

MELBOURNE CBD SAFETY PLAN

JUNE 2015
VERSION 4



CITY OF MELBOURNE

Disclaimer

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FACT SHEET FOR CBD EMERGENCIES

'000' (Triple Zero) is Australia's primary Emergency Call Service number

- **000 should be used to access emergency assistance** from all telephones including landline, mobile phones and payphones in the first instance.
- **112 for use with GSM mobile phones.** This is the international standard emergency number.
- **106 is the Text Emergency Relay Service** (also known as textphone) for callers who have a hearing or speech impairment

The above numbers are for emergency assistance not information.

Both 112 and 106 are secondary emergency call services numbers because they are for use only in relation to particular technologies.

1. NOTIFICATION

Immediate advice about the emergency may come from one or more of the following:

- person is a witness or directly affected;
- advised by other members of the community;
- advised by emergency services personnel at/or near the scene; and
- advised by building managers/fire wardens/building emergency systems.

2. TUNE IN AND LISTEN

Further information and alerts will be available from:

- mainstream media;
- ABC radio 774 (AM) – contracted emergency public information provider;
- other commercial radio and television networks will interrupt programming to give public safety advice and updates;
- designated hotline/s;
- emergency service websites; and
- social media.

3. FOLLOW ADVICE

People should follow the advice given by the emergency services and building wardens. Responses may be one or a combination of the following:

- immediate evacuation (this is usually self-evacuation in response to immediate danger and occurs before formal emergency services advice);
- shelter indoors (may include moving to a certain level, side or part of the building);
- planned mass evacuation (direction to move out of the Central Business District); and
- continue with normal day to day activities (directive given to areas not affected)

Any planned mass evacuation of all or part of the CBD will take some time to organise. If a planned evacuation is announced, people should evacuate to their own homes, a friend/relative's house or any other suitable safe location outside the evacuation area. People that have no safe, accessible place to go will be directed to an operating Emergency Relief Centre. The nominated safe routes should be utilised at all times.

FACT SHEET FOR CBD EMERGENCIES CONTINUED

4. EMERGENCY RELIEF CENTRES

The public will be advised on the day of the emergency which Emergency Relief Centres are operating. It may be one or more of the following:

- Melbourne Cricket Ground (MCG);
- Melbourne Exhibition and Convention Centre;
- Melbourne Museum; and
- Etihad Stadium

The Emergency Relief Centres will provide shelter and information. Those presenting at Emergency Relief Centres will be asked to be patient whilst services and facilities are organised. This may take some hours.

5. PUBLIC TRANSPORT

Trains, trams and buses will almost certainly be affected by any large-scale incident in the CBD. Commuters should expect delays, cancellations and overcrowding. Consideration should be given to walking to the outskirts of the CBD if able and safe to do so, and then investigating public transport options. Transport changes will be broadcast through the media and via public address announcements at stations.

The Public Transport Victoria (PTV) website: <http://ptv.vic.gov.au/live-travel-updates> will have live travel updates on the latest travel information or contact the PTV call centre on 1800 800 007 6am to midnight daily.

6. TRAFFIC MANAGEMENT

Access and egress to parts of the CBD will almost definitely be blocked. Access for incoming vehicles, with the exception of emergency services, may not be possible. Cars in city car parks may also have to be collected at a later time. Traffic will be managed by one or more of the following methods:

- traffic direction from emergency services personnel;
- variable messaging;
- altered traffic signals;
- barricades; and
- traffic management points.

In addition to the media, road closure information will be available from: www.vicroads.vic.gov.au.

DEMOGRAPHIC PROFILE FOR MELBOURNE CBD, SOUTHBANK AND DOCKLANDS

The City of Melbourne lies on a coastal plain at the head of Port Phillip Bay. The Yarra River dissects the city and discharges into the bay at the southern boundary of the CBD. The Maribyrnong River and Moonee Ponds Creek also flow through the municipality and into the Yarra River. The City of Melbourne is at the hub of a radial transport network (road, rail and tram). The main roads servicing the city are:

- Westgate Freeway;
- Tullamarine Freeway;
- Monash Freeway;
- Royal Parade;
- Flemington Road;
- Victoria Parade;
- Kings Way;
- St Kilda Road; and
- Eastern Freeway.

The rail and tram system includes Southern Cross Station for suburban, country and interstate connections, Flinders Street Station for suburban and country connections, Melbourne Underground Loop and tram network.

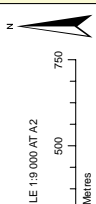
The Melbourne Central Business District (CBD) is a dynamic commercial and entertainment precinct and an increasingly residential area. The CBD has the largest population centre in the municipality. It is the business centre for many large companies, federal, state and local government agencies, the legal system and educational institutions.

The main types of people utilising the facilities within the CBD, Southbank and Docklands are:

- permanent and temporary residents;
- workers;
- visitors; and
- students.

CITY OF MELBOURNE AT A GLANCE	CBD TOTAL
Estimated resident population (2013)	116,431
Residential dwellings (2012)	58,395
Workers (2012)	439,172
International tertiary student residents (2010)	26,323
Most common language spoken, other than English (2011)	Mandarin (10%)
Median age (2011)	28
Daytime population per day (2012)	844,000
Average night time (6pm-6am) population per day (2012)	378,000
International visitors per year (2012)	1,674,612
Number of establishments (business locations) (2012)	16,335
Number of café/restaurant/bistro seats (2012)	178,320

CBD Safety Plan City of Melbourne



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- Freeway Overland
- Railway
- CBD Safety Area
- River
- Suburb Boundaries
- Parks
- Railway-ground



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Melbourne enjoys a reputation as one of the safest and most liveable cities in the world, and the Central Business District (CBD) is a dynamic commercial, entertainment, and, increasingly, residential precinct.

Council's ongoing commitment to the city is to provide safety and security for all people within the municipality, and an important part of this is to be prepared for any emergency.

This Melbourne CBD Safety Plan acknowledges that it is paramount to be prepared for a wide range of possible 'significant events', from major natural disasters such as fire or flood, to a hijack or even terrorist event.

The Plan establishes a framework for a coordinated response for the safety of people within the CBD, and has been developed in partnership with Victoria's emergency management agencies, support agencies and stakeholders.

It has been prepared under the authority of the City of Melbourne Emergency Management Plan (MEMP) and the Emergency Management Manual Victoria (EMMV). The Plan forms part of the City of Melbourne MEMP within the Victorian Emergency Management Arrangements and will be audited in compliance with these arrangements.

Council's aim is that Melbourne will be recognised for the way it plans for and manages emergency situations, and this Plan will help us to achieve that goal.

Ben Rimmer
City of Melbourne CEO

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AUTHORITY TO PLAN

The Melbourne Central Business District (CBD) Safety Plan (The Plan) has been prepared in partnership with Victoria's emergency management agencies, support agencies and stakeholders.

The Plan is prepared under the authority of the City of Melbourne Emergency Management Plan (MEMPlan) and Section Six of the Emergency Management Manual Victoria. (EMMV). The Plan forms part of the City of Melbourne MEMPlan within the Victorian Emergency Management Arrangements and will be audited in compliance with these arrangements.

The Melbourne CBD Safety Plan Stakeholder Reference Group provides governance for the review of this Plan with representation from:

- City of Melbourne
- Victoria Police
- Metropolitan Fire Brigade (MFB)
- Department of Health and Human Services (DHHS)
- Victoria State Emergency Service (VICSES)
- Ambulance Victoria
- Red Cross

- Department of Economic Development, Jobs, Transport and Resources (DEDJTR)
- Public Transport Victoria (PTV)
- Metro Trains
- VicRoads

PLAN STRUCTURE

Sub Plans and Standard Operating Procedures have been prepared by the relevant emergency management agencies in conjunction with City of Melbourne. The Plan provides a high-level overview for the community and government, and is supported by five operational Sub Plans and a Community Emergency Risk Assessment (CERA). The supporting documents are:

- Evacuation Sub Plan;
- Traffic Management Sub Plan;
- Public Transport Sub Plan;

- Communications and Public Information Sub Plan;
- Emergency Relief Centre Sub Plan; and
- Community Emergency Risk Assessment (CERA).

The Sub Plans are operational plans developed to assist the operational decision makers and are therefore not publicly available.

1. INTRODUCTION

Recent world events have meant there is a stronger need for cities to take extra precautions and planning measures to ensure the safety of workers, residents and visitors alike. The sheer volume of people potentially affected by a Central Business District emergency has created a set of circumstances that need to be planned for and managed. The Melbourne CBD Safety Plan has been developed to meet this need.

Examples of an emergency that the Plan may be activated for include:

- natural event, such as a flood or earthquake;
- a fire/explosion;
- warlike act;
- hi-jack, siege or riot;
- terrorist event; and
- disruption to essential services.

The emergency services and support agencies will use best endeavours to ensure the safety of the community. The emergency or incident that triggers activation of this Plan may be complicated and unpredictable. The community needs to be aware that it may be some time before a complete assessment of the incident is undertaken and public information and advice becomes available.

The public will be encouraged to be both patient and flexible and be confident that emergency services are doing everything possible to resolve the incident and minimise the impacts.

Purpose

The purpose of the Plan is to establish a framework for a coordinated multi agency and community response for the safety of people potentially affected by an emergency or significant incident in the CBD area. The Plan has an all-hazards focus and manages the short-term safety of the people within the densely populated CBD, Southbank and Docklands precincts.

Scope

The Plan is to be read and activated in conjunction with existing Victorian Emergency Management Arrangements (including counter-terrorism) and Commonwealth, State and Local Government emergency management plans and obligations.

During a significant incident, like the ones described above, the emergency services may ask the CBD community to do one or more of the following:

- immediately evacuate;
- shelter indoors
- participate in a planned mass evacuation.
- continue with normal day to day activities.

These actions are described in more detail in later sections of the Plan.

Key Objectives

The key objectives of the Plan are to provide:

- The community with information in order to make timely decisions about their own wellbeing and actions in the event of an emergency.
- The safest possible environment during the resolution of the incident.
- Available public transport service options.
- Routes out of the CBD and/or to Emergency Relief Centres (ERC's).
- Emergency relief and support.
- A decision making process for a CBD evacuation.
- Build a preparedness capability for emergency services to enable a planned mass evacuation to be managed.
- Identify mitigation strategies for the risks to the community associated with any planned evacuation.
- Provide continuing public education, review and testing.

Assumptions

The plan assumes:

1. Emergency management arrangements in Victoria adequately address responsibilities in relation to prevention, planning, response and recovery.
2. All buildings in the CBD have in place an accurate and practiced Emergency Plan.
3. Residents of the CBD have prepared their own safety arrangements and have practical ideas on what to do in case of an emergency based on community awareness campaigns.
4. Building owners, managers and tenants will have access to information regarding the emergency incident.
5. Stakeholder agencies and emergency services have sufficient trained and equipped personnel to perform the roles and responsibilities identified in the Plan and that ongoing training of agency personnel will occur.
6. Emergency service agencies have in place effective operational plans and standard operating procedures which detail the specific responses of that agency in support of the Plan.
7. Emergency service agencies have the capacity and capability to perform the roles prescribed in the Sub Plans.
8. Organisations that need to maintain critical community services have in place business continuity arrangements.
9. That a mass evacuation is scalable based on the incident.
10. The CBD will not be evacuated in its entirety.
11. Only a percentage of people evacuated will attend an Emergency Relief Centre (ERC).
12. Not all emergencies will require activation of all components of the Plan.
13. The majority of people will be able to self-evacuate without emergency services assistance.
14. Arrangements for the safety and security of the Central Business District after evacuation are already in place.

Media and Public Information

The provision of consistent and clear advice is essential. Emergency service organisations' communication units will provide ongoing co-ordinated information to the media. General advice and specific instructions will be broadcast in the first instance on ABC radio 774 AM. ABC radio is the emergency services broadcaster. Information will also be available from other commercial radio and television stations during special bulletins, emergency service websites and the City of Melbourne website and social media.

The City of Melbourne social media accounts will be utilised as a means of releasing timely information

to the public and providing updates. These channels will also be monitored to ensure any inaccurate information is corrected.

2. INCIDENT PHASES

Phase One

Responses to major incidents typically move through a number of phases. The first phase involves the initial management of the incident. The incident will be managed by the nominated Control Agency as per the existing Victorian Emergency Management Arrangements for the type of emergency. This phase will primarily involve police, fire, ambulance, and focuses on:

- Prevention of loss of life and serious injury.
- Gathering of information so as to deliver an appropriate response.
- Activation of resources to the incident site.
- Establishing command, control and coordination structures.
- Initial basic triage of affected persons.
- Evacuation of people at immediate risk.
- Containment and control of the incident.

During this phase people will either:

- Immediately evacuate;
- Shelter indoors;
- Continue with normal day to day activities.

Each of the above options is explained in more detail below.

Immediate Evacuation

Evacuation is the planned relocation of people from dangerous or potentially dangerous areas to safer areas and eventual return. It is a scalable safety strategy, which uses distance to separate the people from the danger created by the emergency. There are two types of evacuation: immediate evacuation and planned or pre warned evacuation (section three is devoted to Planned Mass Evacuation).

Generally, immediate evacuation is self-initiated in response to immediate/obvious danger, such as a building alarm activation. It is presumed that regardless of the incident, some self-evacuation and immediate evacuation will occur. Generally, immediate evacuation will be to the building's assembly area; however it may not be suitable to assemble in this area due to the nature of the incident. Evacuees should be prepared to evacuate from the assembly area and go to another location.

Shelter Indoors

Distinctions must be drawn between the levels of impact of an incident on people in the CBD area. The level of risk to people typically reduces as the distance from the incident increases. Evacuation carries significant impact on the person, the business and the wider community. 'Shelter indoors' has less impact than evacuation but still may affect normal business activity.

There may be occasions where a risk assessment by building authorities and/or responding agencies will determine that it would be safer for people to stay and 'shelter indoors'.

In a high-density area such as the CBD, buildings offer a level of security (particularly the option to move to lower floors) and evacuation may mean the movement of large numbers of people into a congested and panicked environment. It is therefore likely that in many instances 'shelter indoors' may be considered a more appropriate response.

'Shelter indoors' instructions, based on the type of building structure prevalent may include:

- shutting down building heating, ventilating and air conditioning (HVAC) systems;
- closing all windows and doors;

- sealing any identified openings i.e. around doors and open able windows;
- moving to a nominated floor or location within the building;
- monitoring ABC radio 774, commercial news bulletins and/or social media for further information; and
- monitoring public advice provided by the emergency services (both initial and ongoing) to various media outlets and government agencies.

The concept of 'shelter indoors' should not conflict with established evacuation policies that are the responsibility of the relevant building to develop and practice. For example, if a building's fire alarm is activated or another trigger occurs that would typically activate the building's evacuation plan or other emergency response, that plan should be followed and occupants should not wait for advice from emergency services.

Continue Normal Day to Day Activities

People within the CBD who are not affected by the incident may be advised to continue with their normal day-to-day activities. People should go about normal business; however, they may not be able to access other parts of the CBD. They should also be aware that public transport may not be operating as normal and vehicle access/egress to parts of the CBD may be affected.

Phase Two

The second phase is generally considered to commence when:

- The parameters of the incident are better understood;
- The incident is isolated and contained; and
- A command and control structure is in place.

Responses in the second phase involve:

- Involvement of supporting agencies (as listed in the MEMPlan)
- Planning of a mass (large scale) evacuation (Section 3 is devoted to this);
- Further identification and triage of injured people; and
- Establishment of welfare support to affected people and responding agency personnel.

In this phase, more is known about the incident, its potential impacts and the extent of resources that may be required to resolve it. Existing emergency management arrangements may be utilised to assist during this stage (such as aiding displaced people).

During this phase, members of the public should remain alert to the changing situation by monitoring ABC radio 774, listening for building announcements, following emergency services advice and /or monitoring the City of Melbourne website – (www.melbourne.vic.gov.au) and social media.

3. PLANNED MASS EVACUATION

A Planned Mass Evacuation is only initiated if deemed necessary by the Incident Controller.

Planned Mass Evacuation Stages

There are five distinct evacuation stages for a planned mass evacuation:

1. Decision to Evacuate
2. Warning
3. Withdrawal/Evacuation
4. Shelter
5. Return

Decision to Evacuate

Whilst the decision to evacuate people who are at immediate known risk is reasonably clear, the decision to evacuate people based on incomplete information and/or from a relatively safe location requires greater consideration. Evacuation in these circumstances will generally be carried out when:

- it is determined that people would be significantly safer at another location;
- the risks involved in the evacuation are less than the risks of remaining at their present location; and
- evacuation is necessary to allow effective management of the response to the incident.

Authority to evacuate a large part of the CBD due to a potential risk/threat rests with the Control Agency, after consultation with the Incident Emergency Management Team. Depending on the type of emergency this consultation may involve the State Emergency Support Centre and the State Emergency Response Coordinator. Victoria Police are responsible for carrying out the evacuation process.

The legislative powers to authorise evacuation is contained in the Emergency Management Act 1986 and 2013 and Metropolitan Fire Brigades Act 1958.

Once the decision to undertake a planned mass evacuation is made, the relevant Sub Plans are activated. The decision making process forms part of the Evacuation Sub Plan.

Warning

The provision of consistent and clear advice is a central strategy to facilitate an effective and coordinated mass evacuation and minimise alarm. The advice will include:

- reason for evacuation;
- anticipated duration;
- method of evacuation;
- assembly areas;
- evacuation routes; and
- any safety information specific to the emergency.

Unless legislation specifies another agency has this responsibility, Victoria Police will, in consultation with other agencies, develop and issue warnings and advice regarding the incident. These processes are detailed in the Communications and Public Information Sub Plan.

The main source of information for the public to inform them of what to do following a decision to evacuate will be:

- media, primarily ABC radio on 774(AM). Information will also be broadcast via other commercial television and radio networks;
- Social media
- building managers/fire wardens;
- emergency service organisations - both the control agency and support agencies at and near the scene

- Update with current emergency warning system information.

Secondary sources of information include:

- variable messaging boards;
- public information signs
- emergency services.
- City of Melbourne websites.

Evacuation

If there is a decision to evacuate, or a self-evacuation commences, there will be a need to follow a process to move people to a place of safety while the status of the transport system is assessed and arrangements are made to move people out of the CBD.

The following relocation of people may apply:

- building to assembly area (covered by Building Fire and Evacuation Plan);
- assembly area to Emergency Relief Centre;
- self-evacuation from Assembly Area with no further support required; and
- Emergency Relief Centres to Transport hubs.

Evacuees may be requested to:

- move to another part of the city and delay journeys home;
- move to specific locations for transport out of the city;
- identify themselves if they have specific needs;
- move to an Emergency Relief Centre;
- evacuate under their own means if the situation permits;
- walk home;

Part or all of the CBD may be inaccessible to incoming vehicles, with the exception of emergency and essential services and available public transport. Evacuees should expect that requesting anyone to collect them by car from the CBD will be either difficult or impossible. Arrangements should be made to be collected from outside the CBD perimeter. If evacuees are unable to walk to collection points outside the CBD perimeter, transport option may be available through the ERC.

Dependent upon the location and type of incident evacuees may be unable to access cars in city car parks until the situation eases.

Evacuees who are residents of the CBD will be requested to make alternate arrangements with family or friends where possible. If this is not possible, they should move toward the Emergency Relief Centres nominated on the day for registration and support. Registration advice and processes will be communicated on the day of the incident/emergency.

Evacuees requiring temporary accommodation or special services will be managed under existing emergency management arrangements.

THE PRIMARY CBD EMERGENCY RELIEF CENTRES ARE:

Location name: Melbourne Cricket Ground (MCG)

Address: Off Brunton Avenue, Melbourne

Melway ref: 2G D6+7

Location name: Etihad Stadium

Address: Off Wurundjeri Way, Docklands

Melway ref: 2E H5

Location name: Melbourne Convention and Exhibition Centre

Address: 2 Clarendon St, Southbank

Melway ref: 2F A10

Location name: Melbourne Museum

Address: Nicholson St, Carlton

Melway ref: 2BH10

Other smaller agreed facilities may be activated under the City of Melbourne Municipal Emergency Management Plan. The Emergency Service Organisations will advise specific routes and open Emergency Relief Centres on the day of the incident.

Shelter – Emergency Relief Centres

Initially all evacuees who do not evacuate under their own means or require assistance will be directed to an ERC.

Each ERC was chosen because of its size (ability to accommodate large numbers of people), facilities (ability to keep people within the facility for a period of time) and accessibility (roads and public transport).

It is the intention of the Plan that most people will be transported from the ERC. These evacuees will be transported from an operating transport hub to a preferred outlying suburban location where alternative transport arrangements can be made.

Other locations exist within or adjacent to the CBD that offer open space and some facilities to assist evacuees e.g. parks and other public spaces. These areas do not readily provide a mass transport solution and have other significant limitations. While these locations may be considered for the short-term assembly of people, this plan and sub plans have been developed to support the nominated ERC.

If the incident is protracted and alternate individual arrangements cannot be made, people will be directed to temporary accommodation arranged by the City of Melbourne in conjunction with the Department of Health and Human Services.

Return

In the short term, the return to work or home is the completion of the evacuation process.

Notification will be made via media or if ERCs are still operating by the ERC Manager or nominated spokesperson.

Long-term recovery and repatriation of the affected area is outside the scope of this plan and managed by existing recovery arrangements.

Impact on area outside CBD

A mass evacuation of the CBD may have a significant impact on public service providers with responsibilities outside the CBD area. For example, the management of crowds and traffic at major train stations following the transportation and disembarking of larger than normal passenger volumes. Arrangements for dealing with these impacts are outside the scope of this plan. The City of Melbourne is committed to working with emergency services agencies and neighbouring councils to collaboratively address these impacts.

4. COMMUNITY ROLES AND RESPONSIBILITIES

The Emergency Service Organisations and Agency stakeholder roles and responsibilities are contained in the appropriate Sub Plans.

'000' is the number to call should immediate attendance by police, ambulance or fire be required (this is not an information number).

Residents

Residents can be prepared for a CBD emergency in the following ways:

- develop a personal emergency plan. Information on what to include can be found on the City of Melbourne website - www.melbourne.vic.gov.au/CBDSafetyPlan.
- put together a 'Go Bag'. This is a small easy-to-carry bag with essentials stored in an accessible place. Important things to keep in the bag include:
 - ✓ personal important information, for example, identification;
 - ✓ bottled water;
 - ✓ a torch, AM/FM radio with extra batteries;
 - ✓ spare keys;
 - ✓ first aid and personal supplies, including medications; and
 - ✓ leads, cages and food etc for pets.
- be familiar with the concepts in the Plan and how you may be asked to respond, for example:
- immediate evacuation;
- shelter indoors;
- continue normal day to day activities; and
- planned Mass Evacuation.

- share official advice with others.
- limit use of mobile phone (particularly sending photos as the systems may be overloaded and not work).
- designate an out of area contact person.
- know your local community resources.
- make arrangements for any pets you do not take with you if you evacuate.

Workers

Workers can be prepared for a CBD emergency in the following ways:

- familiarisation with Building Evacuation Plan and building's assembly area;
- put together a 'Go Bag' as per above;
- be familiar with the concepts in the Plan and how you may be asked to respond;
- share official advice with others; and
- limit use of mobile phones (particularly sending photos as the systems may be overloaded and not work).

Visitors

Visitors can be prepared for a CBD emergency in the following ways:

- move away from immediate danger;
- seek advice from emergency service organisations and/or other members of the public about what to do;
- review emergency and safety information from accommodation provider; and
- heed warnings from main stream media and/or emergency services.

- limit use of mobile phones (particularly sending photos as the systems may be overloaded and not work).

Students

Students can be prepared for a CBD emergency in the following ways:

- be familiar with the educational institution's Building Evacuation Plan;
- heed warnings from main stream media and/or emergency services;
- share official advice with others; and
- limit use of mobile phones (particularly sending photos as the systems may be overloaded and not work).

Building Managers

Owners and or managers of CBD buildings have responsibilities in accordance with the Emergency Management Act 1986 and 2013, Occupational Health and Safety Act 2004 ensure they comply with standards: AS3745:2002 Emergency Control Organisation and procedures for buildings, structures and workplaces and AS/NZS 4801:2001 Occupational Health and Safety Management Systems.

- Fire and Emergency Plans should include how the information regarding an evacuation will be disseminated from the Chief Warden to occupants of the building.
- consideration should be given to multiple buildings not having the same assembly point.

Fire Wardens

Fire Wardens within CBD buildings have the following responsibilities:

- in the first instance, carry out the appropriate response as shown in their relevant emergency response plan. This includes seeking and complying with advice from the emergency services.
 - monitor public information sources (radio and other media alerts, public address systems, doorknocking, sirens, signage and the internet) for information regarding the incident and for specific directions from emergency services. In the event that a mass evacuation is necessary, information will be provided to Fire Wardens via direct contact and/or through broadcast over commercial media networks.
 - unless immediate evacuation is required, emergency services advice will typically be to initially secure the building and 'shelter indoors'. When advice is given to evacuate, fire wardens are to marshal building occupants from the building to the Assembly Area. Fire Wardens are then requested to assist with marshalling from the assembly area, along the evacuation route to the ERC or if possible self-evacuation home or to an alternate location outside the CBD.
- have an Emergency Plan for 'lock down' of the centre.
 - keep some 'Go Bags' containing useful supplies in easily accessible locations. Bags could include nappies, formula, bottles, petty cash, and parent contact details. Consider having wrist bands or stickers in the bag with the name of the centre and emergency contact details.
 - plans for care of children for an extended period if required to 'shelter indoors'.
 - have systems that educate parents on their responsibilities in an evacuation and how their children will be managed and cared for in such an event.
 - have a communications strategy for providing advice to parents should the circumstances allow.

Educational Facilities

Educational facilities have the following responsibilities:

- in accordance with statutory requirements, have an emergency plan for the safe evacuation of the facility in accordance with AS3745.
- Fire Wardens should familiarise themselves with this Plan.
- responsibilities as per Building Managers and Fire Wardens detailed above.

Child Care Centres

Owners, licensees and directors of CBD childcare centres have the following responsibilities:

- in accordance with statutory requirements, have an emergency plan for the safe evacuation of the centre in accordance with AS3745.
- licensees and directors should familiarise themselves with this Plan.

5. RISK ASSESSMENT

The Municipal Emergency Management Plan (MEMPlan), CBD Safety Plan, Sub Plans and Related Plans are supported by a common Community Emergency Risk Assessment (CERA).

The Community Emergency Risk Assessment process was adopted in 2014 prior to the MEMPlan audit. The assessment has been undertaken by the Municipal Emergency Management Planning (MEMP) Committee. The CERA is used to determine the nature and extent of risks by analysing potential hazards and evaluating existing conditions of vulnerability that together could potentially harm exposed people, property, services, livelihoods and the environment on which they depend.

Control measures are listed in the CERA. These controls are generally intended to modify the risk by reducing the likelihood of the scenario consequences. The MEMP Committee identified 20 risks relevant to the MEMPlan and CBD Safety Plan. A summary listing of the hazards, risks and their assessment is provided in Table 1.

The review process has referenced the Emergency Management Act 1986 and 2013, the Risk Management standard AS/NZ ISO 31000:2009, the Emergency Management Manual Victoria (EMMV) and the EMA Emergency Risk Management Applications Guide, and the Community Emergency Risk Assessment (CERA) software tool to support the process.

Changes to hazards and controls are reflected and actioned as soon as identified and assessed. The risk assessment is reviewed regularly by the MEMPC and the CBD Safety Plan Stakeholder Reference Group, with input invited from stakeholders and the community

CoM is the custodian of the risk assessment.-

Table 1 – Summary of hazards, risks and assessment

HAZARD CATEGORY	CODE	EMERGENCY HAZARD DESCRIPTION	RESIDUAL RISK RATING	CONTROL AGENCY
Natural Disasters	ET-HW	Extreme Temperatures - Heatwave	High	Victoria Police
	EQ	Earthquake	Medium	VICSES
	ST	Storm	Medium	VICSES
Transport	T-O2	Major Vehicle Accident	High	Victoria Police
	T-AC	Transport Incident - Aircraft	Medium	Victoria Police
	T-MC	Transport Incident - Marine, Commercial	Medium	Port of Melbourne Authority
	T-MR	Transport Incident - Marine, Recreational	Medium	Victoria Police
	T-TR	Transport Incident - Train, Rail	Medium	Victoria Police
Human-caused	CD	Civil Disturbance	Medium	Victoria Police
	TE	Terrorism / Massacre	Medium	Victoria Police
	H-O2	Public Event Incidents	Low	Victoria Police
Infrastructure	I-O2	Major Building Fire	High	MFB
	I-01	Loss of Utilities	Medium	DEDJTR
	SF-BU	Structural Failure - Building	Medium	MFB
Technical	Te-02	Bomb Threat	High	Victoria Police
	Te-03	Suspicious Package	High	Victoria Police
	BO	Bombing / Explosion	High	Victoria Police
	HM-T	Hazardous Materials Release - in transport	Medium	MFB
	Te-01	Radiation release	Low	Department of Health and Human Services
Biological	HE	Human Epidemic / Pandemic	Medium	Department of Health and Human Services

6. SUB PLANS

This section provides an overview of what is contained in each of the Sub Plans.

Evacuation

The main objective of the Evacuation Sub Plan is to facilitate the safe movement of people from the emergency, preferably to their own homes. The Sub Plan contains the roles and responsibilities of emergency service agencies against each evacuation stage.

Traffic Management

The Traffic Management Sub Plan defines the traffic management process if the decision is made to mass evacuate part of the CBD after a significant incident. The plan covers consideration of preferred pedestrian/vehicular routes; filtration and diversion options for maintaining traffic flow, the relation to VicRoads Traffic Management Centre processes; and

identification of stakeholder roles and responsibilities.

Public Transport

The Public Transport Sub Plan identifies and coordinates the public transport arrangements for incoming and outgoing passengers following a significant incident, subject to the prevailing circumstances and according to available assets.

The public transport response provided on the day will be dependent on the type and significance of the incident and damage and/or threat to the infrastructure. Public Transport capacity may be significantly reduced.

Communications and Public Information

The Communications and Public Information Sub Plan manages the

process to ensure the coordinated, efficient, clear and concise release of public information using the most appropriate methods.

Emergency Relief Centres

The Emergency Relief Centre Sub Plan details the actions to be taken in relation to the activation and management of the Emergency Relief Centres during an incident that triggers the plan. The Sub Plan includes information on each of the chosen facilities, notification, management and registration processes.

7. ADMINISTRATION

Development

This Plan was developed and prepared by the CBD Stakeholder Reference Group comprising of representatives from:

- Victoria Police.
- City of Melbourne.
- Department of Health and Human Services.

Each Sub Plan is supported and endorsed by agencies with a key operational role in achieving the Sub Plan objectives.

Custodian

The custodian of this Sub Plan document is the City of Melbourne.

The custodian is responsible for coordinating the review of this Plan.

Review

The City of Melbourne has responsibility for the maintenance of the Plan.

The City of Melbourne CBD Stakeholder Reference Group will meet annually, or more frequently as required, to review the plans and accompanying risk assessment. The Stakeholder Reference Group is comprised of emergency management agency representatives under a joint chair of the City of Melbourne and Victoria Police.

References

The following references were used in the preparation of this plan:

- Emergency Management Manual Victoria
- Emergency Management Act 1986 and 2013.
- Australian Standard AS3745 - Emergency Control Organisation and Procedures for Buildings, Structures and Workplaces
- CBD Safety Plan Project Board, Stakeholder Reference Group and Sub Group Minutes and discussions
- Australian Emergency Management, Evacuation Planning, Australian Emergency Management Manual Series.

APPENDIX A

ACRONYMS AND DEFINITIONS

ACRONYM	DESCRIPTION
AV	Ambulance Victoria
ARTC	Australian Rail Track Corporation is responsible for managing the standard gauge interstate track in SA, VIC, WA, QLD and NSW. See www.ARTC.com.au
All hazards approach	Single set of emergency management arrangements capable of encompassing all situations
Business as Usual	Continue with your normal day to day activities
CBD	Central Business District
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
CGRC	Central Government Response Committee. Coordinates Victorian government departments' response to emergencies that cause major community disruption.
CIC EM	Coordinator in Chief of Emergency Management. Is the Minister for Police and Emergency Services
CoM	City of Melbourne
Command	The direction of human and material resources of an agency in the performance of that agency's roles and tasks.
Control	The overall direction of activities in an emergency response situation.
Control Agency	Response agency nominated to control the response activities for a specified type of emergency
DEDJTR	The Department of Economic Development, Jobs, Transport and Resources
DEECD	The Department of Education and Early Childhood Development Manage and operate the bus routes and operations of school buses across the state for Government schools. Private and independent schools have their own arrangements per school.
DHHS	Department of Health and Human Services.
EMA	Emergency Management Australia. Part of the Federal Attorney General's Department. EMA coordinates the Australian Government physical assistance to States and Territories in the event of an emergency. EMA also provides national leadership in the development of Emergency Management measures to reduce the risk to communities and manage consequences of disaster.
Emergency	An emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria, or endangers or threatens to endanger the environment or an element of the environment in Victoria.
EMJPIC	Emergency Management Joint Public Information Committee. Chaired by VicPol, has primary responsibility to ensure public information is coordinated and distributed efficiently and accurately to inform and advise the community during an emergency. Three levels of JPIC activation: <ul style="list-style-type: none"> • Virtual JPIC - Involves a telephone conference call about an emergency to discuss the requirements of each agency. Virtual JPIC runs on an 'as needs' basis during an emergency. • Support JPIC - Established through an initial conference call to ascertain resource needs of the Control Agency. The Support JPIC provides a facility and appropriate resources and advice for the Control Agency. • Extreme Event JPIC - Includes establishing and coordinating a media centre and a public information call centre.
EMLO	Emergency Management Liaison Officer Conduit between an operations centre (SCC, ICC, IMC) and other agencies. Provides information and assists with co-ordination.
EMMV	Emergency Management Manual Victoria. Principal policy and planning documents for emergency management in Victoria.
EMT	Emergency Management Team. EMT is a multi-agency group set up to carry out the incident controller's response strategy. The EMT assists in determining resource acquisition needs and in ensuring a co-ordinated response.
EMV	Emergency Management Victoria is the overarching body for emergency management in Victoria.
EOC	Emergency Operations Centre. Established by response agency for its command and/or control functions.
ESO	Emergency Service Organisation

ACRONYM	DESCRIPTION
Evacuation	The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.
IAP	Incident Action Plan Template plan put together by Incident Control Team to map out what has happened, what is happening, what resources are available and other requirements to be managed for an incident.
IC	Incident Controller
ICC	Incident Control Centre Tier 1 level of response and control. There are many ICC's across the state and are managed and manned by SES and CFA and other agencies as required.
IRT	Incident Response Team
MAV	Municipal Association of Victoria
MECC	Municipal Emergency Co-ordination Centre. Co-ordinate the provision of human and material resources with the municipality during emergencies
Melbourne CBD	For the purposes of the plan the Melbourne CBD includes Southbank and Docklands
MEMPlan	Municipal Emergency Management Plan
MEMP Committee	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Co-ordinator (Victoria Police). The co-ordinator is responsible for the effective co-ordination of resources and services requested by emergency response control and support agencies
MERO	Municipal Emergency Resource Officer (CoM). Responsible for the coordination of municipal resources used for emergency response and recovery operations.
MFB	Metropolitan Fire and Emergency Services Board
MRM	Municipal Recovery Manager
MTM	Metro Trains Melbourne
NWMRCG	North West Metro Region Collaboration Group
NRIS	National Registration and Inquiry System
PTCG	Public Transport Coordination Group convened for the purpose of managing the coordinated response to a major incident occurring the in the CBD requiring the evacuation of parts or all of the CBD.
RFR	Register Find Reunite.
SCC	State Control Centre Located at 8 Nicholson St, this is the venue that hosts the emergency operations centre at State level. The SCC provides a central location including systems and facilities used to centrally oversee an incident.
SECC	Security and Emergencies Committee of Cabinet. Supreme Victorian decision-making body in the event of a major incident requiring a whole of government response.
SEMT	State Emergency Management Team Formed by the State Controller or the State Emergency Response Coordinator in the event of a significant emergency involving a multi-agency response. Refer Part 8 - 78 EMMV
SERCC	State Emergency Response Coordination Centre
SEWS	Standard Emergency Warning Signal. A distinctive siren that may be used to alert the public to an actual or impending emergency.
Shelter Indoors	People not at immediate risk but affected by or in the proximity of an incident will generally shelter in place in the first instance and await advice from emergency services.
SPOC	State Police Operations Centre
Support Agency	Government or non-government agency that provides essential services, personnel
Triage	The process by which casualties are sorted, prioritised and distribute according to their need for first aid, resuscitation, emergency transportation and definitive care.
VICSES	Victoria State Emergency Service
VICPOL	Victoria Police
V/Line	State owned organisation (V/Line Passenger Pty Ltd) operating the Victorian Regional railway service.
Yarra Trams	Contracted service provider for all Tram services in the Melbourne Metropolitan area.

APPENDIX B

CBD SAFETY PLAN – ACTIVATION OF MAIN PLAN

Purpose: Establish a framework for a coordinated multi agency and community response for the safety of people potentially affected by an emergency or significant incident in the CBD area. The Plan has an all-hazards focus and manages the short-term safety of the people within the densely populated CBD, Southbank and Docklands precincts.

Description and Overview: The CBD Safety Plan (Main Plan) is a sub plan of the CoM MEMPlan. The Plan provides a high-level overview for the community and government, and is supported by five operational Sub Plans and a common Community Emergency Risk Assessment (CERA). The five Sub Plans are:

- Evacuation Sub Plan;
- Traffic Management Sub Plan;
- Public Transport Sub Plan;
- Communications and Public Information Sub Plan;
- Emergency Relief Centre Sub Plan;

The Sub Plans are operational plans developed to assist the operational

decision makers and are therefore not publicly available.

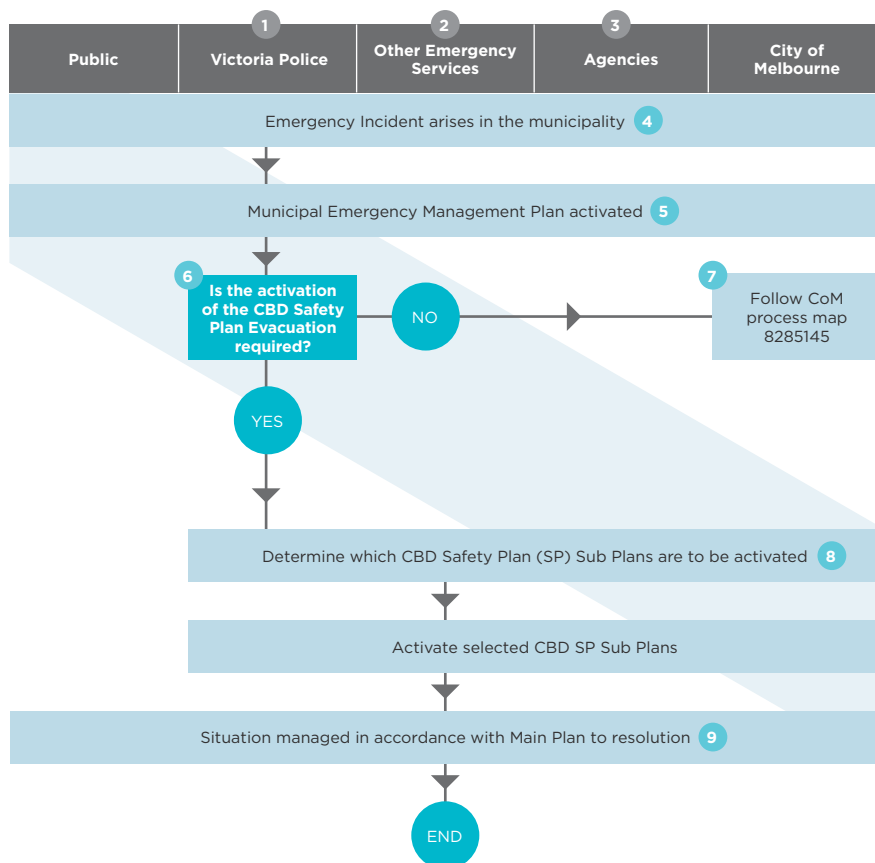
Assumptions

- Emergency management arrangements in Victoria adequately address responsibilities in relation to prevention, planning, response and recovery.
- All buildings in the CBD have in place an accurate and practiced Emergency Plan.
- Residents of the CBD have prepared their own safety arrangements and have practical ideas on what to do in case of an emergency based on community awareness campaigns.
- Building owners, managers and tenants will have access to information regarding the emergency incident.
- Stakeholder agencies and emergency services have sufficient trained and equipped personnel to perform the roles and responsibilities identified in the Plan and that ongoing training of agency personnel will occur.
- Emergency service agencies have the capacity and capability to perform the roles prescribed and effective

operational plans and standard operating procedures that support the Plan.

- Organisations that need to maintain critical community services have in place business continuity arrangements.
- That a mass evacuation is scalable based on the incident.
- The CBD will not be evacuated in its entirety.
- Not all people evacuated will attend an Emergency Relief Centre.
- Not all emergencies will require activation of all components of the Plan.
- The majority of people will be able to self-evacuate without emergency services assistance.
- Arrangements for the safety and security of the CBD after evacuation are already in place.

References: Emergency Management Act 1986 and 2013 (Vic) Emergency Management Manual Victoria



Notes:

- 1 Victoria Police is the principal Emergency Service and the Evacuation Manager.
- 2 The following other Emergency Services may be involved with the activation of the Main Plan and sub plans: Metropolitan Fire Brigade (MFB)- Victoria State Emergency Service (VICSES)- Ambulance Victoria
- 3 The following agencies and organisations may be involved with the activation of the Main Plan and sub plans: Department of Health and Human Services (DHHS)- The Department of Economic Development, Jobs, Transport and Resources (ECODEV)- Public Transport Victoria (PTV)- Metro Trains- VicRoads
- 4 Only situations or incidents within the City of Melbourne municipal boundary or those that may affect the municipality are relevant.
- 5 For the CBD Safety Plan and related sub plans to be activated the MEMPlan needs to have been activated at the request of the MERC
- 6 The Incident Controller makes the request to the VicPol Evacuation Manager.
- 7 This is the process map for the Municipal Incident Notification and Management of Resources and Services.
- 8 VicPol and other Emergency Services and Agencies and CoM form an EMT and make this determination.
- 9 Victoria Police / Incident Controller determines when the incident is resolved and arranges the stand