

Community Emergency Management Plan

Lakes Entrance Aboriginal Health Association

Lakes Entrance Aboriginal Health Association (LEAHA) is the Aboriginal Community Controlled Health Organisation based in Lakes Entrance. LEAHA aims to improve the health and wellbeing of the Aboriginal peoples within the community and around Lakes Entrance, Lake Tyers beach, Lake Bunga, Swan Reach, Tambo Upper, Metung and surrounding areas. LEAHA provides a range of services to the Lakes Entrance Aboriginal community, including: chronic care programs, counselling, medical transport, community connection, outreach midwifery and mental health. LEAHA is located at 18-26 Jemmeson Street, Lakes Entrance VIC 3909.

This **LEAHA Community Emergency Management Plan (LEAHA CEMP)** supports our approaches to emergency management. This CEMP sets out how we respond as an organisation in an emergency. LEAHA actions below focus on the key activities taken by our organisation and the support we require from Agencies.



1 Before Any Emergency Starts (Pre-season)



Information

- This CEMP serves as a summary and advice for all emergencies.
- We do not have Satellite Internet Service in case the phone network is compromised.
- Key Contacts into Community:
 - ◊ Paula Morgan (CEO) paulam@leaha.org.au (0409 195 095)
 - ◊ Rebecca Abbey – rebecca@leaha.org.au (0466 072 511)
 - ◊ Jodie Mills – jodiem@leaha.org.au (0400 432 908)
- ABC Radio 828AM 100.7 FM
- ABC App
- Facebook – CFA and DELWP
- UHF Channel 40
- Emergency information: <https://www.emergency.vic.gov.au>



Phone numbers

- LEAHA (03) 5155 8465
- Police / Fire / Ambulance 000
- VicRoads 13 11 70
- Vic Emergency Hotline 1800 226 226
- State Emergency Service 13 2500
- Hearing Impaired, call text phone TTY 1800 122 969
- East Gippsland Shire Council 03 5153 9500

2 Emergency (eg. Fire/Storm) Season Commences



LEAHA Action

- Ensure emergency management arrangements are in place, and all staff know their roles, including training as necessary.
- Maintain LEAH buildings in preparation for all emergencies (including test fire hoses, extinguishers, water, etc.).
- Maintain regular communication referring community to appropriate sites such as the VIC Emergency App, etc.
- Support families to know their situation and obtain advice from relevant agencies.
- Advocate to key agencies on required resources to prepare and respond during emergency events.

Expectation of Agency(s)

- Clarify agency key contacts including conversations (face to face annual meetings) in the lead up to emergency season (i.e. communication & expectations)
- Keep LEAHA informed about any available resources to support community in the event of emergencies.

3 Emergency Occurs (eg. Storms/fire in the landscape)



LEAHA Action

- Notify clients / community of situation, if appropriate and where required.
- Provide support to those clients whom we are required to support to enact their emergency management plans.
- Use Vic Emergency App / website for updates.

Expectation of Agency(s)

- Advise LEAHA CEO at first indication of fire in the landscape (or other emergency) with potential to impact so that LEAHA can be kept informed.
- Include LEAHA in all EMT meetings as a matter of course, including on email distribution list.

4 Communications



LEAHA Action

- LEAHA refers community to information from Government sources regarding the emergency.
- Use mobile phones to stay in contact with key personnel.

Expectation of Agency(s)

- IMT to contact LEAHA at the first instance of an emergency that may impact on LEAHA community.
- EMT to provide regular, up-to-date and accurate reports on situation through EMT meetings and direct phone calls to LEAHA contact as required.
- Maintain up-to-date contact lists of key LEAHA personnel.

5 Power out



LEAHA Action

- Work collaboratively with Gippsland Lakes Complete Health (GLCH) to maintain back-up generator and other critical building needs.

Expectation of Agency(s)

- Coordinate with utility providers for power restoration as soon as possible.
- Keep LEAHA community informed about estimated restoration times.

6 Road closures



Expectation of Agency(s)

- EMT to provide timely, accurate and current information about access routes (websites, VicEmergency App).
- Timely response to community members requests to clear road blockages.
- Those enforcing road incident control protocols to be properly briefed about local hazards, conditions and provide accurate support to community.

7 Goods, food, water, fodder delivery



LEAHA Action

- Have planned approach to receipt and storage of food, bottled water, donated goods, etc.

Expectation of Agency(s)

- Facilitate the delivery of essential goods and services.
- Donated goods to be offered to community.
- Arrangements to be made with LEAHA CEO.

8 Evacuation



LEAHA Action

- We will support the evacuation from LEAHA sites, only.

Expectation of Agency(s)

- Provide adequate support to community members, particularly vulnerable community members, in evacuation and transport to appropriate Relief Centre.
- Clear, correct and concise information and key contacts provided to community about evacuations, convoys and road opening times.

9 Relief & Recovery



LEAHA Action

- Provide support to vulnerable community members within our program and service deliveries.
- Offer debriefing opportunities to staff and impacted community members following incident/s
- If resourced to do so, implement case management and recovery programs.

Expectation of Agency(s)

- Plan for recovery by collaborating and engaging LEAHA prior to any emergency. This is particularly important for health services, including medical and prescription supplies.
- Provide emotional, mental health and counselling services.
- Facilitate key agencies (including Department of Families, Fairness and Housing, Department of Health) to be on-site at LEAHA to support community needs as necessary.