

Community Emergency Management Plan

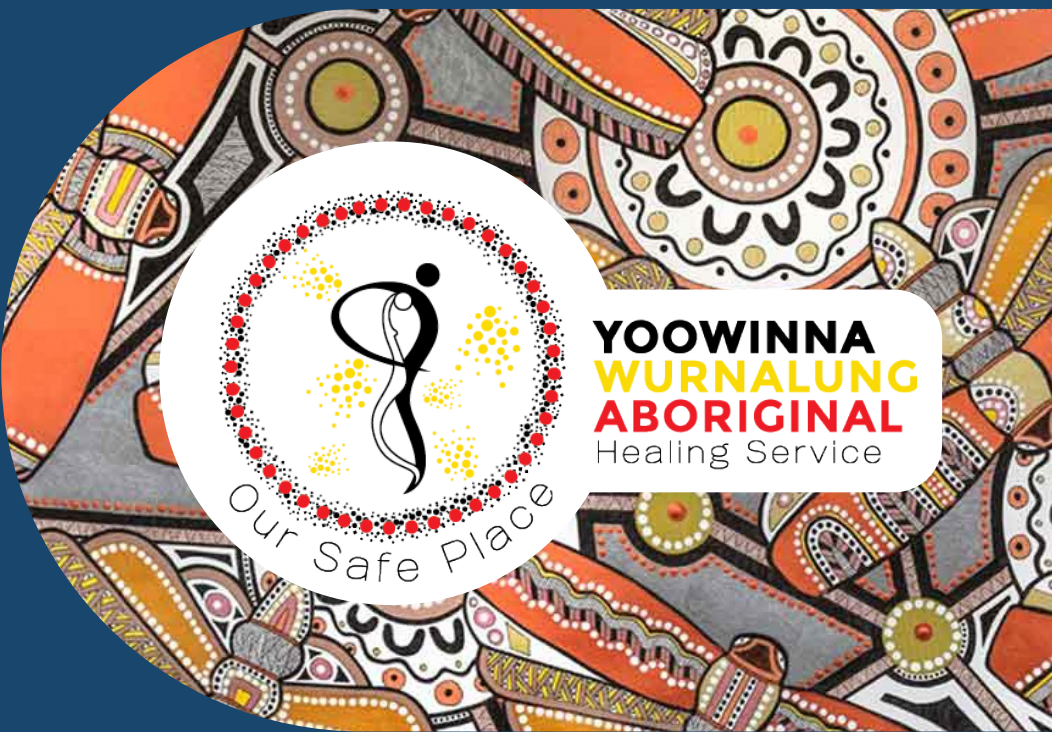
Yoowinna Wurnalung

Aboriginal Healing Service

Yoowinna Wurnalung Aboriginal Healing Service (YWAHS) is a fully incorporated, not for profit Aboriginal Community Controlled Organisation that delivers specialised family violence and healing services and support to Aboriginal communities in East Gippsland Shire and Wellington Shire. *Wumnman Njinde 'Yoowinna Wurnalung'* means 'Our Safe Place' in Gunaikurnai language.

Our vision is for Aboriginal people to enjoy their culture, family, work and community life in a safe environment free from violence. We achieve this by preventing and eliminating family violence through services and programs that support healing and cultural safety. Our activities, programs and services help to prevent, reduce and respond to all forms of family and community violence and include: education and prevention programs, counselling and clinical services, men's and women's activities, mental health, alcohol and drug advocacy and support, parenting programs, elders, youth and children's activities, and culture and wellbeing activities. We operate from multiple sites across East Gippsland and Wellington Shire areas, including Lakes Entrance (Head Office), Bairnsdale, Nicholson and Sale. Our outreach services stretch across East Gippsland and Wellington Shire areas.

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



1 Before Any Emergency Starts (Pre-season)



i Information

- This CEMP serves as a summary and advice for all emergencies.
- We do not have Satellite Internet Service (Starlink) in case the phone network is compromised.
- Key Contacts into Community:
 - ◊ Daphne Yarram (CEO). Ph: (03) 4110 2100. Email: daphney@ywahs.org.au
- 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

- YWAHS.....(03) 4110 2100
- 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



YWAHS Action

- Ensure emergency management arrangements are in place, and all staff know their roles, including training as necessary.
- Maintain YWAHS buildings in preparation for all emergencies (including test fire hoses, extinguishers, water, etc.).
- Maintain regular communication on social and other media referring community to appropriate sites such as the VIC Emergency App.
- 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 YWAHS informed about any available resources to support community in the event of emergencies.

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



YWAHS Action

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

4

Communications



YWAHS Action

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

Expectation of agency(s)

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

5

Power out



YWAHS Action

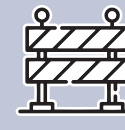
- Maintain back-up generator at core YWAHS sites.

Expectation of agency(s)

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

6

Road closures



Expectation of agency(s)

- IMT to provide timely, accurate and current information about access routes (websites, VicEmergency App).
- Those enforcing road incident control protocols to be properly briefed about local hazards, conditions and to allow community members through when safe and the road closure classification allows access.

7

Goods, food, water, fodder delivery



YWAHS 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 YWAHS CEO.

8

Meals



YWAHS Action

- If resourced to provide meals, ensure systems and processes for equitable allocation to community members.

Expectation of agency(s)

- Assist in sourcing and distributing food supplies.
- Collaborate with community organisations to support meals.

9

Evacuation



YWAHS Action

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

Expectation of agency(s)

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

10

Relief & Recovery



YWAHS 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 relief and recovery by collaborating and engaging with YWAHS prior to any emergency to understand requirements.
- Provide emotional, mental health and counselling services at YWAHSs Community Gathering site.
- Deliver relief services to community in Emergency Relief Centres and on site, if the emergency allows staff to safely do so.