

2019

MRCC Heat Health Plan




Mildura Rural City Council

Plan Endorsement and Adoption


This MRCC Heat Health Plan is a sub plan of the Municipal Emergency Management Plan.

The plan has been considered by all agencies forming the Municipal Emergency Management Planning Committee and endorsed by a formal motion of the Committee.

Signed:  Date: ~~24~~ 24/10/2019

Charmaine Calis
Chairperson - Municipal Emergency Management Planning Committee
Mildura Rural City Council

This plan has been considered by the Mildura Rural City Council and adopted by a formal motion of the Mildura Rural City Council.

Signed:  Date: 24/10/2019

Chief Executive Officer
Mildura Rural City Council

Document & Version Control

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1. Introduction

Events of extreme heat have contributed to more deaths in Australia than any other natural hazard (Bureau of Meteorology 2015). These extreme heat events also cause livestock and crop losses, damage to infrastructure such as roads, railways and bridges. There is also an increased demand on, and/or failure of, essential services such as power, transport and water. These failures can affect the functioning of government, community services, business and industry, which can exacerbate the impact on human health.

A number of consecutive days with very high day time temperatures and high night time temperatures are the most lethal, however a single day of extreme heat can also cause varying dangerous impacts on the community.

In 2009, Victoria experienced several days of extreme temperatures and little overnight relief. The Chief Health Officer concluded that an estimated 374 excess deaths occurred, much greater than the 173 deaths arising from the Black Saturday bushfires the following week. In the 2014 heatwave, there were 167 excess deaths. Excess deaths are above what would otherwise be expected and may have been a result of extreme heat (DHHS 2015).

Across Victoria, the duration, frequency and intensity of heat is expected to increase because of climate change (Steffen et al 2014).

Extreme heat can effect anyone within the community. However there are some sectors of the community that are more susceptible. These include the very young, elderly, those with pre-existing medical conditions, and the socially isolated.

This plan describes the mitigation, preparation, response and recovery objectives for the Mildura Rural City Council Municipality for extreme heat events.

1.1 Aim

- Ensure Council and responsible agencies are able to prepare for and respond to heat health events efficiently and effectively.

1.2 Objectives

- Identify vulnerable population groups;
- Increase the understanding, capacity and resilience of the community in responding to heat health events and therefore influence long term community change to improve community health and wellbeing;
- Develop and enhance partnerships with agencies that will better coordinate a response to heat health events;
- Ensure that agencies who work with vulnerable people and groups are aware of heat health alerts and communicate such; and
- Respond to and provide available resources when required to the community.

2. Planning Framework

The following Acts outline the responsibility of Council in regards to heatwaves and extreme heat events:

- *Emergency Management Act 1986* requires Council to have arrangements in place to prevent, respond to and recover from any emergencies that could occur in the municipality.
- *Public Health and Wellbeing Act 2008* states that Council's function is to '*seek to protect, improve and promote public health and wellbeing within the municipal district.*'
- *Local Government Act 1989* outlines the responsibility of Council to protect public health in emergencies.
- *Planning and Environment Act 1987* fosters better planning of the built environment to withstand the impact of a range of likely emergencies, including extreme heat.

The Emergency Management Manual Victoria (EMMV) explains the emergency roles and responsibilities of agencies in relation to the prevention, mitigation, and risk reduction, response and recovery components of emergencies.

In Victoria, natural events like heatwaves constitute an emergency under the *Emergency Management Act 1986*.

The *Heatwave Planning Guide* (Department of Human Services 2009) assists local government to develop heat health management plans that are relevant to their local community.

Management of extreme heat and heatwave straddles a number of local government areas of responsibility including emergency management, home care services, children services, community health and wellbeing, sustainability and environment, town planning and occupational health and safety.

Mildura Rural City Council first developed a Heat Health Plan in 2015. The plan has been implemented over the summer period each year.

The 2019 MRCC Heat Health Plan provides a framework for Council to meet its emergency management and other legislative obligations and ensures that a plan is in place to support the community during heatwaves and extreme heat events.

3. Review & Maintenance of the Plan

The approval for the Heat Health Plan has come from the MEMPC, with the plan being developed with the assistance of appropriate stakeholders.

The Heat Health Plan will be reviewed:

- Three years after its adoption by Council; or
- Following significant incidents or changes in risk exposure; or
- As required by legislation.

When a review is undertaken and amendments are made to the Plan, the amended Plan is to then be approved by the MEMPC and adopted by Council.

4. Terminology

4.1 Heatwave

The Centre for Australian Weather and Climate Research defines heatwaves as “A period of at least three days where the combined effect of excess heat and heat stress is unusual with respect to the local climate”. Both maximum and minimum temperatures are used in this assessment.

4.2 Extreme Heat Event

Victoria’s Heat Health Plan (DHHS) states the following;

“Extreme Heat occurs when the forecast average temperature on any day exceeds the predetermined heat health temperature threshold in a Victorian weather forecast district.”

This is known as the Department of Health and Human Services’ heat health temperature threshold.

Extreme heat does not have a prescribed duration and may last as little as 24 hours.

<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/heat-health-plan-for-victoria>

4.3 Heat Health Temperature Thresholds

The Department of Health and Human Services has identified heat health temperature thresholds for each weather forecast district in Victoria (which align with the Victorian Country Fire Authority districts). Above these thresholds heat-related illness and mortality increases.

The heat health temperature threshold is based on the forecast average temperature for any given day; that is the average of the forecast daily maximum temperature and the forecast overnight temperature. (See Appendix 1)

4.4 Heat Health Alerts

Heat Health Alerts are issued by the Department of Health and Human Services for a particular district once the forecast average temperatures reach or exceed the heat health threshold for that district. (See appendix 2)

4.5 Prevention

The elimination or minimisation of the impacts of extreme heat on communities and individuals.

4.6 Preparedness

Planning and raising community awareness in the lead up to summer and heat events.

4.7 Response

The implementation of pre-determined actions in the event of extreme heat and providing relief and recovery services.

4.8 Recovery

The follow up actions to support persons affected by the event to achieve proper and effective levels of functioning.

5. Health Implications

5.1 People

When the temperature surrounding the body is higher than a person's skin temperature the only effective way of natural heat loss is sweating. A lack of breeze or personal health issues such as obesity and some medications, or tight fitting clothing will lessen the effectiveness of sweating and may cause the body to overheat.

The body has an internal temperature of about 37°C. Changes in that temperature, by even a single degree can cause unpleasant side effects. As the body's core temperature continues to rise above 37°C sweating will increase, heat cramps and nausea may set in, and blood pressure may drop. These are signs of heat exhaustion.

Following this, as the body's temperature continues to rise to around 40°C and the body's mechanisms to cope with the heat have ceased, heat stroke is highly likely and can cause death.

The most susceptible to heat illness are:

- Babies and children under five years of age;
- Older people over the age of 65 years;
- Pregnant women;
- Frail or disabled people, unable to make independent decisions due to cognitive or other impairments;
- Homeless people;
- Those relying on outside assistance to carry out every day functions; and
- Those facing financial hardship.

It is important for the community to respond to heatwave conditions quickly. Suitable responses include:

- Keeping cool;
- Drinking plenty of water;
- Staying out of the sun; and
- Looking after yourself and others.

5.2 Pets, Animals & Wildlife

Australia has one of the highest rates of pet ownership in the world. Dogs being the most common with 38.8% of households owning a dog. Pets rely on their owners to provide shade, cool areas and water to cope with heat, however, pets are just as susceptible to heat related illness as humans. Information relating to pets and heat can be found at <http://www.ava.com.au>.

5.3 Council Facilities and Events in the Municipality

There are a number of groups' and organisations, both local and non-local that utilise Council facilities for events or activities. These groups and organisations need to be made aware of any impending heat health event so they may consider any potential risks. Council staff who are involved in the daily operation of any facility, or who have involvement in events or activities must be included in heat health alert distribution lists.

6. Community Profile

The Municipality of Mildura Rural City Council has a population of approximately 50,878 people. There are a number of people within our communities whom are at an increased risk of adverse effects during heatwaves. These include the elderly, children under five, persons with certain pre-existing medical conditions, people with lack of capacity to keep themselves cool and persons not acclimatised to the region.

With an aging population, it is predicted that we can expect to see more persons affected by heatwaves. The age distribution of the population can help to identify the amount of potential vulnerability within the community. There are particular age groups which are of interest as research shows that they are more at risk from suffering heat related illness or death. This is mainly due to persons not recognising something is wrong (i.e. not feeling thirsty and becoming dehydrated), the body being unable to cool itself effectively, or not being able to undertake measures that would assist in the body cooling. As of the 2016 census the critical age ranges in the Mildura Municipality identified by DHHS are;

0 – 5 years	6.6% of the population
65+ years	19% of the population

The 2016 census data shows an increase of 1,835 people over the age of 65 in the Mildura municipality. This is an increase of 3.2% based on a decreasing overall population. According to the Department of Health and Human Services, Mildura Rural City Council has a higher than average proportion of Home and Community Care (HACC) clients and there are a number of persons over the age of 75 whom live alone.

There is a high level of socio-economic disadvantage within our communities, contributing to this is an unemployment rate which is above the state average. The median household income is well below the state average and there is a high percentage of low income families. 2016 ABS data shows that 26.8% of households have an income of less than \$650.00 per week. These factors all contribute to a person's capacity to cool themselves, including having air-conditioning or using it.

Not only are there direct health effects on persons during heatwaves, but there are also potential social impacts such as family violence, drug and alcohol offences. The Mildura municipality experiences high rates of family violence incidents and drug and alcohol offences. Whilst there is no specific data linking these social impacts, it may be a contributing factor.

There is an estimated 9.4% of our population whom speak another language than English at home, which may contribute to issues communicating vital heatwave information.

7. Local Weather & Climate

Mildura is described as having a typical Mediterranean climate with dry summers and mild winters. The temperatures in Mildura during summer vary, but it is common to have regular days of 35 to 40 degrees Celsius. The average annual rainfall for the Mildura region is 250mm.

Climate change plays a role in heatwaves and it is predicted that as climate change continues, heatwaves will increase in frequency, intensity and duration. If not properly prepared for heatwaves and their effects, communities will be at an increased risk of suffering from heat related illness and deaths.

The community within the Mildura Municipality is generally acclimatised to heat, with an average summer temperature of 32° C, however it often exceeds 40° C. According to Tourism Mildura there were 543,000 visitors the year ending December 2017, with 28.6% of those being over the age of 65. This indicates that a number of people visiting the area may not be acclimatised to Mildura's heat, and given their age, potentially have a higher precedence of pre-existing medical conditions. This places them at an increased risk of suffering from heat health related issues. (Mildura Regional Development)

Over the past three summers and including the month of March in 2016, 2017 and 2018 the municipality has seen higher than average mean temperatures.

2015-2016	Mean Temp for the month	Difference between the mean daily temp for the month and the long term average for the month	Number of days above 40°C
Dec 15	34.6°C	+4.5°C	5
Jan 16	33.3°C	+1.5°C	4
Feb 16	33.8°C	+2.1°C	3
March 16	31.9°C	+3.6°C	5
2016-2017			
Dec 16	31.8°C	+1.7°C	2
Jan 17	34.5°C	+2.7°C	5
Feb 17	32.7°C	+1.0°C	3
March 17	32.5°C	+4.2°C	0
2017-2018			
Dec 17	31.2°C	+1.1°C	2
Jan 18	36.2°C	+4.4°C	8
Feb 18	33.9°C	+2.2°C	3
March 18	30.2°C	+1.7°C	0

(Bureau of Meteorology (BoM), 2018)

Projected average number of summer days over 35° at Mildura for 2030 and 2070	Summer Days over 35°C
Present	36
2030	46
2070	54 (based on lower emissions)

8. Roles & Responsibilities

Heatwaves are a Class 2 emergency under the *Emergency Management Act 2013*. The Emergency Management Commissioner is the nominated control agency for managing the response to heatwaves under Part 7 of the Emergency Management Manual Victoria.

Heatwaves can cause significant impact on infrastructure and essential services, especially power, water and transport, as well as human health impacts.

The Emergency Management Commissioner is responsible for coordination at State level.

Coordination in response to a Heatwave involves the bringing together of agencies and resources to ensure effective response to, and recovery from a Heatwave. This will include ensuring appropriate responses are being undertaken by responsible agencies such as health, infrastructure and transport.

During a heat health event, the Department of Health and Human Services has a key function to coordinate the health response state-wide. Following a local heat health alert issued by the Chief Health Officer, Council is responsible for activating this Municipal Heat Health Plan. The Mildura Rural City Council (MRCC) Municipal Emergency Manager (MEM), Municipal Emergency Resource Officer (MERO) or the Municipal Recovery Manager (MRM) have authority to activate this plan.

Almost all government agencies and a wide range of non-government agencies have designated responsibilities in disasters which reflect their legislated and/or technical capability and authority with respect to hazards, functions and/or activities of emergency management.

Each of our partners has an important role to play in a declared heat health event. Their responsibilities are summarised in the action plan. Council has consulted widely and identified three areas of priority considered by partners as crucial to the development of an effective Heat Health Plan. They include:

1. The formulation of localised plans and interventions based upon sound research and results of community emergency management consultation;
2. The targeting of vulnerable groups and the building of networks within the community; and
3. Health promotion and community education.

8.1 Emergency Management Commissioner

The Emergency Management Commissioner is the nominated control agency for managing the response to heatwaves at a state level. The main emergency management tasks are:

- Ensuring the messages to the public are coordinated, consistent and complementary;
- Ensuring the impact and consequences of extreme heat on the community are identified and managed in an integrated and coordinated manner; and
- Coordinating the whole-of-government response to the varied emergencies caused by the heat.

8.2 Department of Health & Human Services

During a Heat Health Event, the Department of Health and Human Services has a key function for reducing the impact of extreme heat on public health. DHHS does this by:

- The development of the Heat Health Plan for Victoria. The aim of this plan is to raise awareness of extreme heat impacts on the community and provide information for action to reduce the risks;
- The development of the Heat Wave Planning Guide. This provides a framework to assist local councils in developing plans and supporting communities during extreme heat events;
- Maintaining the heat health information surveillance system;
- Issuing heat health alerts. Heat Health alerts are issued for relevant weather districts when forecast average temperatures reach or exceed the threshold level;
- Development of communication strategies with a range of resources; and
- Providing support and guidance to other agencies to coordinate the health response state-wide.

8.3 Local Government

When a local Heat Health Alert is issued by the Chief Health Officer, Council is responsible for activating the MRCC Heat Health Plan. The Mildura Rural City Council (MRCC) Municipal Emergency Manager (MEM), Municipal Emergency Resource Officer (MERO) or the Municipal Recovery Manager (MRM) has authority to activate this Plan.

Mildura Rural City Council has a responsibility to protect public health in an emergency. The Heat Health Plan for Victoria encourages local government to address this responsibility by:

- Planning for and reviewing of Heat Health event plans;
- Providing relief during heat health events by enacting arrangements to support those in the community who require it;
- Communicating health messages; and
- Coordinating relief and recovery activities locally as required.

Roles and responsibilities for the Mildura Rural City Council are detailed below in the Heat Health Action Plan.

9. Heat Health Action Plan

The Heat Health Action Plan relates to more than responding to impending heat health events. The plan provides all year round guidance in preparing for and building community resilience to Heat Health events. The action plan is divided into four phases

- Phase 1: Pre summer preparation and mitigation
- Phase 2: During summer prevention
- Phase 3: Heat Health event response
- Phase 4: Heat Health event recovery

9.1 Phase 1 - Pre Summer Preparation and Mitigation

Phase 1 Actions	Responsibility	Timeline	Notes
Heath Health Information Material and Resources			
• Review Heat Health Plan			
➤ Ensure up to date legislative requirements	EHC	March-September	Information can be found on the DHHS Website.
➤ Review State Heat Health Plan for alignment	EHC	March-September	
➤ Review appendices to ensure accuracy	EHC / MEM	March-September	Include any previous AAR information in review.
➤ Distribute updated plan	MEM	March-September	
• Contact Lists			
➤ Governance & Risk	MEM	March-September	Update contact lists
➤ Environmental Health	EHC	March-September	Update contact lists
• Relief Centres			
➤ Review & confirm agreements, availability & standards	MEM	April-September	
• Resources			
➤ Check for new resources from DHHS and discard out of date information & ensure appropriate stocks	MEM / EHC	September-October	
➤ Ensure access to hire cooling equipment and generators	MEM / FSC	September-October	

Abbreviations on this page

EHC – Environmental Health Coordinator

AAR – After Action Review

MEM – Municipal Emergency Manager

DHHS – Department of Health & Human Services

FSC – Facility Services Coordinator

Phase 1 Actions continued	Responsibility	Timeline	Notes
Pre Summer Engagement and Communication.			
• Resources			
➤ Distribute new and updated information to relevant Council departments	MEM / EHC	September-October	Heat Health pamphlets and posters
• Media			
➤ Review, update & plan potential media articles	MEM / EHC / MCC	September-October	Up to date with plan and DHHS information
• Stakeholder Communication			
➤ Heat Health links to agencies supporting vulnerable people, groups and stakeholders and encourage development or updating of Heat Health Action Plans	MEM	September-October	
• Community Events			
➤ Ensure compliance with risk assessments and emergency management plans for Heat Health where these plans form part of user agreements for events.	RIO	All Year	

9.2 Phase 2 - During Summer Prevention

Phase 2 includes a range of actions to continue to build community resilience.

Phase 2 Actions	Responsibility	Timeline	Notes
Implement “Summer Communications Campaign”			
• Media			
➤ Coordinate media articles	MEM / MCC / EHC	November-February	
➤ Ensure social media information is updated	MCC	November-February	
➤ Disseminate Heat Health Information			
➤ Display within council and encourage stakeholder to display Heat Health education materials	EHC / OHSC / MEM All Managers	November-February	

Abbreviations on this page

EHC – Environmental Health Coordinator

OHSC – Occupational Health & Safety Coordinator

MEM – Municipal Emergency Manager

RIO – Risk & Insurance Officer

MCC – Marketing & Communications Coordinator

9.3 Phase 3 - Heat Health Response

Phase 3 occurs when the Heat Health temperature threshold is triggered and a Heat Health Alert is issued.

Phase 3 Actions	Responsibility	Timeline	Notes
Upon notification of Heat Health Alert			
<ul style="list-style-type: none"> Information & Briefings <ul style="list-style-type: none"> ➤ Attend REMPC and ICC briefings ➤ Monitor local forecasts and DHHS information & disseminate. 			
	MEM	Heat Health Alert	
	MEM / EHC	Ongoing	
<ul style="list-style-type: none"> Communication <ul style="list-style-type: none"> ➤ Implement the communication plan ➤ Send internal message to EM Group ➤ Send internal generic Heat Health Alert to “all” council staff ➤ Communicate with relief centre staff and volunteers ➤ Send external information messages to stakeholders ➤ Key messages for customer service staff & Visitor Information Centre Staff to provide to community 			
	MEM	Heat Health Alert	Appendix 7
	MEM	Heat Health Alert	Email
	MEM	Heat Health Alert	Appendix 3
	RCC	Heat Health Alert	May be required
	MEM / EHC	Heat Health Alert	Appendix 5
	CSC / EHC	Heat Health Alert	
<ul style="list-style-type: none"> Media <ul style="list-style-type: none"> ➤ Coordinate media releases with DHHS ➤ Social media alerts to community and updates 			
	MCC	Heat Health Alert	
	MCC	Heat Health Alert	
Heat Health Response			
<ul style="list-style-type: none"> Relief Centres / Cooling Centres <ul style="list-style-type: none"> ➤ May be activated ➤ Maintain contact with ICC and /or Powercor in relation to blackouts and brown outs. 			
	MERO / MRM	Heat Health Response	
	MEM	Heat Health Response / ongoing	
<ul style="list-style-type: none"> Media <ul style="list-style-type: none"> ➤ Media release in relation to Relief Centres and places to stay cool. 			
	MERO / MRM / MCC	On advice from MERO / MRM	
<ul style="list-style-type: none"> Resources <ul style="list-style-type: none"> ➤ Extending opening hours of libraries and public swimming pools 			
	MERO / MRM / MLCS / LSM	On advice from MERO / MRM	
<ul style="list-style-type: none"> ➤ Modify Tasks & Programs <ul style="list-style-type: none"> ➤ Modify /client community programs that may affect people’s wellness 			
	YESC / ADSC / EYC	Heat Health Response	

Abbreviations on this page

EHC – Environmental Health Coordinator
RCC – Relief Centre Coordinator
MLCS – Manager Leisure & Cultural Services
EYC – Early Years Coordinator

MEM – Municipal Emergency Manager
CSC – Customer Services Coordinator
LSM – Library Services Manager

MCC – Marketing & Communications Coordinator
MERO – Municipal Emergency Response Officer
YESC – Youth Engagement Services Coordinator

RIO – Risk & Insurance Officer
MRM – Municipal Recovery Manager
ADSC – Aged & Disability Services Coordinator

9.4 Phase 4 - Heat Health Recovery

Phase 4 Actions	Responsibility	Timeline	Notes
Post Heat Health Alert			
<ul style="list-style-type: none"> Communication <ul style="list-style-type: none"> ➤ Alert staff and stakeholders if a Heat Health Alert is cancelled 			
	MEM / EHC	After event or cancelation	
<ul style="list-style-type: none"> Media <ul style="list-style-type: none"> ➤ Reduce / remove Heat Health Alert messages and modify social media information (continue to stay hydrated after alert) 			
	MCC / MEM	After event or cancelation	
<ul style="list-style-type: none"> Review <ul style="list-style-type: none"> ➤ Instigate After Action Review, debrief and communicate 			
	MERO / MRM / MEM	After event	Appendix 12
<ul style="list-style-type: none"> AAR <ul style="list-style-type: none"> ➤ Chair AAR and circulate outcomes to EM team 			
	MERO / MRM	After event	The AAR process should be considered to ensure the continued development of this plan.

Abbreviations on this page

MEM – Municipal Emergency Manager

MERO – Municipal Emergency Resource Coordinator

EHC – Environmental Health Coordinator

MRM – Municipal Recovery Manager

MCC – Marketing & Communications Coordinator

AAR – After Action Review

10. Heat Health Communication Plan.

Communications are an integral part of managing risk. Ensuring that communications are consistent clear and reaching the whole community especially those vulnerable groups is vital. Timely and accurate information to the community to reduce the impact of extreme heat is also vital.

Part 3 of the DHHS Heat Wave Planning Guide provides information for communication strategies.

Appendix 7. Communications Pathway provides a guide for local communications.

10.1 Receiving Heat Health Alerts

Heat Health alerts are available to any persons wishing to subscribe to the Alerts, Advisories and Newsletters at the health.vic website. <https://www2.health.vic.gov.au/about/news-and-events/healthalerts>

The MEM & EHC are to ensure they are subscribed to, and receive DHHS Heat Health Alerts. Heat Health Alerts will also be distributed to the MEM from the Regional Emergency Management Team (REMT).

The distribution of these alerts internally and externally from Council is the responsibility of certain officers as per 10.2 and 10.3.

10.2 Internal Communication

All Staff.

It is the responsibility of the Municipal Emergency Manager to communicate Heat Health Alerts to all staff via the current “Internal Heat Health Alert” template. (Appendix 3)

A communication via email will also be sent if a Heat Health Alert is deactivated. (Appendix 4)

Managers and Team Leaders are responsible for ensuring employees who do not have access to email or may not access their email on a daily basis are informed of the alert.

What to communicate.

It is recommended that the evidence based information developed by the Department of Human services be used.

10.3 External Communication

It is the responsibility of the EHC to communicate Heat Health Alerts to external stakeholders as is seen necessary. Appendix 1 provides a list of a number of key stakeholders.

A communication to these stakeholders via email shall also be made if a Heat Health Alert is deactivated. Appendix 5 may be used to notify and Appendix 6 to advise of a deactivation.

10.4 Community Education

Council’s communication of the risks associated with extreme heat, preparation and coping with heat are made at the beginning of summer. Consideration to early communication prior to November should be made dependent on weather forecasts.

These messages will be disseminated through Councils existing networks. Council Community Care Workers and stakeholder agencies shall be encouraged to provide verbal advice to vulnerable groups they work with. These being the elderly, frail and disabled along with parents with babies and young children.

Education around heat health should be consistent with DHHS advice and cover the following areas:

- Keeping the home cool;
- Keeping out of the heat;
- Keeping the body cool and hydrated;
- Helping others;
- What to do if you have a health problem;
- What to do if you feel unwell; and
- Never leave children, adults or pets in cars.

Communication messages should be:

- In plain and simple language;
- Specific;
- Regular;
- Consistent;
- Targeted;
- Translated for culturally and linguistically diverse groups;
- Available in a variety of formats;
- Able to be remembered and acted on; and
- Achievable by the public.

Heat Health information resources are available at Victorian Government websites. (See appendix 13)

Heat health alert system

Information and guidance for local government and other stakeholders

Introduction

The Department of Health and Human Services operates a heat health alert system to notify the department's program areas, hospitals, health and community service providers and the general public via email about forecasted extreme heat conditions which are likely to impact human health. The heat health alert system operates annually between November to the end of March.

A heat health alert is issued when mean temperatures are predicted to reach or exceed heat health thresholds. The department recommends that you continue to monitor local conditions and take action in line with your heat plan, business continuity plan and occupational health and safety (OH&S) plan.

Weather forecast districts

The heat health alert system uses the Bureau of Meteorology weather forecast districts and boundaries, as shown in Figure 1.

Heat health temperature thresholds

Temperature thresholds have been identified for Victoria, above which heat-related illness and mortality increases substantially.

These thresholds differ across the state in recognition of the higher average temperatures experienced in northern parts of Victoria. Temperature thresholds have been established for each of the nine weather forecast districts, as shown in Figure 1.

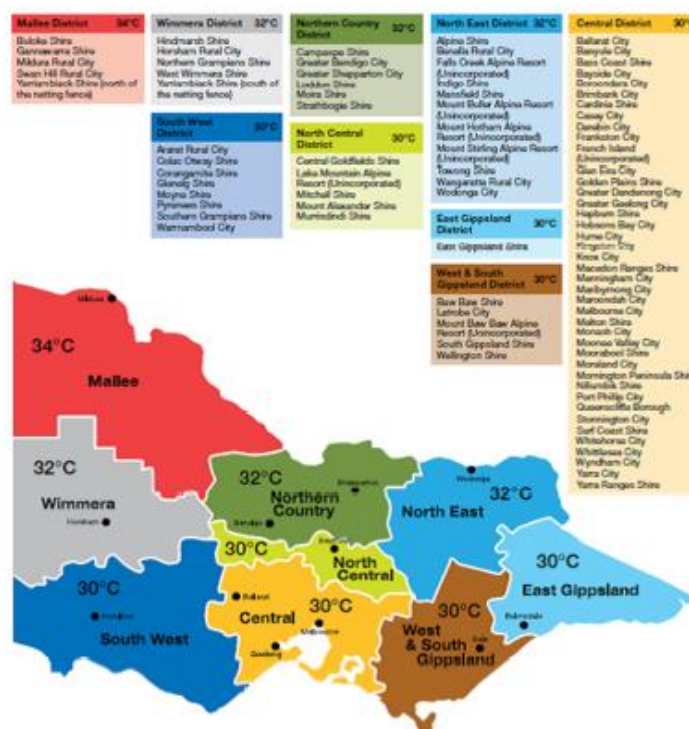


Figure 1: Weather forecast districts and corresponding heat health temperature thresholds
Image adapted from the Country Fire Authority's 'Know your total fire ban district'

How we decide to issue an alert

The department monitors the Bureau of Meteorology forecast daily minimum and maximum temperatures and calculates the daily average temperature for each weather forecast district, as shown in Figure 2.

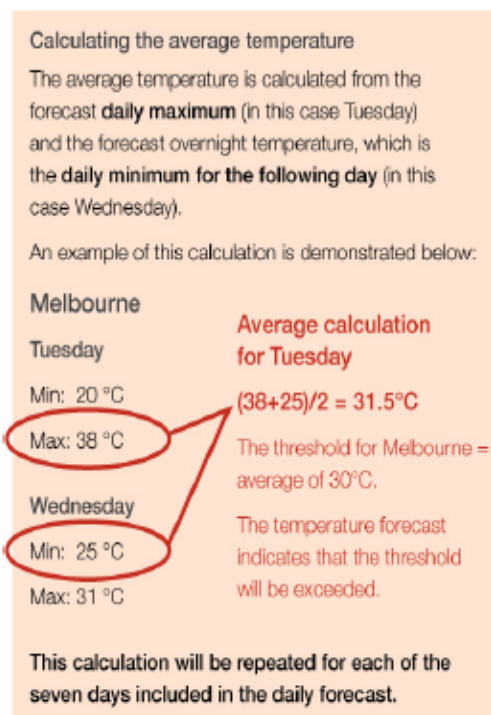


Figure 2: Example calculation of the daily average temperature

in their care from the impact of extreme heat, particularly those most at risk.

The department may also consider other factors that may influence vulnerability, such as very high maximum or minimum temperatures and high temperatures over a prolonged consecutive period. High temperature alerts may be issued in these circumstances even if the average temperature threshold is not exceeded. Prolonged high temperatures below threshold levels can still impact on health.

Where possible, heat health alerts will be issued 3-4 days prior to forecast extreme heat conditions providing alert recipients with an early warning. Even though the department will be monitoring forecast temperatures across the state, it is important for local councils and other organisations to continue to monitor local conditions. It may be necessary for local councils to activate heat plans in the absence of a heat health alert being issued. Council contacts are encouraged to monitor local conditions using the Bureau of Meteorology at: www.bom.gov.au

Further information about the extreme heat and the alert system is available on the Health website at: www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat

The department produces a range of educational resources that are available at: www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat/heatwave-community-resources

To receive this publication in an accessible format phone 1300 761 874, using the National Relay Service 13 36 77 if required, or email: extreme.weather@dhhs.vic.gov.au
Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

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Available at: www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat

The average temperature for any given day is the average of the forecasted daily maximum temperature and the forecasted overnight temperature (which is also the daily minimum for the following day).

When forecast average temperatures are predicted to reach or exceed the heat health temperature threshold the department issues heat health alerts for the appropriate districts.

Heat health alerts

Heat health alerts are issued via the department's email subscription service. To subscribe to receive heat health alerts and other emergency advice from the department go to: www.health.vic.gov.au/subscribe

The department's subscription service is available to anyone with an email address.

An email will be sent requesting you confirm your subscription. **Please ensure that you activate your subscription by logging in to your email account and following the steps to confirm your subscription.**

The department recommends that organisational heat plans are followed, once a heat health alert is issued.

People in the general community should take action to prepare for extreme heat to protect themselves and those

Heat Health Alert

Mallee Weather District

A Heat Health Alert has been issued by the Victoria's Chief Health Officer for the Mallee Weather District, which encompasses Mildura Rural City Council.

The alert is issued for:

Start Date 27/07/2018 12:00 AM

End Date 27/07/2018 12:00 AM

The forecast temperatures for:

Max: Mildura 48 Min overnight 35

Max: Ouyen 49 Min overnight 35

Managers and Coordinators should respond in accordance with Council policies and procedures.

Staff members with supervision responsibilities must ensure that this Alert is communicated to staff under their responsibility.

Key messages:

- Stay out of the heat as much as possible, particularly between 11.00am and 4.00pm
- Keep cool and drink plenty of water
- Look out for yourself and others
- Never leave children, adults or pets in cars

Those most vulnerable to the effects of high temperatures:

- Older people (65 years and older), particularly those living alone with little social contact and or those with pre-existing medical conditions
- Those with disabilities
- Infants and children under five years of age
- Pregnant and nursing mothers
- People working in hot environments
- Un-acclimatised tourists and new residents

Further advice and resources can be downloaded from the Department of Health and Human Services website:

<https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat>

Deactivated Heat Health Alert

Mallee Weather District

The Heat Health Alert issued by the Victoria's Chief Health Officer on 27/07/2018 12:00 AM for the Mallee Weather District which encompasses Mildura Rural City Council on the below date has been deactivated due to a change in weather activity

The revised forecast temperatures for:

Mildura Max: 31 Min overnight 31

Ouyen Max: 35 Min overnight 25

Staff members with supervision responsibilities must ensure that this message is communicated to staff under their responsibility.

Further advice and resources can be downloaded from the Department of Health and Human Services website:

<https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat>

Heat Health Alert

Mallee Weather District

A Heat Health Alert has been issued by the Victoria's Chief Health Officer for the Mallee Weather District which encompasses Mildura Rural City Council.

This information is being forwarded to you in accordance with the Mildura Rural City Council's Heat Health Plan.

The alert is issued for:

Start Date **27/07/2018 12:00 AM**

End Date **27/07/2018 12:00 AM**

The forecast temperatures for:

Max: Mildura **48** Min overnight **35**

Max: Ouyen **49** Min overnight **35**

Key messages:

- Stay out of the heat as much as possible, particularly between 11.00 am and 4.00 pm
- Keep cool and drink plenty of water
- Look out for yourself and others
- Never leave children, adults or pets in cars

Those most vulnerable to the effects of high temperatures:

- Older people (65 years and older), particularly those living alone with little social contact and or those with pre-existing medical conditions
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Further advice and resources can be downloaded from the Department of Health and Human Services website:

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Deactivated Heat Health Alert

Mallee Weather District

The Heat Health Alert issued by the Victoria's Chief Health Officer on 27/07/2018 12:00 AM for the Mallee Weather District which encompasses Mildura Rural City Council on the below date has been deactivated due to a change in weather activity

This information is being forwarded to you in accordance with the Mildura Rural City Council's Heat Health Plan.

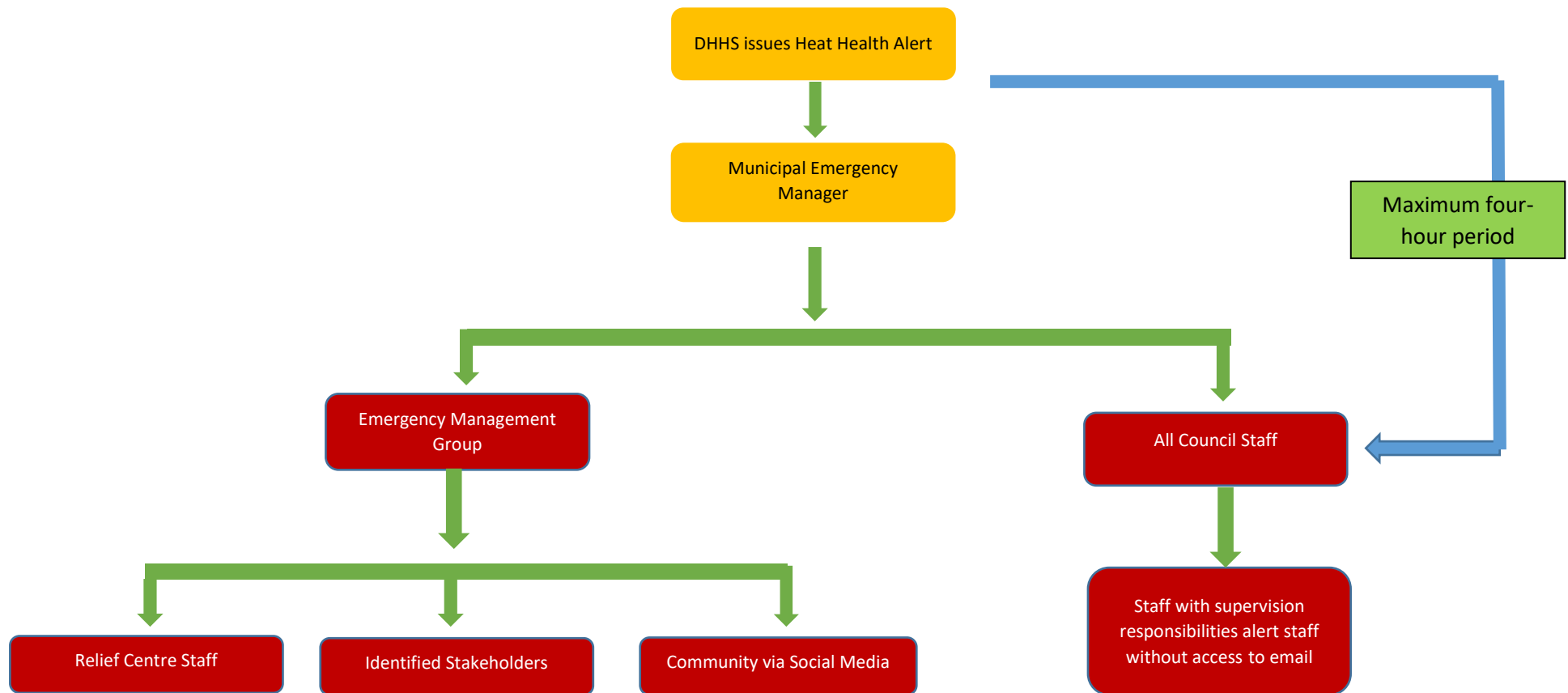
The revised forecast temperatures for:

Mildura Max: 31 Min overnight 31

Ouyen Max: 35 Min overnight 25

Further advice and resources can be downloaded from the Department of Health and Human Services website:

<https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat>



Appendix 8 Key Contacts

Mildura Rural City Council Emergency Management Group (not for public distribution)

Key Management Contacts (not for public distribution)

Mildura Central Fifteenth Street and Deakin Avenue Mildura Ph 5023 7177	Mildura Senior Citizens Club 129 Tenth Street, Mildura Ph 5023 2959
Alfred Deakin Centre / Library 180 Deakin Ave Mildura Ph: 5018 8350	Red Cliffs Library 2-10 Jamieson Avenue Red Cliffs Ph: 5018 8366
Irymple Multi Cultural Senior Citizens Club 2126 Fifteenth Street, Irymple Ph 5024 6701	Merbein Senior Citizens Club / Community Hub / Library Merbein Community Hub 11 Main Avenue, Merbein Ph 5018 8361
Red Cliffs Senior Citizens Club Red Cliffs Senior Citizens Centre 8 – 12 Ilex Street, Red Cliffs Ph 5024 2396	Ouyen Service Centre / Library 79 Oke Street, Ouyen Ph 5018 8600
Murrayville Senior Citizens Club Murrayville Senior Citizens Centre Gray Street, Murrayville Ph: 5095 2286	Underbool Senior Citizens Club Underbool Community Hall Monash Avenue, Underbool Ph: 5094 6223

Appendix 10

Glossary Terms & Abbreviations

Terms		
Term	Abbreviation	Explanation
Act	N/A	Relates to Acts of Parliament State or Federal
Agency	N/A	Means a Government agency or a non-Government agency.
Command	N/A	The direction of members and resources of an agency in the performance of the organisation's roles and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency.
Control	N/A	The overall direction of response activities in an emergency situation. Authority for control is established in legislation or in an emergency response plan, and causes with it the responsibility for tasking and co-ordinating other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies.
Control Agency	N/A	The agency identified in State Emergency Response Plan which is primarily responsible for responding to a specified emergency.
Coordination	N/A	The bringing together of agencies and elements to ensure effective response to emergencies and is primarily concerned with the systematic acquisition and application of resources (agency, manpower and equipment) in accordance with the requirements imposed by the emergency or emergencies.
Emergency	N/A	Emergency means 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, including, without limiting the generality of the foregoing: an earthquake, flood, windstorm or other natural event; a fire; an explosion; a road accident or any other accident; a plague or an epidemic; a warlike act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; or a hijack, siege or riot.

Term	Abbreviation	Explanation
Emergency Relief	N/A	Relief is the provision of immediate life support and human needs of persons affected by, or responding to, an emergency.
Recovery	N/A	A recovery agency is an agency or person which assists individuals, families and communities to attain a proper level of functioning, by providing information, specialist services and resources, and may include Commonwealth, State and local government and non-government agencies.
Relief Centres	N/A	Centres established to provide groups of persons with any or all of the services, of the functional areas of Emergency Relief.

Abbreviations		
Abbreviation	Term	Explanation
AV	Ambulance Victoria	Statutory provider of pre-hospital emergency care and ambulance services in Victoria.
BOM	Bureau of Meteorology	Agency of the Australian Government responsible for providing weather services to Australia and surrounding areas.
BPC	Building & Property Coordinator	Council Employee responsible for building & property team
CFA	Country Fire Authority	Volunteer and career fire service that CFA provides firefighting and emergency services to rural areas and regional towns in Victoria, and to portions of the outer suburban areas of Melbourne.
DELWP	Department of Environment, Land, Water & Planning	DELWP brings together Victoria's planning, local government, environment, energy, suburban development, forests, emergency management, climate change and water functions into a single department to strengthen connections between the environment, community, industry and economy.
DHHS	Department of Health & Human Services	health.vic is a gateway to policies, guidelines and regulatory information relating to the provision of health services and managing health related business in Victoria.
EMLO	Emergency Management Liaison Officer	An Officer designated by his agency to represent it and who is empowered to commit or to arrange the commitment of resources of the agency to the countering of emergencies, and to provide a communication link with his agency.
EHC	Environmental Health Coordinator	Council Employee responsible for Environmental Health Team
EPC	Events & Projects Coordinator	Council Employee responsible events team and coordination events on MRCC property.
ICC	Incident Control Centre	Multi agency centre for control of level 2 & level 3 incidents including heat health. Located in Irymple.
MCCS	Manager Community Care Services	Home Care Maintenance, Aged & Disability Services, Maternal Child Health, Family Day Care, Playalong, Early Years Pre Schools, Immunisations
MCLS	Manager Leisure & Cultural Services	Responsible for;

		Recreation Planning & Development, Library Services, Youth Services, Community Events Visitor Information.
MCC	Media & Communications Coordinator	Council employee with responsibility in coordination of the Communications and Media Team
MEM	Municipal Emergency Manager	The person appointed by the Municipality responsible to Council for the co-ordination of Emergency Management activities in terms of administration and liaison with other services.
MERC	Municipal Emergency Response Coordinator	The member of Victoria Police appointed as an emergency response coordinator for each municipal district is known as a MERC.
MEMP	Municipal Emergency Management Plan	Municipal plan for prevention of, the response to, and the recovery from, emergencies that could occur in the Mildura Rural City Council municipality.
MEMPC	Municipal Emergency Management Planning Committee	Municipal plan for prevention of, the response to, and the recovery from, emergencies that could occur in the Mildura Rural City Council municipality.
MERO	Municipal Emergency Resource coordinator	The person appointed by the Municipality responsible to council for the co-ordination of municipal owned or controlled resources in emergencies.
MRM	Municipal Recovery Manager	The person appointed by the Municipality responsible to council for the co-ordination of municipal recovery activities after emergencies.
OHSC	Occupational Health & Safety Coordinator	Council Employee responsible for the OH&S team and Council employees and contractors.
RDC	Recreation & Development Coordinator	Council Employee responsible for recreation & development team.
REMT	Regional Emergency Management Team	Regionally based team that includes CFA, DELWP, VicPol, Amb Vic, DHHS.

Aged Care Facilities

A list of Aged Care Facilities is held on the Vulnerable Facilities Register with Council and is available via the MEM.

Community Health Services / Hospitals

- Sunraysia Community Health Services – 137 Thirteenth St Mildura
- Mildura Private Hospital – 220-228 Thirteenth Street Mildura
- Mallee Track Health & Community Services – 28 Britt St Ouyen
- Mildura Base Hospital – 216-240 Ontario Ave Mildura.

Child Care Facilities / Kindergartens

A list of Child Care Facilities and Kindergartens is held on the Vulnerable Facilities Register with Council and is available via the MEM.

Schools

A list of schools is held on the Vulnerable Facilities Register with Council and is available via the MEM.

Retirement Villages

A list of Retirement Villages is held on the Vulnerable Facilities Register with Council and is available via the MEM.

Council Contractors

Persons, companies and organisations who may be performing work for Council.

Local debriefing using the After Action Review (AAR) process is a way to debrief your teams at the end of a shift or incident.

By identifying and addressing the issues as soon as possible after an event, we are able to deal with them immediately while the details are still fresh in our minds.

The AAR is the primary tool for incorporating the day's action's or day's events into the learning cycle, helping us to improve our performance.

AAR:

- Provides practice for communication and for conflict resolution between team members.
- Provides a place to establish, emphasize and reinforce group norms.
- Provides a forum for determining any success and failures.
- Assists in establishing a common perception of events throughout the shift / incident.
- Is not a critique, the emphasis is on the issues NOT the personalities.

What is an AAR?

1. What was planned?

What were the goals and objectives?

- Incident Plan
- Goals of individuals
- Team goals
- Additional unstated goals

2. What really happened?

Discover the events of the day through the team's eyes. Collectively they probably know what happened but each individual may not.

3. Why did it happen?

Find the root causes behind identified successes and failures. It is important to remember, the AAR focuses on WHAT, not who.

4. What can we do better next time?

Once you have identified the root causes, develop remedies that concentrate on improvement strategies.

A local debrief using AAR does not replace other kinds of formal debrief that might be held sometime after the incident, but is a valuable tool to identify key issues.

<p>Four simple steps</p> <ol style="list-style-type: none"> 1. Conduct the AAR at the end of the shift or incident. You may choose to use the form below for your record. 2. Implement any improvements that are within your responsibility. 	<ol style="list-style-type: none"> 3. If there are any key issues that can be immediately actioned by others, communicate these through the appropriate channels. 	<ol style="list-style-type: none"> 4. Note any other key issues for input into a formal debrief (if held) or submit them to the appropriate people.
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What was planned?	What really happened?	Why did it happen?	What can we do better next time?
Incident_____	Date_____	Prepared by_____	

Resources for communicating with the community.

<https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat/heatwave-community-resources>

<https://www.betterhealth.vic.gov.au/council-media-kit-survive-the-heat>

<http://www.healthtranslations.vic.gov.au>

Heat Health Alerts

<https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat/heat-health-alert-status>

Weather

<http://www.bom.gov.au/>