

Community Emergency Management Plan

Lakes Entrance

Lakes Entrance is known for its scenic waterways, and we support large boating, fishing and visitor communities. We also represent a hub where people come into work in the local businesses and we supply goods and services for nearby townships, supporting residents and the visitor economy.

This Plan applies to the communities of Lakes Entrance, Bullock Island, Kalimna, Kalimna West, The Barrier and Lake Bunga. Many of us live here permanently and our livelihoods are here. However, many homes around us are owned by holiday-makers and are often vacant. This means we may not know our immediate neighbours. Our many and varied businesses support a significant population during holiday times. At last census (2021), we were approximately 7000 people, however we can surge to 7 or 8 times that number during holiday periods.

Due to our low-lying location, Lakes Entrance can be susceptible to flooding from coastal storm surges and flash flooding. We are also nestled with Colquhoun state forest which presents a fire risk. This Lakes Entrance Community Emergency Plan sets out how we respond as a community in an emergency. Our community actions below are key activities taken by our community in the first 72 hours of an emergency, before state and other agencies can physically attend.



Last updated: Sept 2025

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Before Any Emergency Starts (Pre-Season)



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Information

- This Community EMP provides a summary of Lakes Entrance emergency procedures and provides advice for agencies.
- ABC Local Radio (AM 720, 828, FM 100.7, 103.5)
- REG Community Radio (FM 105.5, 90.7)
- VicEmergency App
- Emergency information: <https://www.emergency.vic.gov.au>
- **Assembly Point for fire** – Mechanics Hall (18 Mechanics St) – Strengthening Telecommunications Against Natural Disasters (STAND) capability includes Satellite/Wi-fi/charging/Audio-visual (AV), solar (no battery or generator)
- **Relief Centre for flood** - Lakes Life Church, downstairs in youth centre (125 Palmers Rd)



Phone numbers

- | | |
|---|--------------|
| • Police / Fire / Ambulance | 000 |
| • VicRoads | 13 11 70 |
| • Vic Emergency Hotline | 1800 226 226 |
| • State Emergency Service | 13 25 00 |
| • Hearing Impaired, call text phone TTY | 1800 122 969 |
| • East Gippsland Shire Council | 03 5153 9500 |

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Before An Emergency Occurs (Preparation & Planning)



Community Action

- Clean up around house/property.
- Practice using local STAND/satellite communications at Mechanics Hall for community meetings (e.g., DEECA, CFA).
- Prepare emergency travel pack.
- Local community groups are encouraged to share the CEMP at appropriate events to reach the widest possible audience.

Expectation of Agency(s)

- Council to regularly support a live exercise of STAND equipment so we can refamiliarise ourselves with how it works.
- Need signage to identify Assembly Areas (Life Church), incl notices/fridge magnets incl at accommodation places to inform visitors.

Community groups and local organisations are encouraged to contribute how they may provide services or support during an emergency response or in the recovery phase: <https://www.leada.com.au/emergency-resources/>

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Emergency Occurs (e.g. storm, fire)



Community Action

- Keep well-stocked pantries, medications and fuel to last 72 hours.
- Check properties and check in on each other.
- Monitor Emergency advice and warnings (see Step 1 for Information sources).
- Refer to [Lakes Entrance LIMP](#)

Expectation of Agency(s)

- Provide accurate and timely information as broadcasting. general information drives visitors away (when the danger is in other parts of East Gippsland).
- Local traders can support emergency services' efforts with catering, mechanical and engineering capability.

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Communications



Community Action

- Audio Visual (AV) set up and satellite wi-fi capability at Mechanics Hall to receive up to date information from the Incident Control Centre.
- Telstra has enabled satellite to mobile texting capability to enable basic texting when towers are down (note: can't text 000, but can text family and friends).

Expectation of Agency(s)

- Relevant lead agency to provide accurate localised emergency information (broadcast information may be too general).
- Fuel required (72hrs worth) for back up generators for mobile networks to support local communication.
- Greater information and signage at Assembly Points and at tourist accommodation for non-locals.

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Power Out



Community Action

- Community members unlikely to have generators in their homes.
- Solar capability (no battery) at Lakes Life Church.
- Refrigerated/frozen food to relevant Assembly Area for collection/ large cook-up, to minimise wastage.

Expectation of Agency(s)

- Engage local traders who have own generators to support emergency response efforts.
- TBC - restore power by accessing generators for Hall.

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Road Closures



Community Action

- Lakes Entrance has three roads out.
- The Colquhoun Forest affects two key roads when heading North (Colquhoun Rd) and East (Princes Hwy) – be aware of landslips following intense rainfall or large trees fall over the road.
- If evacuating to Bairnsdale (or further West) due to flooding, the Mitchell River bridge may be impassable.

Expectation of Agency(s)

- Clear fallen trees (residents don't carry chainsaws).
- Can draw on local capability to operate heavy machinery.

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Goods, Food, Water Delivery



Community Action

- Community members to make sure pantries are stocked.
- When power out, refrigerated/frozen food to relevant Assembly Area for collection/ large cook-up, to minimise wastage.

Expectation of Agency(s)

- If required, deliver to the Assembly Area(s).
- Local engineering firms can provide local support to emergency services with bushfire compliant hoses and parts, mechanical and engineering needs.
- While donated goods are appreciated, cash or gift card donations are preferred as that will enable agencies to better provide for the individual needs of the community.

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Meals



Community Action

- Mechanics Hall is equipped with a commercial kitchen.
- Lakes Entrance Neighbourhood House provides a regular foodbank service on Wednesdays that locals rely on.

Expectation of Agency(s)

- Consider local businesses for provision of catering requirements for emergency workers.
- Prioritise food donations to Foodbank which is often adversely impacted by disaster.

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Evacuation



Community Action

- Fire - assembly area at Mechanics Hall.
- Some evacuate early due to caregiving responsibilities.
- Complete **Community Leave Early** form on Council website: www.eastgippsland.vic.gov.au/forms/
- Accredited local traders provide personal transport services in area.
- Individuals responsible for own pets.

Expectation of Agency(s)

- Advise best way to evacuate.

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Relief & Recovery



Community Action

- Risk of isolation is real, and community may need additional support post-emergency.

Community Recovery Toolkit:
<https://www.vic.gov.au/community-recovery-toolkit>

Expectation of Agency(s)

- Local traders can support emergency services' efforts with catering, mechanical and engineering capability.

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