencies will occur in these properties and it is important that all stakeholders respond in an appropriate and co-ordinated manner. Stakeholders include residents and tenants, CHOs, the Office of Housing, the relevant local municipality via Municipal Emergency Management Plans, VICSES (State Emergency Service), Police, Fire Brigade, Ambulance, and local community-based welfare assistance and crisis services, such as the Salvation Army, Red Cross, etc.

To ensure a co-ordinated, appropriate and timely response to emergencies, it is important that all stakeholders have a clear understanding of correct procedures, and the roles and responsibilities of all stakeholders. This Information Package has been developed to clearly articulate these matters.

Acknowledgements

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- Olga Anisimova, Office of Housing
- Robert Carey, COMAC
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- Justin Lange, COMAC, Office of Housing
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- Andrea Spiteri, Emergency Management Branch, Department of Human Services

Further Information & Feedback

For further information about the kit, contact CHFV on (03) 9654 6077 or email: chfv@chfv.org.au

This is the second "edition" of the kit. We would appreciate your feedback or suggestions for improvement.

This manual was compiled by Mark Smoljo and produced by the Community Housing Federation of Victoria, February, 2004, and revised by Mark Smoljo in August, 2009. The Office of Housing, Department of Human Services, Victoria, funded the development and update of this resource.

Before You Get Started

This manual contains two parts. The first part defines emergencies and delineates the roles and responsibilities during each stage of an emergency. The second part contains a series of checklists and forms that CHOs can use during the phases of emergency management. These materials will need to be modified to fit your organisation's local arrangements with emergency services, local government and welfare organisations.

The accompanying CD contains a complete copy of the manual with the documents and forms in Microsoft Word format and can be easily modified to fit your local situation. The manual is in loose leaf form so that it can be readily modified as arrangements change.

After the documents have been customised staff and management need to be trained in their use.

CHOs are also strongly advised to organise meetings with the Municipal Recovery Manager and/or Municipal Emergency Resource Officer of their local municipality to discuss arrangements in the event of an emergency in a rooming house. Meetings should also be arranged with the local Fire Brigade and Police.

Contents

EMERGENCY MANAGEMENT PROCEDURES MANUAL	1
EMERGENCY PROCEDURES.....	2
<i>Preface</i>	<i>2</i>
<i>Background</i>	<i>2</i>
<i>Acknowledgements.....</i>	<i>3</i>
<i>Further Information & Feedback.....</i>	<i>3</i>
<i>Before You Get Started</i>	<i>4</i>
<i>Contents</i>	<i>5</i>
A. ROLES AND RESPONSIBILITIES	6
1. <i>Emergencies</i>	<i>6</i>
2. <i>Prevention</i>	<i>8</i>
3. <i>Response</i>	<i>10</i>
4. <i>Recovery</i>	<i>15</i>
5. <i>Reporting Requirements.....</i>	<i>17</i>
7. <i>Summary of CHO Roles and Responsibilities</i>	<i>19</i>
B. EMERGENCY MANAGEMENT KIT	21
1.1 <i>Prevention – 6 monthly checklist (whole organisation).....</i>	<i>22</i>
1.2 <i>Prevention - 6 monthly checklist (house inspection)</i>	<i>23</i>
1.3 <i>Prevention – day to day checklist.....</i>	<i>25</i>
2. <i>Emergency contact list - for staff use only</i>	<i>26</i>
3.1 <i>Response checklist – business hours</i>	<i>27</i>
3.2 <i>Response checklist – after hours.....</i>	<i>28</i>
4. <i>Recovery checklist.....</i>	<i>29</i>
5. <i>Reporting checklist – 6 monthly</i>	<i>31</i>
6. <i>Emergency report form</i>	<i>32</i>
C. APPENDICES.....	36
1. <i>Glossary of Terms</i>	<i>36</i>
2. <i>Abbreviations.....</i>	<i>37</i>

A. ROLES AND RESPONSIBILITIES

1. Emergencies

An emergency is the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person or which destroys or damages, or threatens to destroy or damage, any property.

For the purposes of this manual, an emergency must impact upon the amenity of the rooming house and must involve an incident serious enough to require attendance by one of the emergency services. It must also involve partial or full evacuation of the building.

This could include:

- a fire
- an earthquake, flood, wind storm or other natural event
- damage caused by a motor vehicle
- an explosion
- a bomb threat
- a chemical, biological or radiological danger
- a hazardous substances incident
- ventilation system contamination
- a gas leak
- malfunction of fire control equipment
- a plague or an epidemic
- structural instability
- a warlike act
- a hi-jack, siege, riot or act of terrorism
- a disruption to an essential service, such as light, gas, power, water or sewerage.

There are three components of emergency management:

Prevention

This means eliminating or reducing the incidence or severity of emergencies and mitigating their effects. This is achieved using a wide range of strategies and actions.

Response

This means responding to emergencies and their effects by using resources effectively and providing immediate rescue and relief services. The brunt of this work is done by emergency services, such as VICSES, Fire Brigade, Ambulance or Police.

Recovery

This means helping people affected by emergencies to achieve a proper and effective level of functioning. It may involve the temporary or permanent relocation of residents or tenants affected by an emergency.

2. Prevention

Most of the material in this section relates to fire prevention measures. This is because fire is the biggest risk to life and property in rooming houses, and because it is a risk that can be greatly reduced through prevention activities. However, many fire prevention measures, such as ensuring emergency lighting is working and keeping thoroughfares clear, are also excellent preparation for other types of emergency.

Over the last year, the risk from pandemics such as various influenza strains has also become apparent. The Victorian Government Health Information Website has resources that CHOs can use such as Fact Sheets, posters and a brochure about what your organisation can do. These can be viewed or downloaded at:

<http://www.health.vic.gov.au/ideas/resources>

and

<http://humanswineflu.health.vic.gov.au/>

Roles and Responsibilities

Community Housing Organisations:

- Ensure the "Emergency Evacuation Plan" (including evacuation points) provided by OoH is placed at the entrance of each building and in other appropriate locations, such as stairwells and/or hallways.
- Ensure the Fire Orders stickers provided by OoH are in visible areas for residents/tenants.
- Ensure staff are all trained to be "Fire Aware". Each housing worker should receive a general fire, emergency and evacuation training session every 2 years. These are provided by the Office of Housing via training bodies that use Metropolitan Fire and Emergency Services Board (MFESB), the Country Fire Authority (CFA), or other qualified trainers. The training includes fire awareness, emergency procedures and the use of fire fighting equipment in rooming houses.
- Provide residents/tenants with ongoing fire awareness information. This should include the Home Fire Safety Kits that have been developed by OoH. The kits contain the following:
 - Fire Safety Fact Sheet - Smoke Alarms
 - Fire Safety in Home Booklet - a Community Housing Guide
 - Fridge Magnet - Smoke Alarms
- Ensure any equipment faults are reported.
- Ensure all exit doors, hallways and fire escape doors are kept clear of obstructions.
- Provide COMAC with an after-hours contact number.
- Respond in a timely manner to OoH enquiries.

- Participate in the planning, implementation and evaluation of rooming house-related emergency exercises if organised by local government, Department of Human Services (DHS) and/or emergency services.

Office of Housing:

- Comply with building regulations when constructing, renovating, maintaining and upgrading properties.
- Comply with the requirements of DHS Capital Development Guideline 7.10 Fire Risk Management in Boarding Houses.
- Provide appropriate fire risk equipment and infrastructure.
- Provide accurate "Evacuation Plans" (including evacuation points) for each property.
- Immediately respond to reports of faults or maintenance issues in relation to fire risk infrastructure.
- Monitor annual fire risk equipment compliance and conduct regular building audits as prescribed in the DHS Capital Development Guideline 7.10 Fire Risk Management in Boarding Houses.
- Provide information, resources and training to all CHOs.
- Update CHOs' after-hours contact numbers.
- Monitor occurrence of emergencies and investigate incident reports to prevent or reduce future incidences.
- Housing Sector Development (HSD) will work in a partnership with COMAC in meeting these responsibilities.
- Brief Minister of any critical issues regarding emergency management.
- Participate in the planning, implementation and evaluation of rooming house-related emergency exercises if organised by local government, DHS and/or emergency services.

3. Response

The major roles and responsibilities in regard to response are fulfilled by the various emergency services, depending on the nature of the emergency situation. In each emergency there is a different control agency, and these may be assisted by different support agencies. Usual arrangements are listed in the table below.

EMERGENCY	CONTROL AGENCY	SUPPORT AGENCIES
ACCIDENT		
Aircraft	Victoria Police	Australian Search and Rescue (AusSAR), Australian Transport Safety Bureau (ATSB), Metropolitan Fire & Emergency Services Board (MFESB) or Country Fire Authority (CFA)
Biological materials	Department of Human Services (DHS) – Public Health	Others as required
Boilers and pressure vessels	MFESB or CFA	OoH, WorkSafe (Victorian WorkCover Authority)
Hazardous materials or dangerous goods	MFESB or CFA	Environment Protection Authority (EPA), WorkSafe
Lifts, cranes or scaffolding	MFESB or CFA	OoH, WorkSafe
Malfunction of fire control equipment	OoH	Fire control contractors
Military aircraft	Defence forces	Victoria Police Victorian State Emergency Service (VICSES) MFB or CFA
Motor vehicle	Victoria Police	MFB or CFA VICSES VicRoads
Radioactive materials	DHS – Public Health	EPA, Bureau of Meteorology (BOM)
Structural instability	OoH	Building Control Commission (BCC) WorkSafe
Ventilation system contamination	OoH	DHS – Public Health

EMERGENCY	CONTROL AGENCY	SUPPORT AGENCIES
DISEASE or ILLNESS		
Food/drinking water contamination	DHS – Public Health	OoH Others as required
Plague or epidemic	DHS – Public Health	Others as required
ESSENTIAL SERVICE DISRUPTION		
Electricity	Department of Infrastructure (DOI)	Victorian Energy Networks Corporation (VENCorp)
Natural Gas	DOI	VENCorp
Petroleum (petrol, diesel, LPG)	DOI	WorkSafe Oil companies
Water and Sewage	DSE (Department of Sustainability and Environment)	Water businesses
FIRE AND EXPLOSION		
Aircraft	MFESB or CFA	ATSB
Explosion	MFESB or CFA	Others as required
Explosive device	Victoria Police	Others as required
Fire	MFESB or CFA	Others as required
Gas leakage	MFESB or CFA	Gas distribution companies OoH
NATURAL EVENT		
Bushfire	DSE or CFA	Others as required
Earthquake	VICSES	All
Flood	VICSES	DSE Catchment Management Authorities Water Authorities Local government
Storm	VICSES	OoH
RESCUE		
Rescue	VICSES/MFESB or CFA	Building Commission (BC)
THREAT – OTHER		
Siege, riot or hi-jack	Victoria Police	Others as required
Warlike act or act of terrorism	Defence forces	Victoria Police

Roles and Responsibilities

It is important for both CHOs and OoH staff to realise that during the actual response stage of an emergency the control agencies listed above are totally in charge of dealing with the emergency at hand. The only role for housing workers from either party is to contact the appropriate emergency service and provide assistance and/or information when requested to do so by staff of the control agency.

Responses during business hours

The following roles and responsibilities apply only to emergencies that arise during normal business hours.

Community Housing Organisations:

- Contact appropriate emergency services if they have not been contacted yet.
- Contact the OoH.
- Attend emergency.
- Provide assistance, information or advice to the Control Agency if requested to do so.
- If residents or tenants are rendered temporarily homeless by the event that has caused the emergency and they have no short-term options of their own, provide temporary accommodation from within group's own stock (if it is available).
- If such accommodation is not available, link affected residents/tenants with the local Transitional Housing Management (THM) agency in order to receive information and referral regarding temporary or long-term housing options.

Office of Housing:

- Contact appropriate emergency services if they have not been contacted yet.
- Contact the relevant CHO and advise details of the emergency.
- Attend emergency.
- Undertake any maintenance works necessary to contain or control the emergency. This would be done under the direction of the Control Agency listed above, where the OoH is not the Control Agency.
- Provide assistance, information or advice to the Control Agency if requested to do so.

Local Government (see Section 6)

- Contact appropriate emergency services if they have not been contacted yet.
- Contact the OoH if they have not been contacted yet.
- Contact the managing CHO if they have not been contacted yet.
- Attend emergency, if required.

- Coordinate / provide resources as needed by the community and response agencies.
- Establish a Municipal Emergency Co-ordination Centre if necessary.
- Assist residents or tenants in finding and being transported to emergency accommodation if efforts of CHO and THM unsuccessful.

Responses outside normal business hours

The following roles and responsibilities apply to emergencies that arise outside normal business hours, including weekends.

Community Housing Organisations

- Contact appropriate emergency services if they have not been contacted yet.
- Contact the OoH via the Maintenance Call Centre.
- Attend emergency if situation is serious and presence of CHO staff would provide significant assistance at the event.
- Provide assistance, information or advice to the Control Agency if requested to do so.
- If residents or tenants are rendered temporarily homeless by the event that has caused the emergency and they have no short-term options of their own, provide temporary accommodation from within group's own stock (if it is available).

Office of Housing

- Contact appropriate emergency services if they have not been contacted yet.
- Contact the relevant CHO and advise details of the emergency.
- Attend emergency.
- Undertake any maintenance works necessary to contain or control the emergency. This would be done under the direction of the Control Agency listed above, where the OoH is not the Control Agency.
- Provide assistance, information or advice to the Control Agency if requested to do so.
- In the event of an emergency that requires the relocation of a number of residents that are unable to be housed by their own means or by the CHO, the OoH will be responsible for responding to the out of hours relocation issues, if required.
- CHOs will be advised of the emergency via their after hours contact number, and the details of any relocation of residents for follow up during the next business hours period.

Local Government (see Section 6)

- Contact appropriate emergency services if they have not been contacted yet.
- Contact the OoH if they have not been contacted yet.

- Contact the managing CHO if they have not been contacted yet.
- Attend emergency, if required.
- Coordinate / provide resources as needed by the community and response agencies
- Establish a Municipal Emergency Co-ordination Centre if necessary.
- Assist residents or tenants in finding and being transported to emergency accommodation in conjunction with the Office of Housing.

4. Recovery

The recovery phase commences as soon as practicable after the impact of an emergency.

Roles and Responsibilities

Community Housing Organisations

- If residents or tenants are rendered temporarily homeless by the event that has caused the emergency, provide temporary or long-term accommodation from within group's own stock (if it is available).
- If such accommodation is not available, link affected residents/tenants with the local THM agency in order to:
 1. access funds from Housing Establishment Fund (HEF), and/or
 2. receive information and referral re temporary or long-term housing options.
- Link tenants/residents to DHS and/or local government to get support/financial help/counselling. DHS provides a number of services and forms of financial assistance for people affected by emergencies. These include:

Grant	Type of Emergency	What does grant cover?	Maximum amount
Emergency Grant	Bushfire Severe windstorm Flood Earthquake Single house fire	Accommodation Food Clothing Toiletries Medications One-off transport costs	Up to \$427 per individual
Temporary Living Expenses Grant	Bushfire Severe windstorm Earthquake Flood	Costs of alternative accommodation Living expenses that may not normally incur if living in usual home	Up to \$8,650 assessed at a maximum weekly rate for a maximum of 26 weeks
Re-Establishment Grant	Bushfire Severe windstorm Earthquake Flood	Replacement of essential household and personal items	Up to \$8,650

Temporary Living Expenses and Re-establishment Grants are dependent on a Ministerial decision to make them available. It should also be noted that all of these grants apply only in the cases of personal hardship caused by a natural event (apart from Emergency Grants for single house fires). Hardship caused by other kinds of emergency, eg vehicle or plane crashing into building, would rely on a Ministerial decision for grants to be provided. Emergency Grants are not means-tested, while the other two have eligibility criteria similar to that for public housing eligibility, so all residents/tenants of the Rooming House Program should be eligible.

Please note that, although correct at the time of publication, the guidelines for personal hardship grants are subject to change and the amounts of grants are adjusted periodically. Up-to-date rates can be downloaded from the DHS website at:

<http://www.dhs.vic.gov.au/emergency/publications#factsheets>

In the case of a sizeable emergency an emergency relief centre may be set up by local government and include staffing by DHS to process applications for grants.

- Facilitate the return of residents/tenants to the property once the necessary repairs have been completed.

Office of Housing:

- Survey and determination regarding occupancy of damaged buildings (in conjunction with local government).
- Conduct urgent maintenance works to restore rooms/building so that they can be reoccupied as soon as possible.
- Rebuild and/or upgrade building to its former standard.
- If community manager is unable to rehouse affected residents/tenants, provide temporary accommodation in general stock (if possible) through relevant Regional Office.

Local government:

- Co-ordination of provision and operation of emergency relief centres and shelters.
- Post-impact assessment – gathering and processing of information.
- Survey and determination regarding occupancy of damaged buildings (in conjunction with OoH).
- Oversight and inspection of rebuilding/redevelopment.
- Coordination, provision and management of community development services.
- Coordination of provision of personal support services, e.g. counselling, advocacy.
- Coordination of provision of temporary accommodation.

Department of Human Services:

- Provision of financial assistance via personal hardship grants.
- Coordination of personal support services, e.g. counselling, advocacy.
- Coordination of material aid.
- Provision of information. DHS will provide advice about the impact of the specific event and has a number of pamphlets dealing with various issues that arise following an emergency. These are available at <http://www.dhs.vic.gov.au/emergency/publications>.

5. Reporting Requirements

Roles and Responsibilities

Community Housing Organisations:

- Provide an Emergency Report following each emergency.
- For more serious emergencies your lease/management agreement may also require you to complete an Incident Report Form (see DHS booklet "Incident Reporting Guide"). Incident Report forms can be downloaded from <http://www.dhs.vic.gov.au/forms>
- Provide annual documentation on fire risk management activities conducted by the agency.
- Keep copies of all relevant documentation on agency's Fire Risk Management file.

Office of Housing:

- Monitor incidence of emergencies and investigate incident reports to prevent or reduce future incidences.
- Brief Minister on any relevant critical issues as per Incident Reporting Policy.

6. Role of Local Government

Local government has a number of statutory responsibilities under the Emergency Management Act 1986.

Each local council must prepare and maintain a Municipal Emergency Management Plan (MEMPlan). This plan must identify the council and other resources in the district available for use for emergency prevention, response and recovery, and specify how these resources are to be used.

Each council must also appoint a person to be the Municipal Emergency Resource Officer (MERO). This person is responsible for ensuring the co-ordination of municipal resources to be used in emergency response and recovery. Most councils also appoint a person to be the Municipal Recovery Manager (MRM). This person is in charge of co-ordinating the resources used in recovery.

Each council must also appoint a Municipal Emergency Management Planning Committee (MEMPC) comprising members and employees of the council, response and recovery agencies and local community groups involved in emergency management issues. The function of this committee is to prepare a draft MEMPlan for consideration by the council.

The MEMPlans form part of the whole State's emergency management. In the event of a larger emergency or disaster, the response and recovery are managed at a regional or even a Statewide level. Recovery in these cases is co-ordinated by officers of the DHS working in conjunction with local government.

CHOs should be aware that there is a wide range of local practices among municipalities with regard to actual involvement in response to and recovery after emergencies. The Emergency Management Branch of DHS is working on development of greater uniformity of practice across the State. In the meantime, CHOs are strongly advised to contact the MRM for their municipality and meet to discuss what the local practice is in regard to dealing with emergencies in rooming houses, and if possible set up protocols.

7. Summary of CHO Roles and Responsibilities

Prevention

- Ensure the “Emergency Evacuation Plan” (including evacuation points) provided by OoH is placed at the entrance of each building and in other appropriate locations, such as stairwells and/or hallways.
- Ensure the Fire Orders stickers provided by OoH are in visible areas for residents/tenants.
- Ensure staff are all trained to be “Fire Aware”.
- Provide residents/tenants with ongoing fire awareness information. This should include the Home Fire Safety Kits that have been developed by OoH. The kits contain the following:
 - Fire Safety Fact Sheet - Smoke Alarms
 - Fire Safety in Home Booklet - a Community Housing Guide
 - Fridge Magnet - Smoke Alarms
- Ensure any equipment faults are reported.
- Ensure all exit doors, hallways and fire escape doors are kept clear of obstructions.
- Provide COMAC with an after-hours contact number.
- Respond in a timely manner to OoH enquiries.
- Participate in the planning, implementation and evaluation of rooming house-related emergency exercises if organised by local government, Department of Human Services (DHS) and/or emergency services.

Response

- Contact appropriate emergency services if they have not been contacted yet.
- Contact the OoH (if after hours do so via the After Hours Emergency Service).
- Attend emergency (if after hours do so only if situation is serious and presence of CHO staff would provide significant assistance at the event).
- Provide assistance, information or advice to the Control Agency if requested to do so.
- If residents or tenants are rendered temporarily homeless by the event that has caused the emergency and they have no short-term options of their own, provide temporary accommodation from within group’s own stock (if it is available).

Recovery

- If residents or tenants are rendered temporarily homeless by the event that has caused the emergency, provide temporary or long-term accommodation from within group’s own stock (if it is available).

- If such accommodation is not available, link affected residents/tenants with the local THM agency in order to:
 1. access funds from Housing Establishment Fund (HEF), and/or
 2. receive information and referral re temporary or long-term housing options.
- Link tenants/residents to DHS and/or local government to get support/financial help/counselling.
- Facilitate the return of residents/tenants to the property once the necessary repairs have been completed.

Reporting Requirements

- Provide an Emergency Report following each emergency.
- For more serious emergencies your lease/management agreement may also require you to complete an Incident Report Form (see DHS booklet "Incident Reporting Guide"). Incident Report forms can be downloaded from http://www.dhs.vic.gov.au/forms/incident_report02.doc
- Provide annual documentation on fire risk management activities conducted by the agency. This should be attached to the annual equipment assessment documentation.
- Keep copies of all relevant documentation on agency's Fire Risk Management file.

B. EMERGENCY MANAGEMENT KIT

B. EMERGENCY MANAGEMENT KIT	21
1.1 <i>Prevention – 6 monthly checklist (whole organisation).....</i>	22
1.2 <i>Prevention - 6 monthly checklist (house inspection)</i>	23
1.3 <i>Prevention – day to day checklist.....</i>	25
2. <i>Emergency contact list - for staff use only</i>	26
3.1 <i>Response checklist – business hours</i>	27
3.2 <i>Response checklist – after hours.....</i>	28
4. <i>Recovery checklist.....</i>	29
5. <i>Reporting checklist – 6 monthly</i>	31
6. <i>Emergency report form</i>	32

EMERGENCY MANAGEMENT KIT

1.1 Prevention – 6 monthly checklist (whole organisation)

All of the tasks on this checklist should have been completed in the last six months except where otherwise indicated:

- Each new staff member's induction has included fire awareness training.
- All other staff members have undertaken fire awareness training at least once in the past two years.
- All residents and tenants have been provided with information on fire awareness, prevention and emergency procedures during the last six months.
- Information on fire awareness, prevention and emergency procedures is incorporated in the information provided to new residents or tenants on sign-up.
- Each house has had an emergency prevention inspection completed (see Form 1.2 Prevention - Six-monthly checklist – house inspection).
- Manager, COMAC, has been provided with an up-to-date after hours contact number for the Organisation.
- Emergency contact list (Form 2) has been updated.
- Meeting has been held at least once in the past two years with local government Municipal Recovery Manager (MRM) and/or Municipal Emergency Resource Officer (MERO) to agree on responses to emergencies in rooming houses.
- Meeting has been held at least once in the past two years with local Fire Brigade to discuss responses to fires in rooming houses.

Signature

Date

(print name)

.....
MANAGER

EMERGENCY MANAGEMENT KIT

1.2 Prevention - 6 monthly checklist (house inspection)

This should be completed once every 6 months for each property in your program. You may choose to incorporate these points in your regular maintenance inspections.

House Address:

.....

Date of Inspection:

.....

	Item	Comments	Actioned
1	<input type="checkbox"/> Fire Panel	<input type="checkbox"/> OK <input type="checkbox"/> Problems	
2	<input type="checkbox"/> Service Books	<input type="checkbox"/> OK <input type="checkbox"/> Problems	
3	<input type="checkbox"/> Fire Evacuation Plan is displayed in a prominent position at the entrance and rear of the building at least <input type="checkbox"/> Standard Fire Orders are placed in a number of high-visibility areas throughout the building, including all kitchens and in bedrooms.	<input type="checkbox"/> OK <input type="checkbox"/> Problems	
4	<input type="checkbox"/> Smoke Detectors	<input type="checkbox"/> OK <input type="checkbox"/> Problems	
5	<input type="checkbox"/> Sprinkler heads	<input type="checkbox"/> OK <input type="checkbox"/> Problems	
6	<input type="checkbox"/> Fire Extinguishers	<input type="checkbox"/> OK <input type="checkbox"/> Problems	
7	<input type="checkbox"/> Fire Blankets – where fitted	<input type="checkbox"/> OK <input type="checkbox"/> Problems	
8	<input type="checkbox"/> Hose Reels	<input type="checkbox"/> OK <input type="checkbox"/> Problems	
9	<input type="checkbox"/> Booster Valve	<input type="checkbox"/> OK <input type="checkbox"/> Problems	
10	<input type="checkbox"/> Access for Emergency Services	<input type="checkbox"/> OK <input type="checkbox"/> Problems	

Please note that all items on the Fire Prevention checklist overleaf should be viewed to ensure they are present, complete and, where appropriate, up to date. Inspect for signs of wear and tear or tampering and whether the item appears to be in functional order. This is not an exhaustive technical inspection – that is the work of the fire services contractors who are engaged by OoH. It is simply a brief overview to ensure that items appear in good order and the contractors have been to do their job.

Storm Damage Prevention

	Item	Comments	Actioned
1	<input type="checkbox"/> Roof and roof gutters are clear of obstacles.	<input type="checkbox"/> OK <input type="checkbox"/> Problems	
2	<input type="checkbox"/> Roof is undamaged and there are no loose tiles or sheets.	<input type="checkbox"/> OK <input type="checkbox"/> Problems	

Do not climb ladders or get on the roof to do this. Again this is just a visual inspection from street level to ensure that there are no obvious problems and that the OoH’s gutter cleaning contractors have done their job.

General

	Item	Comments	Actioned
1	<input type="checkbox"/> All common area doorways, corridors, stairways and fire exits are clear of obstacles.	<input type="checkbox"/> OK <input type="checkbox"/> Problems	

Signature Date

(print name)

.....
ROOMING HOUSE MANAGER

EMERGENCY MANAGEMENT KIT

1.3 Prevention – day to day checklist

As staff go about their houses they should be aware of the following concerns which may cause fire or other dangers or create difficulties in the case of an emergency. In each case they should be dealt with immediately by either reporting maintenance to COMAC or your contractor, or dealing with the residents or tenants concerned.

- Faults or damage to Fire Risk equipment or infrastructure (extinguishers, hoses, detectors, sprinklers, alarm systems, fire blankets, exit lights, fire doors, fire escape stairs).
- Loose or exposed electrical wiring.
- Use of double adaptors and power boards to “piggy-back” a number of electrical appliances from the one power point.
- Coiled electrical leads.
- Frayed cords on electrical appliances.
- Cooking in bedrooms of rooming houses.
- Use of electric radiators, kerosene heaters or oil burners.
- Candles or oil burners unattended or near curtains.
- Rooms containing large quantities of paper, cardboard or plastic.
- Clogged lint filters on communal clothes dryers.
- Obstacles in common area doorways, corridors, stairways or fire exits.
- Obstacles on roofs or in roof gutters.
- Roof has loose tiles or sheets.
- Hazardous chemicals or gases stored in or near house.

EMERGENCY MANAGEMENT KIT

2. Emergency contact list - for staff use only

EMERGENCY SERVICES

AMBULANCE:	000
VICTORIA POLICE:	000
FIRE BRIGADE (MFESB or CFA):	000
VICTORIAN POISONS INFORMATION CENTRE:	13 1126
(local) HOSPITAL:	
(local) POLICE:	

DEPARTMENT OF HUMAN SERVICES

MAINTENANCE CALL CENTRE (office and after hours)	13 1172
REGIONAL EMERGENCY RECOVERY MANAGER: Name (mgr DHS):	

UTILITIES

ELECTRICITY - POWER FAILURE 24hr Company:	
GAS Company:	
WATER Company:	
TELECOMMUNICATIONS Major Infrastructure: Telstra Local Provider:	13 2203

LOCAL GOVERNMENT

MUNICIPAL EMERGENCY RESOURCE OFFICER Name:	BH: AH: Mob:
MUNICIPAL RECOVERY OFFICER (MRM) Name:	BH: AH: Mob:

EMERGENCY MANAGEMENT KIT

3.1 Response checklist – business hours

- If emergency services not in attendance, contact the appropriate emergency service via 000.
- If COMAC not aware of the emergency, contact them.
- Attend emergency.
- Provide assistance, information or advice to the Control Agency (e.g. Fire Brigade, VICSES, Police) if requested to do so. Always remember that the Control Agency has full control of the overall direction of response activities in an emergency until the response phase is over. You are only there to assist until then.
- If residents or tenants are rendered temporarily homeless by the event that has caused the emergency and they have no short-term options of their own, provide temporary accommodation from within group's own stock (if it is available).
- If such accommodation is not available, link affected residents/tenants with the local THM agency in order to receive information and referral re temporary or long-term housing options.

EMERGENCY MANAGEMENT KIT

3.2 Response checklist – after hours

- If emergency services not in attendance, contact the appropriate emergency service via 000.
- If COMAC not aware of the emergency, contact the After Hours Emergency Service.
- Make a decision about whether attending the emergency is necessary, i.e. whether your presence will provide knowledge/skills, etc. to make a significant difference to the situation on the night.

If you do attend:

- Provide assistance, information or advice to the Control Agency (e.g. Fire Brigade, VICSES, Police) if requested to do so. Always remember that the Control Agency has full control of the overall direction of response activities in an emergency until the response phase is over. You are only there to assist until then.
- If residents or tenants are rendered temporarily homeless by the event that has caused the emergency and they have no short-term options of their own, provide temporary accommodation from within group's own stock (if it is available).
- If such accommodation is not available, link affected residents/tenants with the OoH worker and/or Municipal Recovery Manager.

EMERGENCY MANAGEMENT KIT

4. Recovery checklist

- If residents or tenants are rendered temporarily homeless by the event that has caused the emergency, provide temporary or long-term accommodation from within group's own stock (if it is available).
- If such accommodation is not available, link affected residents/tenants with the local Transitional Housing Management (THM) agency in order to:
 1. access funds from Housing Establishment Fund (HEF)
 2. receive information and referral re temporary or long-term housing options.
- Link tenants/residents to DHS and/or local government to get support/financial help/counselling. DHS provides a number of services and forms of financial assistance for people affected by emergencies. These include:

Grant	Type of Emergency	What does grant cover?	Maximum amount
Emergency Grant	Bushfire Severe windstorm Flood Earthquake Single house fire	Accommodation Food Clothing Toiletries Medications One-off transport costs	Up to \$427 per individual
Temporary Living Expenses Grant	Bushfire Severe windstorm Earthquake Flood	Costs of alternative accommodation Living expenses that may not normally incur if living in usual home	Up to \$8,650 assessed at a maximum weekly rate for a maximum of 26 weeks
Re-Establishment Grant	Bushfire Severe windstorm Earthquake Flood	Replacement of essential household and personal items	Up to \$8,650

Temporary Living Expenses and Re-establishment Grants are dependent on a Ministerial decision to make them available. It should also be noted that all of these grants apply only in the cases of personal hardship caused by a natural event (apart from Emergency Grants for single house fires). Hardship caused by other kinds of emergency, eg vehicle or plane crashing into building, would rely on a Ministerial decision for grants to be provided. Emergency Grants are not means-tested, while the other two have eligibility criteria similar to that for public housing eligibility, so all residents/tenants of the Rooming House Program should be eligible.

Please note that, although correct at the time of publication, the guidelines for personal hardship grants are subject to change and the amounts of grants are adjusted periodically. Up-to-date rates can be downloaded from the DHS website at:

<http://www.dhs.vic.gov.au/emergency/downloads/factsheets/>

Local government, with support from DHS, can both provide access to personal support and counselling services after an emergency, and DHS has a number of pamphlets dealing with various issues that arise following an emergency.

- Contact COMAC to ensure they are aware of the situation and will organise repair of building.
- Facilitate the return of residents/tenants to the property once the necessary repairs have been completed.

EMERGENCY MANAGEMENT KIT

5. Reporting checklist – 6 monthly

- Six-monthly organisational prevention checklist (Form 1.1) has been completed and filed.
- Six-monthly house prevention checklists (Form 1.2) for every property have been completed and filed.
- Emergency Reports (Form 6) have been completed for each emergency situation that has occurred in the past six months.
- Each Emergency Report has been sent to COMAC and the OoH and a copy filed.
- DHS Incident Reports have also been completed and sent to DHS for each emergency situation where completion of these is required.

Signature Date

..... (print name)
MANAGER

EMERGENCY MANAGEMENT KIT

6. Emergency report form

This report should be prepared as soon as possible after the emergency by the responding Housing Worker from the Community Housing Organisation. Please remember that completed forms may contain confidential information and copies must be stored securely.

For more serious emergencies your lease/management agreement may also require you to complete an Incident Report Form (see DHS booklet "Incident Reporting Guide"). Incident Report forms can be downloaded from http://www.dhs.vic.gov.au/forms/incident_report02.doc

GENERAL INFORMATION

1. Address of property	
2. Date of Incident	
3. Time of discovery	4. Reported By
5. Time of call to 000	6. Time emergency service arrived
7. Number of persons in property	8. Name of tenant
9. Was smoke alarm activated	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Was sprinkler system activated	<input type="checkbox"/> Yes	<input type="checkbox"/> No
11. Type of property	12. Estimated cost of damage
13. Age of premises	

SUPPORT INFORMATION

Answer the following questions by circling one, or more if relevant, of the options provided. Take time to read the selections. Comment only where applicable.

14. Building Type			
<input type="checkbox"/> Rooming house room	<input type="checkbox"/> Flat or unit in rooming house		
<input type="checkbox"/> Flat or unit in block of flats or units	<input type="checkbox"/> Detached flat or unit		
<input type="checkbox"/> Other		
Comments:			

15. Location of Incident			
<input type="checkbox"/> Bedroom	<input type="checkbox"/> Kitchen	<input type="checkbox"/> Living room	<input type="checkbox"/> Bathroom
<input type="checkbox"/> Lounge	<input type="checkbox"/> Balcony	<input type="checkbox"/> Roof space	<input type="checkbox"/> Admin area
<input type="checkbox"/> Laundry	<input type="checkbox"/> Plant room	<input type="checkbox"/> Rubbish chute	<input type="checkbox"/> Rubbish bin
<input type="checkbox"/> Other		
Comments:			

16. Nature of incident

Natural Emergency

- Flood Storm Bushfire Earthquake
 Plague or epidemic Other
-

Human causes emergency

- Fire Damage by vehicle Explosion Bomb threat
 Chemical biological or radiological danger or other hazardous substances incident
 Malfunction of fire control equipment Structural Instability
 Hijack or siege Riot Act of terrorism
 Disruption of essential service Other
-

Critical Incidents

- Death Serious sexual assault Serious physical assault
 Serious property damage Unethical behaviour by staff
 Hazard with the potential for injury Near miss accident
 Criminal behaviour resulting in Police intervention Other
-

Comments:

17. Description of incident

18. Emergency Service Attendance

- Police Ambulance Fire Brigade VicSES
 Other
-

CAUSE AND EFFECTS ON PERSONS INVOLVED

19. Number of people evacuated	20. Evacuated to			

21. Injuries to persons	Killed	Injured	Condition Aggravated	Age
Burns	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Smoke inhalation	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Drowning	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Fall	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Crushing	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Struck by object	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Illness/disease	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Poisoning/radiation	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Assault	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Robbery/theft	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Property damage	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
Evacuation	<input type="checkbox"/>	<input type="checkbox"/>	-----	<input type="checkbox"/>
22. Additional Comments:				

Prepared by (name) -----		Contact Number: -----		
Signature: -----	Position: -----	Date: -----		
<i>Return to Manager, COMAC</i>				
<i>Fax:</i>	<i>03 9637 4400</i>	<i>Phone</i>	<i>9637 5331</i>	
<i>Regional Community Housing Officer</i>				
<i>Fax:</i>	<i>Phone</i>			

FOR FIRES ONLY

23. Method of Extinguishment

- | | | |
|---|--|---|
| <input type="checkbox"/> Fire Brigade | <input type="checkbox"/> Self Extinguished | <input type="checkbox"/> Dousing with water |
| <input type="checkbox"/> Fire Hose (MF&ESB) | <input type="checkbox"/> Sprinkler | <input type="checkbox"/> Extinguisher |
| <input type="checkbox"/> None | <input type="checkbox"/> Smothering | <input type="checkbox"/> CO2, Halon, etc |

Comments:

24. Cause of Fire

- | | | |
|---|---|---|
| <input type="checkbox"/> Deliberate | <input type="checkbox"/> Smoking / in bed | <input type="checkbox"/> Children / matches / lighter |
| <input type="checkbox"/> Cooking appliance | <input type="checkbox"/> Stove | <input type="checkbox"/> Lighting |
| <input type="checkbox"/> Candle | <input type="checkbox"/> Electrical apparatus (TV, CD, Video etc) | <input type="checkbox"/> Electric iron |
| <input type="checkbox"/> Electric heater | <input type="checkbox"/> Electric blanket | <input type="checkbox"/> Additional, unauthorised electrical wiring |
| <input type="checkbox"/> Electric power tools | <input type="checkbox"/> Wire and cable (leads) | <input type="checkbox"/> Wire and cable (fixed) |
| <input type="checkbox"/> Water heating | <input type="checkbox"/> Unknown | |

Comments:

25. Spread of Fire

- | | | |
|---|---|--|
| <input type="checkbox"/> Not applicable | <input type="checkbox"/> Confined to room of origin | <input type="checkbox"/> Stored material (oil, fuel) |
| <input type="checkbox"/> Bed / bedding | <input type="checkbox"/> Furnishings / fittings | <input type="checkbox"/> Furnishings / linings |
| <input type="checkbox"/> Equipment | | |

Comments:

26. Spread of fire beyond room of origin:

- | | | |
|--|--|--|
| <input type="checkbox"/> Not applicable | <input type="checkbox"/> Adjacent room | <input type="checkbox"/> Roof void (if applicable) |
| <input type="checkbox"/> Adjacent property | <input type="checkbox"/> Balcony | <input type="checkbox"/> Stairways |
| <input type="checkbox"/> Other | | |

Comments:

27. Spread of smoke beyond room of origin:

- | | | |
|--|---|---|
| <input type="checkbox"/> Not applicable | <input type="checkbox"/> Enclosed balcony | <input type="checkbox"/> Adjacent room(s) |
| <input type="checkbox"/> Stairway(s) | <input type="checkbox"/> Corridor(s) | <input type="checkbox"/> Roof void |
| <input type="checkbox"/> Adjacent building | <input type="checkbox"/> Other floor(s) | |
| <input type="checkbox"/> Other | | |

Comments:

C. APPENDICES

1. Glossary of Terms

CONTROL AGENCY	The agency that is primarily responsible for responding to a specified emergency.
EMERGENCY SHELTER	Group shelter provided for affected persons in a community hall or suchlike, including "relief centres". It is provided during the emergency relief stage and is separate to temporary accommodation.
EVACUATION	The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The decision to evacuate rests with the control agency in conjunction with Police and available expert advice.
MUNICIPAL EMERGENCY RESPONSE COORDINATOR	The Officer-in-Charge of the local Police station or the senior police officer at the scene of the emergency.
MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE	The Committee that is responsible for the formation and maintenance of a Municipal Emergency Management Plan.
MUNICIPAL EMERGENCY RESOURCE OFFICER (MERO)	The person appointed by the Municipality responsible for the co-ordination of municipal owned or controlled resources in emergencies.
MUNICIPAL RECOVERY MANAGER (MRM)	The person appointed by the Municipality responsible for the coordination of municipal recovery activities after emergencies.
RECOVERY	The process by which affected persons and communities are helped to recover to a proper level of functioning. It commences as practicable after the impact of an emergency, and usually continues long after cessation of response activities.
RECOVERY AGENCY	A recovery agency is an agency or person which assists individuals and communities to attain a proper level of functioning by providing information, specialist services and resources, and may include Commonwealth, State and local government and non-government agencies.
RESPONSE	The control of an emergency and the provision of emergency relief, including rescue and the needs of affected persons.
TEMPORARY ACCOMMODATION	Accommodation provided for individuals or families affected by an emergency. It is separate to emergency shelter. In some cases this will occur during the Response phase.

C. APPENDICES

2. Abbreviations

AusSAR	Australian Search and Rescue
ATSB	Australian Transport Safety Bureau
BC	Building Commission
BOM	Bureau of Meteorology
CFA	Country Fire Authority
CHO	Community Housing Organisation
CHFV	Community Housing Federation of Victoria
COMAC	Community Managed Accommodation, Property Services and Asset Management, Office of Housing
DHS	Department of Human Services
DOI	Department of Infrastructure
DSE	Department of Sustainability and Environment
EPA	Environment Protection Authority
HEF	Housing Establishment Fund
HSD	Housing Sector Development, Office of Housing
MECC	Municipal Emergency Coordination Centre
MEMPC	Municipal Emergency Management Planning Committee
MEMPlan	Municipal Emergency Management Plan
MERO	Municipal Emergency Resource Officer
MFESB	Metropolitan Fire and Emergency Services Board
MRM	Municipal Recovery Manager
OoH	Office of Housing, Department of Human Services
RHP	Rooming House Program
THM	Transitional Housing Management
VENCorp	Victorian Energy Networks Corporation
VICSES	Victorian State Emergency Service