



# Heatwave Sub-Plan

Version 8.1

This is a sub plan of the Municipal Emergency Management Plan (MEMP).



**Developed with the assistance of:**

Emergency Management Consultancy Services Pty Ltd  
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[www.beready.com.au](http://www.beready.com.au)

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## Activation of the Heatwave Sub-Plan

Victoria's emergency management arrangements promote the concept that emergency management arrangements are never formally activated, they simply respond and expand to meet the changing needs of an emergency. However, in the case of a heatwave there is likely to be some forewarning of an impending extended period of hot weather. The Emergency Management Commissioner is the control agency for heatwave.

The MERO, acting as Council's Heatwave Coordinator, upon receipt of a Heat Health Alert will activate this sub plan and call a meeting of the Glen Eira Heatwave Sub Committee.

Heatwave is defined in Section 2 of this plan. However, in simple terms, a heatwave is an extended period where there are higher than average temperatures both during the day and at night.

Possible triggers for implementation of the mitigation arrangements in this plan include:

- Advice from the Bureau of Meteorology or Department of Health and Human Services of an impending heatwave;
- The onset of above average warmer weather in the lead up to summer;
- A request from the control agency; or
- A review of the risk of the impact of heatwave on the community.

Possible triggers for implementation of the response arrangements in this plan include:

- A request from the control agency;
- Advice from the Health Protection Branch, Department of Health and Human Services;
- Identification that a heatwave is eminent or occurring; or
- Any other circumstance as agreed by the Heatwave Sub Committee.

Upon activation of the plan, the Glen Eira Heatwave Sub-Committee will be convened and chaired by the MERO as soon as practicable. The Committee will be advised of the impending forecasts, expected conditions and implement Council's response as per the checklists in this plan. The standard Heatwave Activation Meeting Agenda at Appendix 1 of this Plan shall be used to convene this meeting.

Members of the Heatwave Planning committee can be notified by a group email to:  
[heatwave@gleneira.vic.gov.au](mailto:heatwave@gleneira.vic.gov.au)

Depending on the extent of impact on the community and the commitment of resources from across Council, a decision may be made by the MERO to 'stand up' the Municipal Emergency Coordination Centre (MECC) as a central location from which to coordinate Council's response to the event. Refer to the procedure outlined in the Municipal Emergency Management Plan. This Heatwave Sub Plan can, however, be activated without the MECC.

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## Amendment Register

| Amendment              | Date           |
|------------------------|----------------|
| Original Issue         | October 2009   |
| 1                      | August 2012    |
| 2                      | September 2013 |
| 3                      | December 2013  |
| 4                      | December 2014  |
| 5                      | March 2015     |
| 6                      | October 2015   |
| 7                      | November 2016  |
| 8 – Complete re-format | October 2017   |
| 8.1 – Minor amendments | December 2017  |

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## 1) Introduction

This document is a Sub Plan of the City of Glen Eira Municipal Emergency Management Plan (MEMP) and is to be used in conjunction with the MEMP, not as a stand-alone document.

The Municipal Emergency Management Planning Committee (MEMPC) has assessed the risk of heatwave impacting on the community of Glen Eira as High. As such that has triggered the development of this sub plan.

The Heatwave Sub-Plan provides information about how Council receives notifications of heatwaves, when the plan will be activated, how Council will provide important heat health information to the community and the actions Council will implement during a declared heatwave.

The Glen Eira Heatwave Coordinator is the MERO (Municipal Emergency Resource Officer), who is responsible for the activation and implementation of this plan.

The potential impacts associated with heat can be very dangerous to people's health, and can result in illness, or in some circumstances, death. Heat-related illness can occur when the body is unable to adequately cool itself. It can range from mild conditions such as a rash or cramps to very serious conditions such as heat stroke.

During Melbourne's Heatwave from 14 to 17 January 2014 there were 167 excess deaths. Melbourne experienced temperatures in excess of 41°C each day of the heatwave and recorded the hottest 4-day period on record.

During Melbourne's heatwave from 26 January to 1 February 2009 there were 374 excess deaths. The greatest number of deaths occurred in persons 75 years or older, representing a 64 per cent increase in this age group for this period.

Extreme heat can affect the most vulnerable members of the community which are classified as people with the following characteristics:

- Older people (65 years and older);
- Children under five years old;
- Pregnant or nursing mothers;
- A pre-existing medical condition, such as diabetes, heart disease, kidney disease or mental illness;
- A condition that impairs the body's abilities to regulate its own temperature such as Multiple Sclerosis;
- Those living alone with little social contact;
- Those taking certain medications, such as those for depression or insomnia;
- People
  - With a disability
  - Without air-conditioning or refusing to use it
  - Limited access to transport
  - Living on the upper floors of buildings
  - Who are from culturally or linguistically diverse backgrounds

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## 2) Aims and Objectives

The aim of this plan is to document the agreed arrangements within the City of Glen Eira for:

- The mitigation of the effects of extreme heat on the Council workforce and the wider community; and
- The response actions following the declaration of a heatwave or period of extreme heat that impacts on the Council workforce or the wider community.

This will be achieved through the following actions:

1. **Mitigation** by education of the community about the dangers of heatwaves through:
  - The promotion of heatwave awareness;
  - The delivery of key health messages prior to the onset of extended hot periods such as summer, and
  - The delivery of key health messages and safeguard actions in the immediate lead up to an identified heatwave period.
2. **Response** through implementation of agreed strategies to support and safeguard the most vulnerable members of the community from the effects of a heatwave through:
  - The provision of warning information; and
  - The activation of arrangements as documented in this plan to provide shelter, respite and assistance to vulnerable members of the community.

## 3) What is a heatwave

A heatwave is defined as a prolonged period of excessive heat that adversely affects human health. The Victorian DHHS has established a *Heat Health Alert System* that notifies Council of forecast heat wave conditions.

When the Bureau of Meteorology forecasts average temperatures (average day time and night time temperatures) are predicted to reach or exceed 30°C, DHHS will issue a *Heat Health Alert* to Council.

A heatwave is declared when the average temperature threshold of 30°C has been forecast to continue for at least 3 consecutive days in line with the State Extreme Heat Sub Plan.

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Upon receipt, the MERO will evaluate the Alert and determine the need to either:

1. Call a meeting of the Heatwave Sub Committee to determine readiness and / or confirm mitigation activities are in place; or
2. Activate this plan.

**The Glen Eira Heatwave Sub-Plan shall be enacted when a heatwave threshold of 30°C has been FORECAST to continue for at least 3 consecutive days.**

During a heatwave the Emergency Management Commissioner, Chief Health Officer or DHHS may make other public announcements or disseminate public health messages through the media regarding the heatwave and how to stay safe and healthy. The alert will be issued as an e-mail, SMS or both.

## 5) Heatwave Sub-Committee

The Heatwave Sub-Committee will consist of the following members, or their representatives:

- MERO-Municipal Emergency Resource Officer - CHAIRPERSON
- MRM-Municipal Recovery Manager
- DMRM-Deputy Municipal Recovery Manager
- Director Community Wellbeing
- Manager Community Development and Care
- Manager Residential Care Services
- Manager Family and Children's Services
- Manager Customer and Communications
- Manager Public Health
- Team Leader Environmental Health
- Manager Libraries, Arts and Culture
- Group Manager, Recreation and Leisure
- MERC-Municipal Emergency Response Coordinator: Victoria Police (Optional)

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### **Business Unit Managers**

*Extreme temperatures can be reached during the day and heatwave conditions may not be reached due to low night time temperatures. The health of employees and the broader community needs to be safeguarded during high daytime temperatures. Council has a range of operational policies to safeguard health when high day time temperatures are reached. It is the responsibility of Business Unit Managers to monitor the Bureau of Meteorology forecasts and implement these operational policies as appropriate: Some examples include:*

|  |   |
|--|---|
| <i>Parks and Gardens:</i>              | <i>Protection of outdoor workers when temperatures reach 35 °C</i>  |
| <i>Aquatic Centres:</i>                | <i>Extending Carnegie Swimming Pool hours to 8.00pm when temperatures exceed 30 °C.</i>   |
| <i>In Home Support:</i>                | <i>Consider cancelling or re-scheduling home shopping hours when temperatures exceed 35°C.</i>  |
| <i>Social Support &amp; Inclusion:</i> | <i>Consider modifying programs or venues/destinations for social outings and exercise programs for older adults when temperatures exceed 35 °C.</i> |
| <i>Children's Services:</i>            | <i>Restrict outdoor play activities when temperatures exceed 35°C.</i>  |

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## 6) Heatwave Planning, Preparation and Review

The core operational elements of the Glen Eira Heatwave Sub-Plan are divided into four stages, each stage is characterised by key actions.

### Stage One: Preparation

Before Summer  
October-November

- The preparation stage incorporates a range of strategies to ensure Council and the community are well prepared for the activation of the Heatwave Sub-Plan prior to the summer season.

### Stage Two: Alert and Readiness

Up to 6 days prior to a  
heatwave

- The alert and readiness stage will commence when the Heatwave Sub-Plan has been enacted following forecast heatwave conditions.

### Stage Three: Response and Action

Actions during a  
heatwave

- The response and action stage lists the actions that will be undertaken to protect the health and wellbeing of the community during the heatwave.

### Stage Four: Review

After heatwave  
has passed

- A debrief meeting to be held to review the response to the heatwave.

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### Stage 1: Heatwave Preparation prior to Summer Season

Heatwave preparation ensures Council is well prepared to enact the Heatwave Sub-Plan prior to summer and the onset of higher temperatures.

This stage aims to ensure the Glen Eira community is aware and educated about the dangers of heat prior to the onset of a heatwave. This includes undertaking a range of actions to ensure adequate resources and systems are in place to protect the health of the community.

The Heatwave Sub-Committee shall be convened the first week of November each year by the MERO to review Heatwave preparation activities to ensure Council and the community are adequately prepared for heatwave conditions.

#### Heatwave Preparation Responsibilities and Timelines

| Action   | Due Date   | Completed (Who & When) |
|--|--|------------------------|
| <p><b>MERO-Municipal Emergency Resource Officer</b></p> <ul style="list-style-type: none"> <li>▪ Ensure this Heatwave Sub Plan is reviewed annually in October and then distribute the plan to all stakeholders.</li> <li>▪ Convene and chair the Heatwave Sub-Committee and review annual preparation responsibilities to ensure adequate response capacity.</li> <li>▪ Ensure the heatwave e-mail notification system has the correct Council staff listed to receive notifications.</li> <li>▪ Confirm with Buildings and Properties arrangements in the event of a power failure: <ul style="list-style-type: none"> <li>○ 'Standby' generator at Town Hall is fully operational</li> <li>○ Mobile generator at GlenWorks is fully operational and which Council locations it can be 'connected' to</li> <li>○ Contact details and 'standing orders' in place with hire companies in the event additional generators are required</li> </ul> </li> </ul> | <p>October</p> <p>First week of November</p> <p>First week of November</p> <p>First week of November</p> |                        |
| <p><b>MRM-Municipal Recovery Manager/<br/>DMRM- Deputy Municipal Recovery Manager</b></p> <ul style="list-style-type: none"> <li>▪ Confirm Emergency Relief Centres and recovery functions are ready and available should they be required.</li> </ul>   | <p>Complete by 30<sup>th</sup> November</p>  |                        |

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| <b>Community Development and Care Team</b>  |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>▪ Develop and ongoing review of Heatwave Resource Kit that contains:                             <ul style="list-style-type: none"> <li>• Adequate supply of heat health factsheets</li> <li>• Heat health factsheets distribution spreadsheet</li> <li>• Copies of Heatwave Sub-Plans</li> </ul> </li> </ul>  | Complete by<br>30 <sup>th</sup><br>November |  |
| <ul style="list-style-type: none"> <li>▪ Develop and print adequate numbers of heat health factsheets each year including:                             <ul style="list-style-type: none"> <li>Staying cool during a heatwave</li> <li>Advice for older persons</li> <li>Preventing heat related illness</li> <li>Keeping pets cools in summer</li> <li>Keeping children cool in summer</li> </ul> </li> </ul>   | Complete by<br>30 <sup>th</sup><br>November |  |
| <ul style="list-style-type: none"> <li>▪ Distribute heat health factsheets and maintain a database of all locations where factsheets have been distributed, including the amount and delivery date: Heat health factsheets shall be distributed to business units. Distribution list as follows:                             <ul style="list-style-type: none"> <li>➢ Aquatic Centres (GESAC, Caulfield Recreation Centre, Carnegie Swim Centre)</li> <li>➢ Neighbourhood and Community Houses (Caulfield South, Moongala, Godfrey St, CIGE, GEALC)</li> <li>➢ Maternal and Child Health Centres (Bentleigh, Caulfield, Elsternwick, Glen Huntly, McKinnon, Murrumbeena, Moorleigh)</li> <li>➢ Senior Citizen Centres (Bentleigh, Caulfield, East Bentleigh, Ormond, Moorleigh)</li> <li>➢ Libraries (Bentleigh, Caulfield, Elsternwick, Carnegie)</li> <li>➢ Town Hall Service Centre</li> </ul> </li> </ul> | Complete by<br>30 <sup>th</sup><br>November |  |
| <ul style="list-style-type: none"> <li>▪ Heat health articles to be written for the December and February editions of <i>Glen Eira News</i>.</li> </ul>   | Complete by<br>30 <sup>th</sup> October     |  |
| <ul style="list-style-type: none"> <li>▪ Heat health article to be written for Council's Connect newsletter.</li> </ul>   | Complete by<br>30 <sup>th</sup><br>November |  |
| <ul style="list-style-type: none"> <li>▪ Staff roster shall be developed by Community Development and Care to ensure a designated a Co-ordinator is available to co-ordinate the Community Development and Care response and ensure adequate staff resources are available to call from the office all vulnerable clients over the Festive Season/Holiday period from 15 December to 15 February each year.</li> </ul>  | Complete by<br>30 <sup>th</sup><br>November |  |
| <ul style="list-style-type: none"> <li>▪ Review Vulnerable Client List each November of existing community care clients.</li> </ul>   | Complete by<br>30 <sup>th</sup><br>November |  |
| <ul style="list-style-type: none"> <li>▪ Community Development and Care will identify clients that are considered vulnerable during heatwave</li> </ul>   |   |  |

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| Action   | Due Date  | Completed (Who & When) |
|--|---|------------------------|
| <p><b>Media and Communications</b></p> <ul style="list-style-type: none"> <li>▪ Annually review Appendix 5: Heatwave Facebook Post</li> <li>▪ Ensure Heat Health Information is posted on the Council 'on-hold messages' customer service system.</li> <li>▪ Media releases to media outlets and through all social media channels.</li> <li>▪ All heat health factsheets posted on Council's Website.</li> <li>▪ Heat Health information included in the Glen Eira Healthy Ageing Newsletter.</li> <li>▪ Heat health article in Council's Connect newsletter.</li> <li>▪ Heat health articles to be included in December and February editions of <i>Glen Eira News</i>.</li> </ul> | <p>Complete by 30<sup>th</sup> November</p> <p>Ongoing</p> <p>Complete by 30<sup>th</sup> November</p> <p>Complete by 30<sup>th</sup> November</p> <p>Complete by 30<sup>th</sup> October</p> |                        |
| <p><b>Residential Aged Care Services</b></p> <ul style="list-style-type: none"> <li>▪ Staff roster shall be developed by Residential Services to ensure adequate staff resources are available to individually contact all residents of the Independent Living Units to check the health and wellbeing over the Festive Season/Holiday period - 15 December to 15 February each year.</li> <li>▪ Disseminate heat health factsheets to all residents of Independent Living Units each year.</li> <li>▪ Ensure appropriate heat prevention processes are implemented to protect the residents of residential age care facilities and independent living units.</li> </ul>             | <p>Complete by 30<sup>th</sup> November</p> <p>Complete by 30<sup>th</sup> November</p> <p>Complete by 30<sup>th</sup> November</p>   |                        |

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| Action  | Due Date   | Completed (Who & When) |
|---|--|------------------------|
| <p><b>Recreation Services Team</b></p> <ul style="list-style-type: none"> <li>▪ Heatwave clauses included in tenancy documentation of sporting associations and other hirers of Council facilities requiring tenants to establish and implement their own heatwave strategies.</li> <li>▪ Reminders to sporting associations to refer to and adhere to their sporting association's code of conduct and policy in relation to heatwaves.</li> </ul> | <p>Ongoing</p> <p>Complete by 30<sup>th</sup> November</p> |                        |
| <p><b>Public Health Team</b></p> <ul style="list-style-type: none"> <li>▪ Article relating to food safety during hot weather to be included in the summer edition of Foodline</li> </ul>  | <p>Complete by 30<sup>th</sup> November</p>                |                        |
| <p><b>People and Culture</b></p> <ul style="list-style-type: none"> <li>▪ Prepare outdoor staff in the event of a heatwave through the provision of training and advice.</li> <li>▪ Ensure all Managers are advised of Council extreme weather policy.</li> </ul>   | <p>Ongoing</p> <p>Ongoing</p>                              |                        |

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**Stage 2: Alert and Readiness in the days prior to a Heatwave**

The alert and readiness stage will commence when Council is notified of a Heat Health Alert from the Victorian Department of Health and Human Services that heatwave threshold temperatures will continue for at least three consecutive days. This will occur up to six days prior to the heatwave.

The MERO shall ensure the actions listed in the table below are implemented upon the notification of a pending heatwave to ensure organisational capacity to respond. The MERO will advise the MERC of implementation of the alert and readiness activities.

| Action  | Due Date   | Completed (Who & When) |
|---|--|------------------------|
| <p><b>MERO Municipal Emergency Response Officer</b></p> <ul style="list-style-type: none"> <li>▪ E-mail sent to all Business Unit Managers and Directors informing that heat health warning from the Department of Health and Human Services has been issued.</li> <li>▪ Heatwave Sub-Committee meeting shall be convened as soon as practicable to advise of heat conditions and plan readiness and response actions.</li> <li>▪ Responsibilities for all of the actions shall be allocated to the Heatwave Sub-Committee members and relevant business units.</li> <li>▪ Advise Buildings and Properties and BCP Coordinator of the potential heatwave and possibility of a power failure.</li> </ul> | <p>As soon as practicable after receiving notification of an impending heatwave.</p> |                        |

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| Action  | Due Date    | Completed (Who & When) |
|---|-------------|------------------------|
| <b>Community Development and Care Team</b>  |             |                        |
| <ul style="list-style-type: none"> <li>▪ Review heat health fact sheets distribution spreadsheet to ensure heatwave message is reaching target populations.</li> </ul>  | Immediately |                        |
| <ul style="list-style-type: none"> <li>▪ Visit all locations to replenish heat health factsheets.</li> </ul>  | Immediately |                        |
| <ul style="list-style-type: none"> <li>▪ Inform clients of possible changes to services in the event of a heatwave i.e. social outings and exercise classes.</li> </ul>   | Immediately |                        |
| <ul style="list-style-type: none"> <li>▪ Staff resources to be reviewed and staff put on notice to ensure adequate number of staff are available to call all vulnerable clients and each day of the declared heatwave.</li> </ul> | Immediately |                        |
| <ul style="list-style-type: none"> <li>▪ Review staff list for a second time before allocating vulnerable client list to staff.</li> </ul>  |             |                        |
| <ul style="list-style-type: none"> <li>▪ Advise Director Community Wellbeing of staffing resources availability and review vulnerable client list with the Director.</li> </ul>   |             |                        |
| <ul style="list-style-type: none"> <li>▪ Advise staff responsible for calling clients of their responsibilities, work days and hours. This may include working weekends/public holidays.</li> </ul>                               | Immediately |                        |
| <ul style="list-style-type: none"> <li>▪ Disseminate vulnerable client list to staff responsible for calling clients and review the telephone script and procedures with staff as outlined in Appendix 3 of this Plan.</li> </ul> |             |                        |
| <ul style="list-style-type: none"> <li>▪ Inform clients of possible changes to services in the event of a heatwave.</li> </ul>  |             |                        |
| <ul style="list-style-type: none"> <li>▪ Heat health factsheets to again be distributed to delivered meals clients by volunteers.</li> </ul>  |             |                        |
| <b>Media and Communications</b>   |             |                        |
| <ul style="list-style-type: none"> <li>▪ Ensure Heatwave information is posted on the FRONT PAGE of the Council and GESAC website with links to factsheets.</li> </ul>  | Immediately |                        |
| <ul style="list-style-type: none"> <li>▪ Heatwave post on all Council Facebook Pages (Council, GESAC, Libraries, Youth Services, Maternal and Child Health, Arts &amp; Culture, etc.) as per Appendix 5.</li> </ul>               | Immediately |                        |
| <ul style="list-style-type: none"> <li>▪ Ensure Heat Health Information is posted on the Council 'on-hold messages' customer service system.</li> </ul>   | Immediately |                        |

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|---|----------------------------|------------------------|
| <b>Recreation Services Team</b> <ul style="list-style-type: none"> <li>▪ Communicate to all sporting clubs advising them to implement their heatwave plans.</li> </ul>  | Immediately                |                        |
| <b>Aquatic Facilities</b> <ul style="list-style-type: none"> <li>▪ Heat health factsheets displayed at GESAC and Carnegie Swim Centre.</li> </ul>   | Immediately                |                        |
| <b>Library Services Team</b> <ul style="list-style-type: none"> <li>▪ Heat health factsheets displayed at libraries.</li> <li>▪ Library staff rosters adjusted to ensure staff resources are available to keep libraries open for extended hours.</li> </ul>  | Immediately<br>Immediately |                        |
| <b>Family and Children's Services</b> <ul style="list-style-type: none"> <li>▪ Heat health factsheets displayed at all Maternal and Child Health Centres.</li> <li>▪ Inform clients of possible changes to services in the event of a heatwave.</li> </ul>    | Immediately<br>Immediately |                        |
| <b>Arts and Culture Team</b> <ul style="list-style-type: none"> <li>▪ Discuss any outdoor activities or events planned to be conducted during heatwave conditions with Director of Community Services for the purpose of adaption or cancellation.</li> </ul> | Immediately                |                        |

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### Stage 3: Response and Action during the Heatwave

The actions listed below will be implemented by Council during a heatwave. Each Business Unit Manager will be responsible for ensuring the actions are implemented without delay.

Consideration may also need to be given to opening the MECC Municipal Emergency Coordination Centre. This decision is made by the MERO depending on the severity of the heatwave.

| Action   | Completed (Who & When) |
|--|------------------------|
| <p><b>MERO Municipal Emergency Response Officer</b></p> <p><b>The Municipal Operations Centre (MOC) can only be activated at the direction of the MERO or Deputy MERO</b></p> <ul style="list-style-type: none"> <li>▪ If the MERO or Deputy MERO deems the Heatwave response to be a protracted operation, the MERO or Deputy MERO may activate the MOC.</li> <li>▪ As per part A4 of the MEMP, the Primary location for the MOC is:<br/>Works Depot<br/>59A Cochranes Road<br/>Moorabbin 3189</li> </ul> <p>Alternate MOC (should the primary be unavailable):<br/>Parks Services Depot<br/>721 Inkerman Road<br/>Caulfield North 3161</p> |                        |
| <p><b>Buildings and Properties</b></p> <ul style="list-style-type: none"> <li>▪ Upon notification of a power failure at a Council facility: <ul style="list-style-type: none"> <li>○ Notify the MERO</li> <li>○ Notify the BCP Coordinator to activate the Business Continuity Plan</li> <li>○ In conjunction with the BCP Coordinator, arrange a temporary generator if appropriate/necessary</li> </ul> </li> </ul>  |                        |
| <p><b>MRM-Municipal Recovery Manager/<br/>DMRM- Deputy Municipal Recovery Manager</b></p> <ul style="list-style-type: none"> <li>▪ Open Emergency Relief Centres and perform recovery duties as requested by the MERO.</li> </ul>  |                        |

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| Action   | Completed<br>(Who & When) |
|--|---------------------------|
| <p><b>Community Development and Care Team</b></p> <p><b>When a heatwave has been declared the following shall be implemented by the Manager Community Development and Care without delay:</b></p> <ul style="list-style-type: none"> <li>▪ A team of staff will be established to contact all vulnerable clients during a declared heatwave. If the heatwave extends over a long period, relief staff shall also be rostered.</li> <li>▪ All Community Care clients listed on the Vulnerable Client List shall be called each day of a declared heatwave to undertake the health and wellbeing telephone interview in Appendix 3.</li> <li>▪ Where clients cannot be contacted, the next of kin will be notified immediately and a visit to the premises will occur to establish the health and wellbeing needs. If contact is unable to be made, Victoria Police will be contacted.</li> <li>▪ Where services are cancelled, clients shall be notified by telephone of service cancellations and expected timelines for recommencement. Cancellation of home shopping service, ADDAS day services and community care outings must be discussed with the Director of Community Services.</li> <li>▪ Provide bottled water at the customer service centre.</li> <li>▪ Cancel all older adult outdoor social outings and exercise programs.</li> <li>▪ Review appropriateness of indoor events based on collection and travel time.</li> </ul> |                           |

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| Action  | Completed<br>(Who & When) |
|---|---------------------------|
| <p><b>Residential Care Team</b></p> <p><b>When a heatwave has been declared the following shall be implemented by the Manager of Residential Care Services without delay:</b></p> <ul style="list-style-type: none"> <li>▪ All residents of Independent Living Units will be contacted each day of a declared heatwave to undertake health and wellbeing checks using the checklist in Appendix 4.</li> <li>▪ Where residents cannot be contacted, the next of kin will be notified immediately, and a visit to the premises will occur to establish the health and wellbeing needs. If contact is unable to be made, Victoria Police will be contacted.</li> <li>▪ Staff working in residential aged care facilities shall regularly monitoring the health of all Residential Aged Care clients. Appropriate fluids shall be made available to all residents.</li> <li>▪ Outings and exercise programs provided by Residential Care Services shall be cancelled and clients notified.</li> <li>▪ Environment temperatures in residential aged care facilities shall be monitored to ensure appropriate comfort levels are maintained.</li> <li>▪ Medications and treatment shall be effectively managed to prevent dehydration.</li> </ul> |                           |
| <p><b>Family and Children's Services</b></p> <p><b>When a heatwave has been declared the following shall be implemented by the Manager of Family and Children's Services without delay:</b></p> <ul style="list-style-type: none"> <li>▪ Outdoor activities in children's centres shall be limited between 11am to 3pm.</li> <li>▪ Appropriate fluids shall be made available to all children.</li> <li>▪ Environment temperatures in children services shall be monitored to ensure appropriate comfort levels are maintained.</li> <li>▪ Heat health factsheets available to clients at Maternal Child Health Centres.</li> </ul>   |                           |

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| Action  | Completed<br>(Who & When) |
|---|---------------------------|
| <p><b>Aquatic Facilities</b></p> <p><b>When a heatwave has been declared the following shall be implemented by the Group Manager, Recreation and Leisure without delay:</b></p> <ul style="list-style-type: none"> <li>▪ Extend opening and closing hours of Council run swimming pools.</li> <li>▪ Heat health factsheets available for all patrons at Carnegie Swim Centre and Glen Eira Sports and Aquatic Centre.</li> <li>▪ Adapt frequency of water testing to align in line with increased bather loads</li> </ul> |                           |
| <p><b>Public Health</b></p> <p><b>When a heatwave has been declared the following shall be implemented by the Manager of Public Health without delay:</b></p> <ul style="list-style-type: none"> <li>▪ Respond to public health issues including responding to concerns of power failure from food premises.</li> <li>▪ Provide bottled water at all immunisation sessions.</li> </ul>  |                           |
| <p><b>Library Services Team</b></p> <p><b>When a heatwave has been declared the following shall be implemented by the Manager of Libraries, Arts and Culture without delay:</b></p> <ul style="list-style-type: none"> <li>▪ Extend hours of operation to provide a cool place for the community.</li> <li>▪ Provide bottled water for all library users.</li> <li>▪ Heat health factsheets available to all library patrons.</li> </ul>  |                           |

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| Action  | Completed<br>(Who & When) |
|---|---------------------------|
| <p><b>Arts and Culture Team</b></p> <p><b>When a heatwave has been declared the following shall be implemented by the Manager of Libraries, Arts and Culture without delay:</b></p> <ul style="list-style-type: none"> <li>▪ Adapt times or cancel outdoor events as appropriate-to be approved by the Director of Community Services.</li> <li>▪ Provide water to participants.</li> <li>▪ If the temperature exceeds 40 degrees during the event, the event will be cancelled.</li> </ul> |                           |

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### Stage 4: Debrief Review

When the heatwave is over, the Heatwave Sub-Committee will be convened for a debrief meeting within 10 days. The heatwave response will be reviewed, areas of improvement addressed and any amendments to be made to the Heatwave Sub-Plan.

Consideration may need to be given to having this meeting independently chaired so that the MERO can actively contribute to the discussions about the effectiveness of the response.

The MERO is to arrange for and amendments to the Heatwave Sub Plan to be completed within 7 days of the debrief meeting. The amendment must be included in the Municipal Emergency Management Plan.

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## 7) Role of External Stakeholders to help the community

### **Educate stakeholders on their roles and responsibilities in the event of a heatwave**

Successful implementation of the Glen Eira Heatwave Plan is dependent upon key stakeholders understanding their role in the event of a heatwave in Glen Eira. Key stakeholders that deliver services to vulnerable members of the community should also develop their own heatwave plans. Prompt action by stakeholders will ensure the impacts of heat on the elderly and the very young are kept to a minimum.

Should there be advice that there is likely to be a period of sustained heatwave conditions, consideration should be given to the conduct of heatwave awareness sessions for service providers to give them advice on how to prepare for and educate their clients in heatwave mitigation strategies.

### **Control Agency: Emergency Management Commissioner**

The Emergency Management Commissioner (EMC) is the control Agency for heatwave emergencies. As such the EMC is responsible for managing the response to and provision of consistent information about the emergency across the State, and may issue information and / or directives in relation to the response actions to be taken at municipal level. For more information refer to the State Extreme Heat Sub Plan.

<https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/state-extreme-heat-sub-plan>

### **Glen Eira Community Register**

Community Registers have been developed across the state with financial assistance from the Victorian Government. The registers are located at police stations and staffed by volunteers. Those eligible for the register are predominantly the elderly and people with a disability.

Caulfield Police have established a Community Register for Glen Eira residents. The Register aims to improve home safety and provide community support for Glen Eira's vulnerable residents. The Community Register is a useful communication mechanism for vulnerable residents, and includes an identity card for persons registered and regular phone contact.

### **Role of the Department of Health and Human Services**

Before and during a heatwave, the Department of Health and Human Services will:

- Monitor the Bureau of Meteorology website for impending heatwaves;
- Provide heat alerts to local councils and departmental staff;
- Provide key health messages to the media and local councils;
- Provide communication material with key health messages;
- Update the State Heatwave Plan regularly.

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### **Role of not-for-profit, community and commercial organisations**

Council encourages all not-for-profit community groups, community and commercial service providers that deliver services to vulnerable people to develop their own Heatwave Plan.

There are many not-for-profit organisations and community service providers within the City of Glen Eira that need to ensure that they monitor vulnerable clients during a heatwave and take necessary action in the event that clients suffer heat related illness. These service providers must also ensure that their clients receive appropriate and timely information and advice in the event of a heatwave.

Key stakeholders that can assist in implementing the *Glen Eira Heatwave Plan* include:

- Southern Melbourne Primary Care Partnership
- Connect Health
- Caulfield Community Health Service
- Community Information Glen Eira
- St Johns Ambulance
- Ambulance Victoria
- Victoria Police
- Jewish Care
- Chevra Hatzolah – Jewish Emergency Services
- Disability Service Providers
- Neighbourhood Houses
- Jewish Community Council of Victoria
- Senior Citizens Community Groups
- Local Hospitals
- Local Childcare Centres and Kindergartens
- Medical Centres
- Red Cross
- Salvation Army

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## Appendix 1: Heatwave Sub-Committee Activation Agenda



GLEN EIRA  
CITY COUNCIL

# Activation Agenda

## Heatwave Sub-Committee

Date

Location

Time

**Attendees:**

**Apologies:**

- 1. Impending heatwave conditions**
  - Heat Health Alert
  - Bureau of Meteorology forecast
- 2. Checklist Review**
- 3. General Business**

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Appendix 2: Debrief Agenda



GLEN EIRA  
CITY COUNCIL

## Debrief Agenda

### Heatwave Sub Committee

Date

Location

Time

**Attendees:**

**Apologies:**

- 1. Community Feedback**
- 2. Stage1 Preparation**
  - What worked well
  - Areas of improvement
- 3. Stage Two Alert and Readiness**
  - What worked well
  - Areas of improvement
- 4. Stage Three Response and Action**
  - What worked well
  - Areas of Improvement
- 5. Amendments to Heatwave Sub-Plan**
- 6. General Business**

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Appendix 3: Telephone Interview for vulnerable clients



Glen Eira City Council

## Community Care Services

### Script for contacting vulnerable clients during extreme temperatures

#### Background

During days of extreme temperatures, clients who are considered to be of high risk of deteriorating health and wellbeing will be followed up to ensure that they are taking measures to cope with the heat.

The trigger for this response is when the Department of Health and Human Services issues a heat health alert which is determined as a consequence of the daily mean temperature of 30°C occurring for at least two consecutive days.

An example of this calculation is demonstrated below:

|                  |   |
|------------------|---|
| <b>Melbourne</b> |   |
| <b>Tuesday</b>   | <b>Mean calculation for Tuesday</b>                                     |
| Min: 20°C        |   |
| Max: 38°         | $(38 + 25) / 2 = 31.5^{\circ}\text{C}$                                  |
| <b>Wednesday</b> | The threshold for Melbourne = mean of 30°C                              |
| Min: 25°         | The temperature forecast indicates that the threshold will be exceeded. |
| Max: 31°C        |   |

Staff will be relocated to the office on these days with their responsibility being to follow up on clients deemed to be vulnerable using the generic script for this purpose.

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## Telephone Script

Staff must use the following script to determine the health and wellbeing of a client. If a client is found to be experiencing difficulty, staff must report the circumstances to their supervisor who will provide further instructions.

*Hello, my name is (state name) and I am employed by Glen Eira City Council.*

*Because of the high temperature predicted for today, Council is contacting clients who receive a Community Care service, such as home care to make sure that you are looking after yourself in the heat.*

*May I ask you a couple of questions?*

### Question 1

*Do you have air conditioning in your home?*

#### **If yes, then:**

- *Please keep the air conditioning on and stay indoors.*
- *Keep yourself hydrated by drinking plenty of water, unless you have been told by your doctor to limit your fluid intake.*
- *Wear light, loose fitting clothes and avoid any strenuous activity.*

#### **If no, then:**

- *Please make sure that you stay indoors and limit any strenuous activity.*
- *Keep yourself hydrated by drinking plenty of water, unless you have been told by your doctor to limit your fluid intake.*
- *Wear light, loose fitting clothes and avoid any strenuous activity.*
- *Keep cool by using damp towels on the back of your neck or even splashing cold water on your face.*
- *If you have a fan, only use it if you have adequate ventilation so that you are not circulating hot, dry air.*

### Question 2

*Do you have a family member, friend or neighbour who keeps in contact with you and who you can contact if you feel unwell during the heat?*

#### **If yes, then:**

- *Please contact them if you need any assistance.*

#### **If no, then:**

- *Please contact your doctor or Nurse on Call on 1300 60 60 24 if you feel unwell.*

*Thank you for talking with me and please make sure that you look after yourself during this hot weather.*

*If you need to contact Council, please ring 9524-3333.*

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## Appendix 4: Health and wellbeing Check -Independent Living Units



Glen Eira City Council

### Checklist for contacting residents during extreme temperatures

Because of the high temperature predicted for today, Council is contacting all independent living unit residents to make sure that you are looking after yourself in the heat.

*Do you have air conditioning in your home?*

***If yes, then:***

- *Please keep the air conditioning on and stay indoors.*
- *Keep yourself hydrated by drinking plenty of water, unless you have been told by your doctor to limit your fluid intake.*
- *Wear light, loose fitting clothes and avoid any strenuous activity.*

***If no, then:***

- *Please make sure that you stay indoors and limit any strenuous activity.*
- *Keep yourself hydrated by drinking plenty of water, unless you have been told by your doctor to limit your fluid intake.*
- *Wear light, loose fitting clothes and avoid any strenuous activity.*
- *Keep cool by using damp towels on the back of your neck or even splashing cold water on your face.*
- *If you have a fan, only use it if you have adequate ventilation so that you are not circulating hot, dry air.*

#### **Staying cool at home:**

- Drink plenty of water. If you have a medical condition or are on fluid tablets discuss your fluid intake with your doctor.
- Don't drink too much tea and coffee.
- Keep windows and doors closed to keep the cool air inside.
- Wear lightweight, loose-fitting clothing.
- Stay indoors as much as you can, or try to stay in shaded areas when you are outside. If able, have a cool shower to cool your body down. Otherwise, use a damp cloth or splash water over your face and arms.
- **If you become unwell:**
- Stop any activity and sit quietly in a cool place.
- Drink cold water to cool your body down.
- Wet the skin with cool water or with wet cloths.
- Seek medical advice, contact your Local GP or Nurse on Call 1300 60 60 24.
- Ring an ambulance if you continue to feel unwell.

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## Appendix 5: Facebook Post

A heatwave has been forecast for (insert date)

Heatwaves can affect anybody including young and healthy people; however, people at greatest risk are those aged 65 years and over, those with a chronic medical condition or disability and those living alone.

Heat-related illness occurs when the body is unable to adequately cool itself and ranges from mild conditions such as rash or cramps to life-threatening conditions such as heat stroke.

What to do during a heatwave:

Keep hydrated by drinking extra water.

Keep cool by using damp towels and taking cool showers — day and night.

Spend as much time as possible in cool or air-conditioned buildings (for example shopping centres, libraries, cinemas, community centres).

If you must go out, stay in the shade and take plenty of water with you. Wear a hat and light-coloured, loose fitting clothing.

Do not leave children, adults or animals in parked vehicles.

Avoid strenuous activity like sport, home improvements and gardening.

Look after yourself and check on older, sick, or frail friends, neighbours and relatives.

For further information on what to do during a heatwave, visit the Council's website:  
[www.gleneira.vic.gov.au/heatwave](http://www.gleneira.vic.gov.au/heatwave)

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