



HUME CITY COUNCIL
**HEAT HEALTH
PLAN**

Emergency Management Plan
Sub Plan

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Introduction

“A heat health alert for Hume will be issued when a minimum average temperature of 30°C is forecast for any given 24-hour period...”

The Hume City Council, as part of its emergency management planning, is putting in place a Heat health Response Plan. Hume City Council is well prepared to plan for and manage heatwave events through positive working relationships with community-based agencies and organisations. In addition, Hume's close collaborative relationship with its residents enables a timely and targeted response to heat related issues. This Hume City Council Heat health Plan provides an overall framework for Council's response to heat health alerts and heatwaves. Localised departmental action plans, procedures and practice guidelines should be consulted for individualised and detailed department heatwave responses. These localised departmental plans will guide the actions to be taken by each department during a heatwave.

Co-Ordinator Public Health, Anthony Knight is nominated as the Heatwave Response Co-Ordinator for the municipality and will work with risk management in identifying critical staff and functions as part of Council's Business Continuity Plan.

Co-Ordinator Home Support Services, Judy Leonard will assist Co-Ordinator Public Health, and be the Deputy Heatwave Response Coordinator.

It is required that all business units and sections offer their assistance to the Heatwave Response Coordinator and provide as much information as is necessary. This will enable the implementation of a robust plan, reducing the local impacts and providing support and recovery assistance to our affected community, throughout heatwave episodes. The Plan is also intended to integrate and work in conjunction with the Municipal Emergency Management Plan, in particular part 4 & 5 (Response and Recovery Arrangements).

The plan will be reviewed every three years by the Municipal Recovery Planning Committee (MRPC) and any changes made will be identified in future revisions.

2. Framework

2.1 State Plans

- State Extreme Heat Sub Plan
- State Health Emergency Response Plan
- Heat Health Plan for Victoria - Nov 2019

2.2 Municipal Plans

- Hume City Council Extreme Heat Plan
- Municipal Emergency Management Plan
- Hume City Council Business Continuity Plan
- Hume Local Greenhouse Action Plan
- Hume Municipal Public Health and Wellbeing Plan 2017 – 2021
- OH&S

2.3 Hume City Council Policy

Hume City Council's Heat Health Plan complements and is in conjunction with the Working in Heat Policy. The key focus of the heat health plan is to provide the organisation with an overview of departmental actions for both staff & clients before, during & after a heatwave. The Inclement Environmental Conditions Procedure (Appendix A) is staff based & provides organisational policies & strategies on how to protect employees, contractors, clients & visitors while they participate in activities or work in hot conditions. Both documents should be considered collectively and implemented during times of extreme heat.

3. Background

3.1 Heatwaves

Heatwaves are considered to be brief periods of unusually high temperatures which can result in significant harm. They are typically considered to be a passive threat when compared with events such as floods, fires, cyclones and earthquakes. However, heatwaves kill more people than any other natural disaster. Clearly defining heatwaves is difficult. Factors such as humidity, demographics, urban or rural design issues and acclimatisation mean that similar temperatures might have a different impact in different environments or communities. As a result, there is no single internationally accepted definition of a heatwave. In Victoria a heatwave is three or more days of extreme heat. The Department of Health and Human Services has established an extreme heat threshold for metropolitan Melbourne of a daily temperature of 30°C (mean of today's maximum and tonight's minimum temperature).

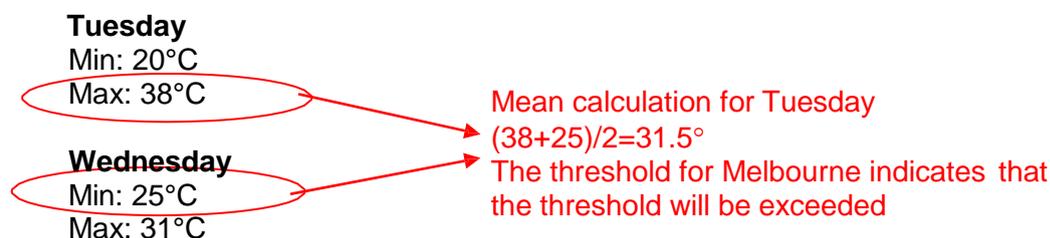
Thresholds for the declaration of a heatwave and the activation of heatwave plans differ depending on certain geographical factors. Due to the impact of climate change, the frequency and intensity of heatwaves in Victoria are expected to increase in the future. In January 2009, during a prolonged state-wide heatwave, temperatures were amongst the highest ever recorded in the state, and in January 2014 the state endured a four-day heatwave that also had significant impact on health.

3.2 Extreme Heat

In Victoria, heatwave plans are normally activated when temperatures are forecast that are likely to impact on the health of the community. These activation levels are called 'thresholds'. The relationship between temperature and health is established using epidemiological studies. In these conditions, mortality rates in people aged 65 years and older might increase by 19-21%. The thresholds vary between different population areas mainly due to acclimatisation factors.

The threshold for Hume is based on the Melbourne threshold.

Therefore, a Heat Health Alert for Hume will be issued when an average temperature of 30°C or above is forecast for any given 24-hour period. The average/mean temperature is determined by calculating the mean of the forecast daily maximum and forecast minimum temperature for a given 24-hour period as per the following example:



This calculation is repeated for each of the seven days included in the daily forecast.

The Bureau of Meteorology Victorian 7-day forecasts are available at:

<http://www.bom.gov.au/weather/vic/maps/vic-forecast-map-7-day.shtml>

The Chief Health Officer issues a heat health alert when the forecast average temperature reaches or exceeds the heat health temperature threshold for a specific weather forecast district. The alert will be issued up to three days before the forecast extreme heat conditions and is provided through a subscription service which, although available to the public, is particularly targeted to departmental program areas, health services, local government, agency partners and service providers. Once issued, alerts will not be withdrawn.

Subscribers are notified of forecast extreme heat conditions that are likely to affect human health. Subscribers are asked to act in accordance with their heat health plans, monitor local weather conditions and activate other plans such as service continuity plans, emergency management plans and occupational health and safety plans that contain heat-related actions.

More information is available on heat health alert subscription and operation from the department's website: www.health.vic.gov.au/environment/heatwaves-alert

3.3 Urban Heatwave Effect

The 'heatwave effect' is a compounding factor in urban and suburban areas because many common construction materials absorb and retain more of the sun's heat. The temperature difference is normally more pronounced at night than during the day (i.e. urban areas take longer to cool down). Also, during a heatwave, footpaths, roads and other public places can be uncomfortable environments for pedestrians. Consequently, good infrastructure planning, urban and landscape design can contribute to help mitigate the impact of heat waves on public health by promoting more resilient urban environments.

3.4 Compounding Factors to Heatwave Risks

Heatwaves rarely occur in isolation. It is likely that power supply will be affected during a heatwave. Infrastructure stress compounds stress on the community, economy and services. For example, power outages are likely to occur due to the high-power demands. These power outages will impair people's ability to run air conditioners, use communication systems and refrigerate food. Likewise, the incidence of bushfires and transport disruptions increase during hot weather, putting additional stress on infrastructure particularly emergency services. Consequently, the effects of concurrent factors need to be considered within this Heatwave Plan.

3.5 Heat-related Illness

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, which can kill people.

Heat cramps are muscle pains or spasms, usually in the abdomen, arms or legs and may be a symptom of heat exhaustion. They may occur after strenuous activity in a hot environment, when the body gets depleted of salt and water.

Heat exhaustion is a serious condition that can develop into heat stroke. Someone experiencing heat exhaustion may appear pale and sweating. They may have a rapid heart rate, muscle cramps, weakness, dizziness, headache, nausea, vomiting or fainting.

Heat stroke is a life-threatening emergency. It occurs when the body is unable to prevent its temperature rising rapidly. The symptoms may be the same as for heat exhaustion, but the skin may be dry with no sweating, and the person's mental condition worsens. They may stagger, appear confused, have a fit or collapse and become unconscious.

In January 2009, Victoria experienced a heatwave of unprecedented intensity and duration. The maximum temperatures were 12–15°C above normal for much of Victoria, and Melbourne endured three consecutive days of temperatures above 43°C. Key findings of the Chief Health Officer's report on this heatwave were:

Ambulance Victoria emergency cases:

- A 25% increase in total emergency cases and a 46% increase over the three hottest days
- A 34-fold increase in cases with direct heat-related conditions (61% in those 75 years or older)
- a 2.8-fold increase in cardiac arrest cases

Locum GP attendances:

- An almost 4-fold increase in attendances for direct heat-related conditions (65% in those 75 years or older)
- An almost 2-fold increase in calls to attend a deceased person

Emergency Department presentations:

- A 12% overall increase in presentations, with a greater proportion of acutely ill patients and a 37% increase in those 75 years or older
- An 8-fold increase in direct heat-related presentations (46% in those aged 75 years and over)
- An almost 3-fold increase in patient's dead on arrival (69% being 75 years or older)

Total all-cause mortality:

- There were 374 excess deaths over what would be expected: a 62% increase in total all-cause mortality
- The total number of deaths was 980, compared to a mean of 606 for the previous 5 years. The greatest number of deaths occurred in those 75 years or older, representing a 64% increase
- Included in these total deaths were 179 deaths reported to the State Coroner's Office: a 77% increase from the 101 deaths reported for the same period in 2008
- Reportable deaths in those 65 years and older more than doubled

In January 2014, Victoria experience a four-day heatwave. Although maximum temperatures were slightly lower than in 2009, mean temperatures were high and the heat lasted for a longer time, with Victoria experienced the hottest four-day period on record. The maximum temperatures were 12°C or more above normal for much of Victoria, and Melbourne endured three consecutive days of temperatures above 43°C, with parts of the state recording temperature on 45 on three conservative days. Key findings of the Chief Health Officer's report on this heatwave were:

Emergency department presentations:

- A 7% increase in public hospital emergency department presentations, with a 23% increase for Victorians aged 75 years or more
- A 5-fold increase for heat-related presentations, with 40% for people aged 75 years or more
- 63 people died prior to arrival at a hospital emergency department and 27 died with the emergency department during the week of the heatwave

Ambulance Victoria emergency dispatches:

- A 25% increase in emergency caseload in metropolitan region
- Code 1 dispatches increased by 44% in the metropolitan region (average of 847 per day during heatwave)
- Code 0 dispatches increased by 97% (average of 57 per day during heatwave)

Home Doctor Service after hours consultations:

- A 56% increase in after hours doctor's consultations
- A 3-fold increase in consultations with a heat related condition

NURSE-ON-CALL telephone calls:

- A 3-fold increase in heat related calls
- 60% of heat related calls were about heat exposure or injury, 23% about sunburn and 17% about dehydration
- Almost 30% of heat related calls were identified as being about children, with 12% from people aged 65 years or more
-

Total Deaths

- There were 167 excess deaths over what would be expected, an increase of 24%

3.6 Vulnerable Population Groups

The World Health Organisation considers that heat related mortality and morbidity are preventable and supports the development of heat wave plans to support vulnerable population groups. While anyone is at risk from heat-related illness, people with the following characteristics and circumstances are considered to be at greater risk and should be considered in all heatwave planning responses:

- Older people (65 years and older)
- Children under 5 years
- Pregnant or nursing mothers
- People with pre-existing medical conditions, such as diabetes, heart disease, kidney disease or mental illness
- People with a condition that impairs the body's abilities to regulate its own temperature like Multiple Sclerosis
- People living alone with little social contact
- People with cognitive impairment
- People taking certain medications, such as those for depression or insomnia
- People with a disability
- People without air-conditioning or who decide not to use it
- Homeless people
- Low income earners
- People with limited access to transport
- People outdoors for any reason, especially doing strenuous activity, working or playing sports
- Residents in the upper floors of multi-storey buildings
- Some people from culturally and linguistically diverse backgrounds who cannot access health services or understand information and warnings
- People who are overweight or obese
- People who low cardiovascular fitness

The Hume Health Snapshot provides up-to-date demographic data for Hume City and identifies a number of the above vulnerable population groups as residing within Hume. Heat health Action Plans should be developed and reviewed in consultation with the Hume Health Snapshot to ensure that the changing needs of our community members vulnerable to heatwaves are captured and addressed.

4. Aims and Objectives

The aims and objectives of this plan are to detail the agreed arrangements for the prevention of, the response to, and the recovery from heatwave emergencies that could occur in Hume City as identified in Part 4 of the *Emergency Management Act 1986 & 2013*.

4.1 Aims

This Heat Health response plan aims to:

1. Assist in reducing the impacts of heatwaves on vulnerable populations within the Municipality
2. Provide support and recovery assistance throughout the duration of heatwaves
3. Ensure response activities are consistent across all of the areas of government

4.2 Objectives

This Heat Health Response plan provides a staged response framework which will achieve the following:

1. *Preparedness* - have arrangements in place to reduce the heatwave impact
2. *Containment* – within reasonable expectations and resources, provide support services to vulnerable populations within the Municipality
3. *Maintain essential municipal services* – provision for business continuity in the face of staff absenteeism and rising demand on local government services
4. *Communication* – develop media and communication messages, in line with whole of government messages, to inform the community and staff of any changes to normal municipal service delivery
5. *Community support and recovery* – ensure a comprehensive approach to emergency recovery planning in the municipal emergency management plan, with a specific focus on heatwave responses

5. Hume City Council Profile and Environment

5.1 Community Profile

Hume City is located on Melbourne's north-west fringe, between 15 and 45 kilometres from the Melbourne CBD. Hume City is bounded by the Macedon Ranges and Mitchell Shires in the north, the City of Whittlesea in the east, the Cities of Moreland, Moonee Valley and Brimbank in the south, and the Shire of Melton in the west. Hume City's boundaries are Jacksons Creek and Deep Creek in the north, Merri Creek in the east, the Western Ring Road, Sharps Road, Keilor Park Drive and the Maribyrnong River in the south, and the Calder Freeway in the west.

Hume City includes the suburbs and localities of Attwood, Broadmeadows, Bulla, Campbellfield, Clarkefield (part), Coolaroo, Craigieburn, Dallas, Diggers Rest (part), Gladstone Park, Greenvale, Jacana, Kalkallo, Keilor (part), Meadow Heights, Melbourne Airport, Mickleham, Oaklands Junction, Roxburgh Park, Somerton, Sunbury, Tullamarine (part), Westmeadows, Wildwood and Yuroke.

Hume City is a rapidly developing area, with both rural and urban (residential, industrial and commercial) areas. The southern parts of the City are well-established urban areas, while the northern and central areas are rural in character. Recent growth has been largely in suburbs to the north and north-west of Broadmeadows, and also in the far west of the City, in Sunbury. The City encompasses a total land area of about 500 square kilometres. Rural land is used mainly for agriculture.

Major features of the City include Melbourne Airport, Kangan Batman Institute of TAFE (Broadmeadows Campus and Malcolm Creek Learning Centre), part of the Organ Pipes National Park, Woodlands Historic Park, Greenvale Reservoir, Broadmeadows Valley Park, Greenvale Reservoir Park, Emu Bottom Homestead, Rupertswood Mansion, The Meadows Greyhound Racing Complex, Maygar Barracks, Victoria Police Attwood complex, Broadmeadows Health Service, Craigieburn Public Golf Course, Goonawarra Public Golf Course, Melbourne Airport Golf Club, Broadmeadows Shopping Centre, the Sunbury Town Centre, and various wineries. The City is served by the Hume Highway, the Western Ring Road, the Calder Freeway, the Hume Freeway, the Tullamarine Freeway and the Craigieburn and Melbourne- Bendigo railway lines.

Drawing on our rich Aboriginal and Torres Strait Islander heritage, Hume City has the fifth largest Aboriginal and Torres Strait Islander population within all the local government areas of metropolitan Melbourne and twelfth in Victoria. Hume City has long been home to the Gunung-William-Balluk, the oldest clan of the Wiworung-speaking peoples. Hume City's Aboriginal and Torres Strait Islander population stands at around 1463, or 0.7% of the population, however it is important to note that Aboriginal and Torres Strait Islander status is known to be under reported.

Hume City is a culturally diverse municipality. It represents many cultural, ethnic and faith groups. 36% of the population were born overseas. Common overseas countries of birth of Hume City residents include Iraq, Turkey, India, United Kingdom and Italy. New residents moving to Hume City have come from countries such as Iraq, India, Philippines and Sri Lanka. Two fifths of residents (44.8%) speak a language other than English at home.

The 2016 Index of Relative Socio-Economic Disadvantage ranks Hume City as the 11th most disadvantaged local government area in Victoria and the 3rd most disadvantaged in Metropolitan Melbourne (with an index of disadvantage score of 947). Hume City's low index score indicates that it is an area with many low-income families and people with little training and in unskilled occupations. The unemployment rate of Hume City residents is 8.7%, significantly higher than the states average (6.8%). Disadvantage does occur throughout the municipality – however some of our communities and suburbs are more disadvantaged than others (for example Dallas, Broadmeadows, Coolaroo, Campbellfield and Meadow Heights).

Hume City has a relatively young population with 26.5% of persons under the age of 18 years, compared to 21.6% for metropolitan Melbourne. The proportion of persons aged 65 years and over is 10.3%, with 15.8% of those people living alone. This is compared to 14.1% for metropolitan Melbourne.

Over the five years between 2011 and 2016, Hume City has experienced an increase of 13.3% in its under 18 year old population and 33.65% in its 65 years and over population. With a median age of 33, families living within Hume City are predominately couples with children (43.4%).

The estimated population of Hume City is expected to grow from 207,041 in 2016 to 284,307 by 2026 (an increase of 37.3%), with an annual change of 2.36%. The population aged 65 years and over is projected to increase by approximately 50.4% from 20,939 people in 2016 to 31,500 people in 2026.

In the ten years from 2016 to 2026 the number of people aged 65 years and over is estimated to increase by:

- 94.6% in the Craigieburn Statistical Local Area (2,830 to 5,507)
- 44.4% in the Broadmeadows Statistical Local Area (1,258 to 1,816)
- 42.2% in the Sunbury Statistical Local Area (4,881 to 6,939)
- 604.9% in the Mickleham Statistical Local Area (203 to 1,228)
- 91.7% in the Greenvale, Oaklands Junction, Yuroke Statistical Local Area (1,508 to 2,891)

As at 2016, 43.8% of the 65+ year olds in Hume City, live in Broadmeadows, Craigieburn or Sunbury. By 2026 and even with the increase of 65+ year olds in Mickleham and Greenvale, 45.2% of the 65+ year olds in Hume City, will still live in Broadmeadows, Craigieburn or Sunbury.

5.2 Options for Coping with Heatwaves in Hume

Everyone can be affected by heat in different ways, but there are a number of people in the community more susceptible to prolonged extreme heat. The following outlines a variety of options which can be shared with Hume residents to help prevent heatwaves becoming a serious problem within the Municipality:

5.2.1 Practical Strategies for Coping with Heat:

Encourage people to consider how extreme heat could affect their daily activities by:

- Planning for losses of electricity
- Planning for disruptions to public transport
- Planning for school and/or workplace closures
- Planning for adverse health for either them or someone they know

Encourage people to keep out of the heat by:

- Planning their day in a way that allows them to stay out of the heat.
- Ahead of hotter weather, buy a few extra items to make sure they have enough food at home to last over the hot period.
- Avoid travelling in the heat.
- Thinking about paying bills online or over the phone.
- Staying indoors or in the shade during the hottest part of the day.
- Undertaking unavoidable strenuous activities like sport, home improvements or gardening during the coolest parts of the day such as early morning.
- If outside activities are essential – stay in the shade, wear a hat and light-coloured, loose-fitting clothes, preferably made of natural fibres, wear sunglasses, apply sunscreen with a sun protection factor of 30 to exposed skin and take plenty of drinking water with them.
- Ensure their pets or companion animals are also well hydrated and have plenty of shade when they are outside.

Encourage people to stay cool by:

- Looking at the things they can do to make their home cooler. E.g. installing or upgrading roof insulation, awnings, shade clothes or external blinds on the sides of their house facing the sun.
- Staying in the coolest rooms of the house.
- Reducing heat from sunlight coming through the windows by using external shades or light-coloured curtains.
- Using an air-conditioner, evaporative cooler or fan to keep cool.
- Having their air-conditioner serviced before summer.
- Having an alternate way to cool their home available if their electricity fails during a heatwave
- Ensuring there is sufficient air circulation, either from an air conditioner or by leaving a secured window or door open
- Taking cool showers and splashing themselves several times a day with cold water, particularly focusing on their face and back of neck. Wearing a loose, cotton, damp cloth or scarf on the back of their neck can also help them to stay cool
- Going to an air-conditioned building in their local area to cool off (see below list for options)
- Place feet in a bucket of cold water

Encourage people to keep hydrated by:

- Drinking water regularly, even when they do not feel thirsty
- Avoiding alcohol, tea, coffee, sugary or fizzy drinks as they contribute to dehydration
- Eating little and often rather than large meals. Try to eat more cold food, particularly salads and fruit, which contain water.

If unable to stay cool at home, which is the preferred option, look towards the closest cool space.

5.2.2 'Cool Space' Information Sources Available in Hume:

- DPV Health
- State funded health services such as Craigieburn Health Service, Sunbury Community Health, Broadmeadows Health Service and the Northern Hospital
- State Primary and Secondary Schools, and Tertiary institutions such as Kangan TAFE Broadmeadows
- Community Neighbourhood Houses that are air conditioned
- Child Care Centres and Maternal and Child Health Care Centres at Greenvale, Meadow Heights and Roxburgh Park

5.2.3 'Cool Space' Respite/Relief Options Available in Hume for Residents During Periods of Extreme Heat:

- Community swimming pools and leisure centres such as the Broadmeadows Leisure Centre, Broadmeadows Outdoor Pool, Craigieburn Splash Centre and the Sunbury Aquatic Centre
- Council Libraries such as the Age Library, Gladstone Park community Library, Sunbury Library and Tullamarine Library
- Senior Citizens Centres and Clubs such as Lynda Blundell Centre in Dallas, the Gladstone Park Senior Citizens Centre and the Sunbury Senior Citizens Centre
- Youth Centres at Sunbury, Craigieburn and Broadmeadows
- Community Halls including the Town Hall
- Greenvale Recreation Centre
- Where activated MEMP Emergency Relief and/or Evacuation Centres
- Hume Global Learning Centre Broadmeadows, Craigieburn and Sunbury
- Other options may include shopping centres

6. Hume City Council's Heatwave Response

6.1 Hume City Council Impact

Local government is the closest level of government to the community and is often the first point of contact for assistance, advice and information. It is therefore expected that local government will provide a level of leadership during a heatwave and establish partnerships with respective service providers within its community. A clear and structured response to a heatwave is critical. For the majority of heatwave events Council is equipped to deal with them within its current operational frameworks and protocols, yet a rare extreme event could require a major reallocation of resources.

6.2 External Stakeholders

In the event of an (extreme) heatwave, the following external stakeholders may be engaged through existing Municipal structures.

External Stakeholder	Hume City Council Internal Link
DPV Health & Sunbury Community Health Services	MRM, Martha Martin
Northern Hospital & Broadmeadows Health Service	MRM, Martha Martin
Broadmeadows Uniting Care	MRM, Martha Martin
Centrelink	MRM, Martha Martin
Department of Health and Human Services	MRM, Martha Martin
Met-Link & V-Line	MRM, Martha Martin
Vic Roads	MRM, Martha Martin
Ambulance Victoria	MEMO, Tina Georgiev
MFB, CFA and DSE	MEMO, Tina Georgiev
Victorian SES Central Division	MEMO, Tina Georgiev
Australian Red Cross	MEMO, Tina Georgiev
St John Ambulance	MEMO, Tina Georgiev
Salvation Army Emergency Services	MEMO, Tina Georgiev
Hume City Traders Association	MRM, Martha Martin
Western Division of General Practice	MRM, Martha Martin
Office of Housing	MRM, Martha Martin
Victoria Police	MEMO, Tina Georgiev
Royal District Nursing Service	MRM, Martha Martin
Hume Senior Citizens Clubs	MRM, Martha Martin
Maternal Child and Health Services	MRM, Martha Martin
Melbourne Airport	MEMO, Tina Georgiev
Victoria University & Kangan Batman Institute of TAFE	MRM, Martha Martin
Religious Groups	MRM, Martha Martin
Neighbourhood Houses	MRM, Martha Martin
Schools	MRM, Martha Martin

6.3 Hume Heat Health Planning

In order to prepare for heatwave events, Council has developed a Heat Health Planning Committee (HPC) that reports to the Municipal Emergency Management Planning Committee (MEMPC). The committee is made up of relevant internal personnel and external agencies that would play a key role in the management of an extreme heatwave including representatives from:

- Hume City Council:
 - Brooke Watson, Manager Health & Community Wellbeing
 - Sonia Canton, Quality & Risk Officer, Health & Community Wellbeing
 - Carmel Ganino, A/Manager Communications & Events
 - Anthony Knight, Co-Ordinator Public Health
 - Martha Martin, Emergency Recovery Coordinator (MRM)
 - Tina Georgiev, Municipal Emergency Management Officer

- *External*
 - Ambulance Victoria
 - DPV Health
 - Sunbury Community Health
 - Department of Health and Human Services

The committee meets annually prior to summer to assess the Heat Health Plan. The plan is reviewed every 3 years, or after legislation changes and/or a heatwave event.

The objectives of the Heatwave Planning Committee are to:

- Determine and maintain heat health policies and plans consistent with the role of local government and complementing Victorian and Australian policies and plans;
- Develop, maintain and implement Heat Health Plans;
- Support national and state response and recovery by representing the diverse needs of the local community and contributing to their continuing viability; and
- Support state emergency management frameworks and advocate on Local Government issues on behalf of the Hume community.

7. Hume City Council Heatwave Action Plan

7.1 Heatwave Phases and Trigger points

The Bureau of Meteorology will notify DHHS of anticipated extreme heat. The Chief Health Officer will issue Heat Health Alerts for one or more days of extreme heat. Subscribers to the Chief Health Officer's subscription service, Hume City Council's Manager of Health and Community Wellbeing and Co-Ordinator Public Health will be notified, who in turn will liaise with the Municipal Emergency Response Officer and Hume Heatwave Committee. Further weather clarification may be sought from Bureau of Meteorology to establish the context the warning has been issued in. Table 1 outlines alert trigger points corresponding to predicted heatwave phases as addressed in the Hume Heatwave Plan.

Table 1: Heatwave Phases and Trigger Points

Phase	Trigger	Notification
Planning	An effective heatwave response requires planning to be undertaken prior to summer	
Phase 1: Notice and Preparation	Prior Notice	Heat Health Alerts issued by the Chief Health Officer may indicate one or more days of expected extreme heat.
	36 hours' notice	Heatwave Local Area Plans are activated and employees are made aware of the heatwave alert. Marketing and communication activities begin with clients, external organisations and residents. Information communicated and disseminated via telephone, HCC internet and intranet, site visits and heatwave promotional material.
Phase 2: Heat Health Alert	1-2 days heatwave	Unit Managed Response: All division and units are monitoring the heatwave impacts, using coping strategies and resources and keeping management, staff and clients informed of impacts and rising issues
Phase 3: Heatwave	3-4 days heatwave	Coordinated Response: Flexible working arrangement implemented if need, coordinators and managers to ensure all impacted critical services have adequate resources and being well monitored.
Phase 4: Extreme Heatwave	4+ days heatwave	Escalated Response: MRM and MEMO to ensure business continuity and consider community safety needs. Ensure staff and clients are implementing regular cooling strategies and utilizing 'cool spaces'
Phase 5: Recovery (After extreme heat)	No trigger indicators in 7- day forecast	Deactivation: MEMO to contact relevant managers and stand down personnel, arrange debrief with relevant personnel and liaise with DOH (Arrange de-brief)

7.2 Hume City Council Heat Health Action Plan

This section details all the departments of council and outlines as succinctly as possible key components of their response in each phase. Nominated Departments and Units within Council are advised to develop their own localised Heat Health Action Plan (identifying minimum staffing requirements, triggers for service alterations etc) to ensure planned and responsive reactions to specific service requirements, types, communities, client groups and service needs. A consistent approach has been developed for units within the organisation to ensure that departmental actions are common in purpose.

There is also the assumption that our partner agencies will be actioning their own extreme heat plans, including liaison with their own service users.

Table 2: Hume City Council Heat Health Action Plan

Planning and Development Division Developing heat resilient urban environment, reducing risk of disease, developing policy, emergency response							
Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Economic Development Community and Activity Centre Planning Strategic Planning Statutory Planning and Building Control Services Subdivisional Development	N/A	Discuss heatwave planning and heatwave phases at team meetings leading up to summer Departmental Local Area Plans to be revised and communicated with all staff and management. Identify capacity for supporting organisation wide business continuity	Manager and coordinator to communicate to all staff the heatwave threat on the same business day of receiving the heatwave alert message	Manager and Coordinator to monitor council officers and resources and implement coping strategies. Communicate flexible working hours available, where appropriate. Provide resources across the organisation for business continuity Provide organisational support to undertake heatwave actions.	Implement flexible working hours where identified. Monitor office resources to ensure core business functions are being met Provide organisational support to undertake heatwave actions and ensure core business functions are delivered.	Ensure business continuity through flexible working hours Continue to monitor staff and ensure heatwave coping strategies are providing relief.	Management to inform team members and coordinators of a decrease in temperature and debrief where appropriate WHEN HEATWAVE OVER

Sustainable Infrastructure and Services Division							
Heat resilient infrastructure, flexible services, community preparation, emergency response							
Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Capital Works and Building Maintenance	Less than 20% outside work required	<p>Departmental Local Area Plans to be revised and communicated with all staff and management.</p> <p>Identify capacity for supporting organisation wide business continuity</p> <p>Communicate with staff the effects of heatwaves and coping strategies to implement.</p> <p>Purchase resources such as sunscreen, zinc cream, hats and PPE (be aware of use-by dates).</p> <p>Ensure emergency numbers are listed in all vehicles.</p>	<p>Manager and coordinators to communicate to all staff the threat of a heatwave on the same business day of receiving the heatwave alert message</p>	<p>Managers, Coordinators, team leaders to communicate flexible working conditions which include: flexible working hours, consistent breaks, work requirements.</p> <p>PPE and heat resistant resources to be implemented by all staff.</p> <p>Staff to drink adequate amounts of liquids and keep hydrated</p>	<p>Implement flexible working arrangements where appropriate.</p> <p>Monitor staff and ensure that all employees adequately resourced</p> <p>Where identified, communicate to external organisations, clients and residents the availability of cool spaces and how to implement coping strategies</p>	<p>Ensure business continuity through flexible hours.</p> <p>Monitor staff and the availability of resources</p> <p>Allow council officers with vulnerable family members to work from home when appropriate.</p>	<p>Managers to inform coordinators, team leaders and staff of a decrease in temperature and arrange for unit/department debrief.</p> <p>Identify and review the effectiveness of the Heatwave Action Plan and revise where appropriate.</p>

Sustainable Infrastructure and Services Division
Heat resilient infrastructure, flexible services, community preparation, emergency response

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Capital Works and Building Maintenance	More than 20%outside work required	<p>Provide a safe and healthy work environment.</p> <p>Implement and ensure compliance with OH&S policies and procedures (personal protective equipment, first aid kits, drink bottles, ice and sun protection etc)</p> <p>Periodically review the work area of employees and their work procedures</p> <p>Continue with Depot Action S.A.G Meetings</p> <p>Issue all staff with the Working in Heat Procedure.</p> <p>Develop specific alternative duties for staff working in the declared heat wave</p> <p>Assign Team Leaders the responsibility for monitoring weather conditions</p> <p>Provide Emergency Contact lists for all vehicles</p> <p>Up-date staff manuals and ensure resources are adequately stocked</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are approaching heatwave in the next 1-7 days</p>	<p>Normal operations continue</p> <p>Issue staff email to advise of the heat health alert for the next 1-2 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are in a heatwave for the next 3-.4 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Issue staff email to advise we are in a heatwave for the next 4 or more days ensure all staff have adequate P.P.E, sun protection and drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Email to all staff advising that temperatures have decreased and return to normal working duties</p> <p>Conduct department debrief ensuring all resources used during heatwave are replenished</p>

Sustainable Infrastructure and Services Division
Heat resilient infrastructure, flexible services, community preparation, emergency response

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Parks	Horticulture Turf Management Open Space Parks Asset Management	<p>Provide a safe and healthy work environment.</p> <p>Implement and ensure compliance with OH&S policies and procedures (personal protective equipment, first aid kits, drink bottles, ice and sun protection etc)</p> <p>Periodically review the work area of employees and their work procedures</p> <p>Continue with Depot Action S.A.G Meetings</p> <p>Issue all staff with the Working in Heat Procedure.</p> <p>Develop specific alternative duties for staff working in the declared heat wave</p> <p>Assign Team Leaders the responsibility for monitoring weather conditions</p> <p>Provide Emergency Contact lists for all vehicles</p> <p>Up-date staff manuals and ensure resources are adequately stocked</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are approaching heatwave in the next 1-7 days</p>	<p>Normal operations continue</p> <p>Issue staff email to advise of the heat health alert for the next 1-2 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are in a heatwave for the next 3-.4 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Issue staff email to advise we are in a heatwave for the next 4 or more days ensure all staff have adequate P.P.E, sun protection and drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Email to all staff advising that temperatures have decreased and return to normal working duties</p> <p>Conduct department debrief ensuring all resources used during heatwave are replenished</p>

Sustainable Infrastructure and Services Division							
Heat resilient infrastructure, flexible services, community preparation, emergency response							
Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Assets	(Engineering) Traffic and Civil Design Asset Management Fleet Technical Services	<p>Departmental Local Area Plans to be revised and communicated with all staff and management.</p> <p>Identify capacity for supporting organisation wide business continuity</p> <p>Communicate with staff the effects of heatwaves and coping strategies to implement.</p> <p>Purchase resources such as sunscreen, zinc cream, hats and PPE (be aware of use-by dates).</p> <p>Ensure emergency numbers are listed in all vehicles.</p>	<p>Manager and coordinators to communicate to all staff the threat of a heatwave on the same business day of receiving the heatwave alert message</p>	<p>Managers, Coordinators, team leaders to communicate flexible working conditions which include: flexible working hours, consistent breaks, work requirements.</p> <p>PPE and heat resistant resources to be implemented by all staff.</p> <p>Staff to drink adequate amounts of liquids and keep hydrated</p>	<p>Implement flexible working arrangements where appropriate.</p> <p>Monitor staff and ensure that all employees adequately resourced</p> <p>Where identified, communicate to external organisations, clients and residents the availability of cool spaces and how to implement coping strategies</p>	<p>Ensure business continuity through flexible hours.</p> <p>Monitor staff and the availability of resources</p> <p>Allow council officers with vulnerable family members to work from home when appropriate.</p>	<p>Managers to inform coordinators, team leaders and staff of a decrease in temperature and arrange for unit/department debrief.</p> <p>Identify and review the effectiveness of the Heatwave Action Plan and revise where appropriate.</p>

Sustainable Infrastructure and Services Division
Heat resilient infrastructure, flexible services, community preparation, emergency response

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Waste	Landfill Waste & Cleansing Services Environmental Services	<p>Provide a safe and healthy work environment.</p> <p>Implement and ensure compliance with OH&S policies and procedures (personal protective equipment, first aid kits, drink bottles, ice and sun protection etc)</p> <p>Periodically review the work area of employees and their work procedures</p> <p>Continue with Depot Action S.A.G Meetings</p> <p>Issue all staff with the Working in Heat Procedure.</p> <p>Develop specific alternative duties for staff working in the declared heat wave</p> <p>Assign Team Leaders the responsibility for monitoring weather conditions</p> <p>Provide Emergency Contact lists for all vehicles</p> <p>Up-date staff manuals and ensure resources are adequately stocked</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are approaching heatwave in the next 1-7 days</p>	<p>Normal operations continue</p> <p>Issue staff email to advise of the heat health alert for the next 1-2 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are in a heatwave for the next 3-4 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Issue staff email to advise we are in a heatwave for the next 4 or more days ensure all staff have adequate P.P.E, sun protection and drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Email to all staff advising that temperatures have decreased and return to normal working duties</p> <p>Conduct department debrief ensuring all resources used during heatwave are replenished</p>

Sustainable Infrastructure and Services Division							
Provision and alteration of services, informing community, identifying at need, policy, provision of and managing relief							
Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Sustainable Environment	N/A	<p>Discuss heatwave planning and heatwave phases at team meetings leading up to summer</p> <p>Departmental Local Area Plans to be revised and communicated with all staff and management.</p> <p>Identify capacity for supporting organisation wide business continuity</p>	<p>Manager and coordinator to communicate to all staff the heatwave threat on the same business day of receiving the heatwave alert message</p>	<p>Manager and Coordinator to monitor council officers and resources and implement coping strategies.</p> <p>Communicate flexible working hours available, where appropriate.</p> <p>Provide resources across the organisation for business continuity</p> <p>Provide organisational support to undertake heatwave actions.</p> <p>Consider implementation of changes in service delivery where appropriate</p>	<p>Implement flexible working hours where identified.</p> <p>Monitor office resources to ensure core business functions are being met</p> <p>Provide organisational support to undertake heatwave actions and ensure core business functions are delivered.</p> <p>Consider implementation of changes in service delivery where appropriate</p>	<p>Ensure business continuity through flexible working hours</p> <p>Continue to monitor staff and ensure heatwave coping strategies are providing relief.</p> <p>Consider implementation of changes in service delivery where appropriate</p>	<p>Management to inform team members and coordinators of a decrease in temperature and debrief where appropriate</p> <p>Consider adequacy of service delivery and identify service gaps for future changes</p>

Community Services Division Provision and alteration of services, informing community, identifying at need, policy, provision of and managing relief							
Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Community Development and Learning	Libraries Community Capacity Building Community Facilities and Learning Programs	Discuss heatwave planning and heatwave phases at team meetings leading up to summer Departmental Local Area Plans to be revised and communicated with all staff and management. Identify capacity for supporting organisation wide business continuity Plan and prepare for modifications in service delivery	Manager and coordinator to communicate to all staff the heatwave threat on the same business day of receiving the heatwave alert message	Manager and Coordinator to monitor council officers and resources and implement coping strategies. Communicate flexible working hours available, where appropriate. Provide resources across the organisation for business continuity Provide organisational support to undertake heatwave actions. Consider implementation of changes in service delivery where appropriate	Implement flexible working hours where identified. Monitor office resources to ensure core business functions are being met Provide organisational support to undertake heatwave actions and ensure core business functions are delivered. Consider implementation of changes in service delivery where appropriate	Ensure business continuity through flexible working hours Continue to monitor staff and ensure heatwave coping strategies are providing relief. Consider implementation of changes in service delivery where appropriate	Management to inform team members and coordinators of a decrease in temperature and debrief where appropriate Consider adequacy of service delivery and identify service gaps for future changes

Community Services Division
 Provision and alteration of services, informing community, identifying at need, policy, provision of and managing relief

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Health and Community Wellbeing	Population Health and Social Policy	<p>Provide a safe and healthy work environment.</p> <p>Implement and ensure compliance with OH&S policies and procedures (personal protective equipment, first aid kits, drink bottles, ice and sun protection etc)</p> <p>Periodically review the work area of employees and their work procedures</p> <p>Continue with Depot Action S.A.G Meetings</p> <p>Issue all staff with the Working in Heat Procedure.</p> <p>Develop specific alternative duties for staff working in the declared heat wave</p> <p>Assign Team Leaders the responsibility for monitoring weather conditions</p> <p>Provide Emergency Contact lists for all vehicles</p> <p>Up-date staff manuals and ensure resources are adequately stocked</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are approaching heatwave in the next 1-7 days</p>	<p>Normal operations continue</p> <p>Issue staff email to advise of the heat health alert for the next 1-2 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are in a heatwave for the next 3-4 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Issue staff email to advise we are in a heatwave for the next 4 or more days ensure all staff have adequate P.P.E, sun protection and drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Email to all staff advising that temperatures have decreased and return to normal working duties</p> <p>Conduct department debrief ensuring all resources used during heatwave are replenished</p>

Community Services Division
 Provision and alteration of services, informing community, identifying at need, policy, provision of and managing relief

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Health and Community Wellbeing	Maternal Child Health	<p>Provide a safe and healthy work environment.</p> <p>Implement and ensure compliance with OH&S policies and procedures (personal protective equipment, first aid kits, drink bottles, ice and sun protection etc)</p> <p>Periodically review the work area of employees and their work procedures</p> <p>Continue with Depot Action S.A.G Meetings</p> <p>Issue all staff with the Working in Heat Procedure.</p> <p>Develop specific alternative duties for staff working in the declared heat wave</p> <p>Assign Team Leaders the responsibility for monitoring weather conditions</p> <p>Provide Emergency Contact lists for all vehicles</p> <p>Up-date staff manuals and ensure resources are adequately stocked</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are approaching heatwave in the next 1-7 days</p>	<p>Normal operations continue</p> <p>Issue staff email to advise of the heat health alert for the next 1-2 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are in a heatwave for the next 3-.4 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Issue staff email to advise we are in a heatwave for the next 4 or more days ensure all staff have adequate P.P.E, sun protection and drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Email to all staff advising that temperatures have decreased and return to normal working duties</p> <p>Conduct department debrief ensuring all resources used during heatwave are replenished</p>

Community Services Division Provision and alteration of services, informing community, identifying at need, policy, provision of and managing relief							
Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Health and Community Wellbeing	Home Support Services Assessment and Community Support	<p>Provide a safe and healthy work environment.</p> <p>Implement and ensure compliance with OH&S policies and procedures (personal protective equipment, first aid kits, drink bottles, ice and sun protection etc.)</p> <p>Periodically review the work area of employees and their work procedures</p> <p>Issue all staff with the Working in Heat Procedure.</p> <p>Develop specific alternative duties for staff working outdoors in the declared heat wave</p> <p>Assign Team Leaders the responsibility for monitoring weather conditions</p> <p>Provide Emergency Contact lists for all vehicles</p> <p>Up-date staff manuals and ensure resources are adequately stocked</p> <p>Plan and prepare for modifications and changes in service delivery</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are approaching heatwave in the next 1-7 days</p>	<p>Normal operations continue</p> <p>Issue staff email to advise of the heat health alert for the next 1-2 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p> <p>Consider implementation of changes in service delivery where appropriate</p> <p>Continue to monitor high risk and vulnerable clients as per the Home Support Services Vulnerable person list</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are in a heatwave for the next 3-4 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p> <p>Implement some alternative duties where appropriate</p> <p>Consider implementation of changes in service delivery where appropriate (Refer to SOP)</p>	<p>Issue staff email to advise we are in a heatwave for the next 4 or more days ensure all staff have adequate P.P.E, sun protection and drinking liquids</p> <p>Implement some alternative duties where appropriate</p> <p>Consider implementation of changes in service delivery where appropriate</p>	<p>Email to all staff advising that temperatures have decreased and return to normal working duties</p> <p>Conduct department debrief ensuring all resources used during heatwave are replenished</p> <p>Consider adequacy of service delivery and identify service gaps for future changes</p>

Community Services Division Provision and alteration of services, informing community, identifying at need, policy, provision of and managing relief							
Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Family, Youth and Children's services	Children Services Youth Services Parenting and Inclusion Support Participation and Partnerships	<p>Departmental Local Area Plans to be revised and communicated with all staff and management.</p> <p>Identify capacity for supporting organisation wide business continuity</p> <p>Communicate with staff the effects of heatwaves and coping strategies to implement.</p> <p>Purchase resources such as sunscreen, zinc cream, hats and PPE (be aware of use-by dates).</p> <p>Ensure emergency numbers are listed in all vehicles.</p> <p>Plan and prepare for modifications and changes in service delivery</p>	<p>Managers, coordinators and team leaders to communicate to all staff the threat of a heatwave on the same business day of receiving the heatwave alert message</p>	<p>Managers, Coordinators, team leaders to communicate flexible working conditions which include: flexible working hours, consistent breaks, work requirements.</p> <p>PPE and heat resistant resources to be implemented by all staff.</p> <p>Staff to drink adequate amounts of liquids and keep hydrated</p> <p>Consider implementation of changes in service delivery where appropriate</p>	<p>Implement flexible working arrangements where appropriate.</p> <p>Monitor staff and ensure that all employees adequately resourced</p> <p>Where identified, communicate to external organisations, clients and residents the availability of cool spaces and how to implement coping strategies</p> <p>Consider implementation of changes in service delivery where appropriate</p>	<p>Ensure business continuity through flexible hours.</p> <p>Monitor staff and the availability of resources</p> <p>Allow council officers with vulnerable family members to work from home when appropriate.</p> <p>Consider implementation of changes in service delivery where appropriate</p>	<p>Managers to inform coordinators, team leaders and staff of a decrease in temperature and arrange for unit/department debrief.</p> <p>Identify and review the effectiveness of the Heatwave Action Plan and revise where appropriate.</p> <p>Consider adequacy of service delivery and identify service gaps for future changes</p>

Corporate Services
 Continuity of electronic services, financial impact planning and long range risk assessment

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Finance and Property Development Information and Technology Services	N/A	Discuss heatwave planning and heatwave phases at team meetings leading up to summer Departmental Local Area Plans to be revised and communicated with all staff and management. Identify capacity for supporting organisation wide business continuity	Manager and coordinator to communicate to all staff the heatwave threat on the same business day of receiving the heatwave alert message	Manager and Coordinator to monitor council officers and resources and implement coping strategies. Communicate flexible working hours available, where appropriate. Provide resources across the organisation for business continuity Provide organisational support to undertake heatwave actions.	Implement flexible working hours where identified. Monitor office resources to ensure core business functions are being met Provide organisational support to undertake heatwave actions and ensure core business functions are delivered.	Ensure business continuity through flexible working hours Continue to monitor staff and ensure heatwave coping strategies are providing relief.	Management to inform team members and coordinators of a decrease in temperature and debrief where appropriate

City Governance and Information
 Continuity of electronic services, financial impact planning and long range risk assessment

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Governance	City Laws Public Health Services	<p>Provide a safe and healthy work environment.</p> <p>Implement and ensure compliance with OH&S policies and procedures (personal protective equipment, first aid kits, drink bottles, ice and sun protection, etc)</p> <p>Periodically review the work area of employees and their work procedures</p> <p>Continue with Depot Action S.A.G Meetings</p> <p>Issue all staff with the Working in Heat Procedure.</p> <p>Develop specific alternative duties for staff working in the declared heat wave</p> <p>Assign Team Leaders/Senior the responsibility for monitoring weather conditions</p> <p>Provide Emergency Contact lists for all vehicles</p> <p>Up-date staff manuals and ensure resources are adequately stocked</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are approaching heatwave in the next 1-7 days</p>	<p>Normal operations continue</p> <p>Issue staff email to advise of the heat health alert for the next 1-2 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p>	<p>Normal operations continue</p> <p>Issue staff email to advise we are in a heatwave for the next 3-4 days.</p> <p>Ensure all staff have P.P.E, sun protection and adequate drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Issue staff email to advise we are in a heatwave for the next 4 or more days ensure all staff have adequate P.P.E, sun protection and drinking liquids</p> <p>Implement some alternative duties where appropriate</p>	<p>Email to all staff advising that temperatures have decreased and return to normal working duties</p> <p>Conduct department debrief ensuring all resources used during heatwave are replenished</p>

Corporate Services
 Continuity of electronic services, financial impact planning and long range risk assessment

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Governance	Risk Management Governance and Corporate Support	Discuss heatwave planning and heatwave phases at team meetings leading up to summer Departmental Local Area Plans to be revised and communicated with all staff and management. Identify capacity for supporting organisation wide business continuity	Manager/ Coordinator to communicate to all staff the heatwave threat on the same business day of receiving the heatwave alert message	Manager/ Coordinator to monitor council officers and resources and implement coping strategies. Communicate flexible working hours available, where appropriate. Provide resources across the organisation for business continuity Provide organisational support to undertake heatwave actions.	Implement flexible working hours where identified. Monitor office resources to ensure core business functions are being met Provide organisational support to undertake heatwave actions and ensure core business functions are delivered.	Ensure business continuity through flexible working hours Continue to monitor staff and ensure heatwave coping strategies are providing relief.	Management to inform team members and coordinators of a decrease in temperature and debrief where appropriate

Communications, Engagement and Advocacy
 Continuity of electronic services, financial impact planning and long range risk assessment

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Customer Service	N/A	<p>Discuss heatwave planning and heatwave phases at team meetings leading up to summer</p> <p>Departmental Local Area Plans to be revised and communicated with all staff and management.</p> <p>Identify capacity for supporting organisation wide business continuity</p> <p>Staff to provide relevant and up to date heatwave information to the community</p>	<p>Manager and coordinator to communicate to all staff the heatwave threat on the same business day of receiving the heatwave alert message</p> <p>Liaison with Marketing and Communications on communication strategy and key messages to be conveyed</p>	<p>Manager and Coordinator to monitor council officers and resources and implement coping strategies.</p> <p>Communicate flexible working hours available, where appropriate.</p> <p>Provide resources across the organisation for business continuity</p> <p>Provide organisational support to undertake heatwave actions.</p> <p>Direct called to Hume council website and Department of Health and Human Services website for more information</p>	<p>Implement flexible working hours where identified.</p> <p>Monitor office resources to ensure core business functions are being met</p> <p>Provide organisational support to undertake heatwave actions and ensure core business functions are delivered.</p> <p>Consider using home-based agents to minimise travel in extended heat</p>	<p>Ensure business continuity through flexible working hours</p> <p>Continue to monitor staff and ensure heatwave coping strategies are providing relief.</p> <p>Assess if extra staff are required to enable staff relief and turnover</p>	<p>Management to inform team members and coordinators of a decrease in temperature and debrief where appropriate</p> <p>Stand down additional staff and ensure heatwave status is clearly communicated to customers and staff</p>

Communications, Engagement and Advocacy

Media Liaison, community information, OH&S

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Human Resources		<p>Discuss heatwave planning and heatwave phases at team meetings leading up to summer</p> <p>Departmental Local Area Plans to be revised and communicated with all staff and management.</p> <p>Identify capacity for supporting organisation wide business continuity</p>	<p>Manager and coordinator to communicate to all staff the heatwave threat on the same business day of receiving the heatwave alert message</p>	<p>Manager and Coordinator to monitor council officers and resources and implement coping strategies.</p> <p>Communicate flexible working hours available, where appropriate.</p> <p>Provide resources across the organisation for business continuity</p> <p>Provide organisational support to undertake heatwave actions.</p>	<p>Implement flexible working hours where identified.</p> <p>Monitor office resources to ensure core business functions are being met</p> <p>Provide organisational support to undertake heatwave actions and ensure core business functions are delivered.</p>	<p>Ensure business continuity through flexible working hours</p> <p>Continue to monitor staff and ensure heatwave coping strategies are providing relief.</p>	<p>Management to inform team members and coordinators of a decrease in temperature and debrief where appropriate</p>

Communications, Engagement and Advocacy Media Liaison, community information, OH&S							
Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Communications and Events	Events and Festivals	<p>Discuss heatwave planning and heatwave phases at team meetings leading up to summer</p> <p>Departmental Local Area Plans to be revised and communicated with all staff and management.</p> <p>Identify capacity for supporting organisation wide business continuity</p> <p>Ensure heatwave coping strategies and information is disseminated as part of internal events planning</p>	<p>Manager and coordinator to communicate to all staff the heatwave threat on the same business day of receiving the heatwave alert message</p> <p>Ensure event risks are evaluated and contingency plans are operational</p>	<p>Manager and Coordinator to monitor council officers and resources and implement coping strategies.</p> <p>Communicate flexible working hours available, where appropriate.</p> <p>Provide resources across the organisation for business continuity</p> <p>Provide organisational support to undertake heatwave actions.</p> <p>Determine if an event should be cancelled or re-located</p>	<p>Implement flexible working hours where identified.</p> <p>Monitor office resources to ensure core business functions are being met</p> <p>Provide organisational support to undertake heatwave actions and ensure core business functions are delivered.</p>	<p>Ensure business continuity through flexible working hours</p> <p>Continue to monitor staff and ensure heatwave coping strategies are providing relief.</p>	<p>Management to inform team members and coordinators of a decrease in temperature and debrief where appropriate</p>

Organisation and Community Learning
Media Liaison, community information, OH&S

Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
	Internal/External Communication	<p>Discuss heatwave planning and heatwave phases at team meetings leading up to summer</p> <p>Departmental Local Area Plans to be revised and communicated with all staff and management.</p> <p>Identify capacity for supporting organisation wide business continuity</p> <p>Develop and implement communication strategies for internal and external communication</p>	<p>Manager and coordinator to communicate to all staff the heatwave threat on the same business day of receiving the heatwave alert message</p> <p>Implement communication strategy</p>	<p>Manager and Coordinator to monitor council officers and resources and implement coping strategies.</p> <p>Communicate flexible working hours available, where appropriate.</p> <p>Provide resources across the organisation for business continuity</p> <p>Provide organisational support to undertake heatwave actions.</p> <p>Activate risk management plan if required</p>	<p>Implement flexible working hours where identified.</p> <p>Monitor office resources to ensure core business functions are being met</p> <p>Provide organisational support to undertake heatwave actions and ensure core business functions are delivered.</p> <p>Continue adequate information supply and communication to both internal and external organisations</p>	<p>Ensure business continuity through flexible working hours</p> <p>Continue to monitor staff and ensure heatwave coping strategies are providing relief.</p>	<p>Management to inform team members and coordinators of a decrease in temperature and debrief where appropriate</p>

Organisation and Community Learning Media Liaison, community information, OH&S							
Department	Unit (where applicable)	Planning	Phase 1:	Phase 2:	Phase 3:	Phase 4	Phase 5
Organisation Performance and Engagement	N/A	<p>Discuss heatwave planning and heatwave phases at team meetings leading up to summer</p> <p>Departmental Local Area Plans to be revised and communicated with all staff and management.</p> <p>Identify capacity for supporting organisation wide business continuity</p>	<p>Manager and coordinator to communicate to all staff the heatwave threat on the same business day of receiving the heatwave alert message</p>	<p>Manager and Coordinator to monitor council officers and resources and implement coping strategies.</p> <p>Communicate flexible working hours available, where appropriate.</p> <p>Provide resources across the organisation for business continuity</p> <p>Provide organisational support to undertake heatwave actions.</p>	<p>Implement flexible working hours where identified.</p> <p>Monitor office resources to ensure core business functions are being met</p> <p>Provide organisational support to undertake heatwave actions and ensure core business functions are delivered.</p>	<p>Ensure business continuity through flexible working hours</p> <p>Continue to monitor staff and ensure heatwave coping strategies are providing relief.</p>	<p>Management to inform team members and coordinators of a decrease in temperature and debrief where appropriate</p>

8. Communication

8.1 State Government Communication strategy

A whole of Victorian Government Communication Strategy maximises stakeholder engagement and uses existing networks. It targets a distinct but diverse group of key influencers who will channel the appropriate messages and planning actions through to their respective sectors. These key influencers include government departments the health sector, local government, emergency services, infrastructure services, community services and business associations.

Community engagement strategies will be developed by DHHS for use at state and local government levels. These strategies will be aimed at provided individuals, families and communities with a range of self-help initiatives to reduces the risks.

Heat information and updates are provided by DHHS, who are main source of the information. A number of Heat Related fact sheets have been developed by DHHS, links to these fact sheets have been identified in Section Appendix B – Resources

8.2 Hume City Council Communication Strategy

The purpose of our communication strategy is to ensure the community is made aware of the general hazards associated with a heatwave and the range of actions that people can apply in their daily lives to prepare for such an event. Council's communications role is in conjunction with Council responsibilities leading up to and during a heatwave and is defined by the following objectives:

- Staff and community receive information about heatwaves
- Staff receive guidelines about heatwave practices and occupational health and safety information
- Communications remain aligned with Victorian and National communications

Hume's communication strategy covers five phases:

- Pre-Summer
- During Summer
- Heat Health Alert / Heatwave Forecast (up to 7 days prior to the forecast event)
- Declared Heatwave
- Post Heatwave

The key aim during a heatwave will be to communicate to the community the potential for hot days to affect health and well-being and advise what precautions can be taken to reduce the adverse health impacts of a heatwave. Communication strategies are as per the following table:

Table 3: Hume City Council Heatwave Communication Strategy

Stage	Action Required	How	Responsible
Pre-Summer	Prepare heatwave information and promotional materials to address the needs of the Hume community for heatwaves	<ul style="list-style-type: none"> Review existing materials and prepare additional resources as required Ensure identified vulnerable populations (including CALD communities) have access to the information and resources Implement identified training sessions Compile/check currency of "vulnerable client register" (yearly reminder). Obtain verbal consent 	
	Educate the community regarding heatwaves	<ul style="list-style-type: none"> Council Website New Resident's Kit Hume Pride and other Council publications 	
	Provide advice to mitigate the impacts of climate change (e.g. Modifications to houses to enhance natural cooling, tree planning)	<ul style="list-style-type: none"> Hume Pride Environment Network Website 	
	Provide heatwave displays/information at events targeting vulnerable population groups	<ul style="list-style-type: none"> Children's Week Disability Awareness Day Food Safety Week 	
	Provide education and training to home support and child care workers on the effects of heat	<ul style="list-style-type: none"> Training at team meetings Provide information on how to recognise the signs of heat stress and what to do 	
	Provide access to resource and education materials on	<ul style="list-style-type: none"> Council website and intranet 	
During Summer	Promote and provide key heatwave messages to the community	<ul style="list-style-type: none"> Hume Pride Website Local papers Message on hold Displays in Council foyers and Libraries Distribution of DHHS heatwave brochures Council pools and gyms 	
	Promote "Cool Places" within the Municipality	<ul style="list-style-type: none"> Website Hume Pride In venues Leader newspaper 	
	Educate parents of young children about effects of hot weather on children	<ul style="list-style-type: none"> During MCH visits During new mother's groups Display posters and distribute brochures Hume Pride Newsletters 	
	Educate older adults regarding the effects of heatwaves	<ul style="list-style-type: none"> CHSP newsletter Senior Clubs meetings Hume Pride Verbal advice during CHSP and delivered meals visits 	
	Promote wildlife, animal and pet care during heatwaves	<ul style="list-style-type: none"> Hume Pride Website Community Register 	

Stage	Action Required	How	Responsible Department
Heatwave Forecast (up to 7 days prior to forecast event)	Alert people to forecast Heat Health Alert /heatwave	<ul style="list-style-type: none"> Email to all internal staff and external key stakeholders Internal staff to forward alert to their stakeholders (e.g. Sporting Clubs, Seniors Clubs, Child Care Centres) Display Heat Health / Heatwave Alert on front page of Council Website Email staff with information and advice on working in the heat 	
During Declared Heatwave	Alert people to the extreme heat conditions and provide information on appropriate behaviour	<ul style="list-style-type: none"> Display Extreme Heat Alert on Website Display Heatwave warnings in key public places (e.g. Council foyers, libraries and childcare centres) Distribute 'Vulnerable Client Register' to Red Cross Telephone contact with those on 'Vulnerable Client Register'. Daily reporting to responsible organisations (e.g. Council, RDNS) to allow for appropriate follow up action Advise Delivered meals driver's to promote coping strategies during visits and report any concerns to relevant Coordinators and Managers 	
	Provide information on electricity blackouts	<ul style="list-style-type: none"> Provide food safety advice (including website) for power outages 	
Post Heatwave (7-day forecast does not indicate trigger conditions)	Alert people to deactivation of heatwave response	<ul style="list-style-type: none"> Contact relevant Department and Unit Managers, stand down personnel, arrange debriefing with relevant personnel and liaise with DHHS Inform all Council staff and community members regarding extreme heatwave deactivation and return to preparedness phase 	MRM MEMO

9. Community Support and Recovery

9.1 Relationship with MEMP

Hume's Recovery Plan sits within the parameters of the Municipal Emergency Management Plan (MEMP). Heatwave responses will be in line with the approach of the MEMP (Part 5 Recovery Arrangement: Hume City Council – Municipal Emergency Management Plan), however there are some areas specific to response in the event of an extreme heatwave.

9.2 Activation of Community Support and Recovery

Hume's Recovery Plan will be activated in three stages, by the Municipal Emergency Resource Officer in consultation with the Municipal Recovery Manager and Department of Health and Human Services. The phases of the heatwave will determine the level of support and recovery implemented.

9.2.1 Stage 1 – Heat Health Planning Committee

- Will review the potential social and business impacts of a heatwave as it unfolds
- Will prioritise the vulnerable groups and vary according to current situation
- Will determine what services and how services can be delivered to our vulnerable community
- Will determine staff levels and plan to establish and staff relief centre venues
- Will continue liaising with DHHS and other regional contacts.

9.2.2 Stage 2 – Establish Support Mechanisms for Vulnerable Community Members

Staff supporting vulnerable community members will consider individual needs prior to identifying agencies that can provide assistance, the service is not intended to be a medical support service. Health care services will be accessed through existing medical arrangements.

While there will be an expectation that family and friends and neighbours will care for the majority of the vulnerable people, many of these people will have complex needs and have no support networks to assist them. Those people will need to be case managed through a Community Support Service. The three key functions of the Community Support Service are intake, assessment and case management.

Residents who are identified as vulnerable and access Home Support Services will be contacted once warnings have been initiated in relation to a heatwave and/or heat alert. Known providers will also be informed as per contact lists

9.2.3 Stage 3 – Municipal Recovery

Once the heatwave has subsided the MRPC will determine the effects on the community and implement strategy for returning the city to normal function. The primary objective to the recovery would be to encourage community members to participate in city life and therefore stimulate business and the economy. Council will also endeavour to assist the community in dealing with the psychological effects of the heatwave, i.e. loss of loved ones, disruption to work and life, fear and anxiety caused by the heatwave etc, and provide information to the community on action to prevent subsequent heat related illness.

10. References

Heatwave Planning Guide, Department of Human Services, State of Victoria, 2009

Office of the Chief Health Officer 2009, January 2009 Heatwave in Victoria: An Assessment of Health impacts

Department of Health, Melbourne

<http://www.health.vic.gov.au/chiefhealthofficer/publications/heatwave.htm>

Department of Health 2014, The Health Impacts of the January 2014 heatwave in Victoria

Department of Health, Melbourne

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

Department of Health and Human Services Nov 2019, Heat Health Plan for Victoria
Department of Health and Human Services, Melbourne

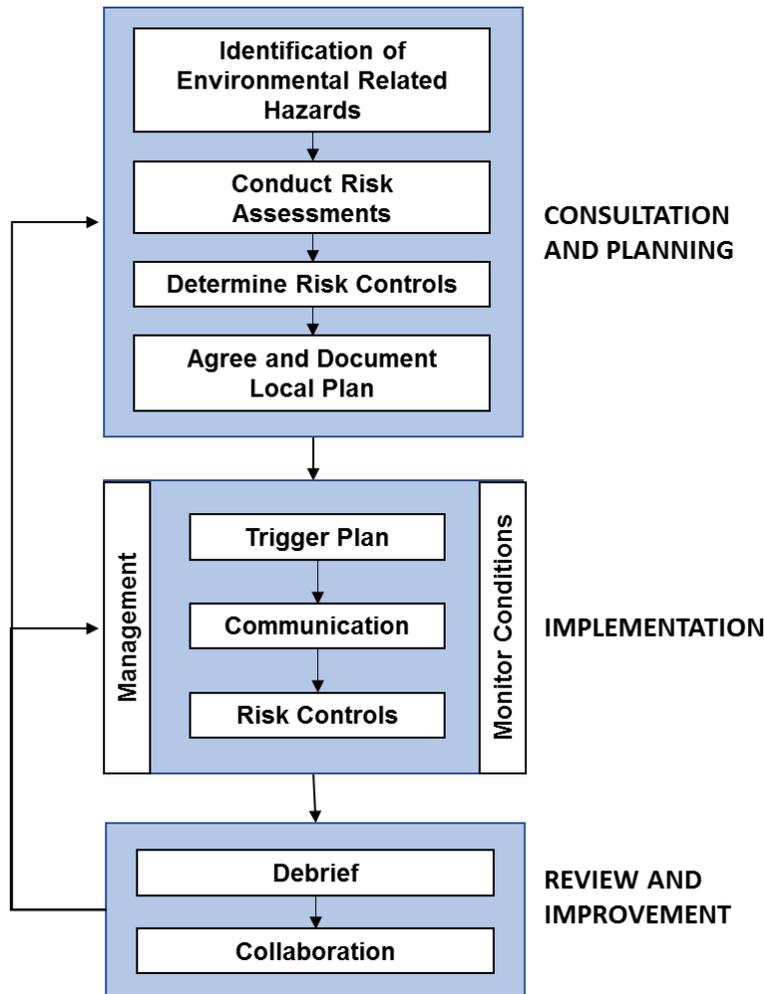
<https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat>

Appendix A: Inclement Environmental Conditions Procedures

1. PURPOSE

The purpose of this procedure is to ensure that, as far as is reasonably practicable, employees (and others) who have the potential to be exposed to inclement or (abnormal) environmental conditions (outdoors and indoors) are provided with safe and healthy system of work. It provides guidance for management and employees on strategies to eliminate/minimise risks to health and safety.

2. SUMMARY



3. SCOPE

This procedure applies to all Council employees, contractors, clients and visitors while engaged in work activities or working in inclement environmental conditions whether in or out of doors, including workplaces partially controlled or managed by Council. This is including but not limited to hail, snow, cold, high wind, severe dust storm, extreme high temperature whereby it is either not reasonable or not safe for employees to continue to work.

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4. CONSULTATION AND PLANNING

Please refer to the *Inclement Environmental Conditions Consultation and Planning Form* to evaluate this process.

4.1 Identification of Environmental Related Hazards

Managers or their delegate should identify potential inclement environmental conditions (creating hazards to health and safety) in consultation with their teams and HSRs.

4.2 Conduct Risk Assessment

Supervisors should use the attached *Inclement Environmental Conditions Consultation and Planning Form* to assess identified Inclement Environmental - related hazards in consultation with their teams and HSRs.

4.3 Determining Risk Control Measures

The hierarchy of controls should be used in assessing the risks and determining the most effective controls.

Elimination (e.g. Cessation of work)

Elimination of risks to health and safety is the first step. Immediate cessation of work is the most safe and effective way to prevent risk. This can be a temporary measure whilst other options are being considered, or until the risk has subsided.

Substitution/Isolation (e.g. Working arrangements)

Where an employee is prevented from working at the employee's function as a result of unsafe circumstances caused by the inclement environmental conditions, the employee may be transferred to other work in the employee's classification, until the unsafe conditions are rectified.

Where such alternative is not available and until the unsafe conditions are rectified, the option for relevant employees to request to their coordinator that they be sent home, if no alternative work is available (e.g. in indoor or reduced temperature environments). Breaks and allocation of alternative duties can only occur at the direction of the coordinators, team leaders and supervisors.

Administration (e.g. Training and communication)

Supervisors will ensure their staff are aware of any arrangements in relation to weather related incidents. This may include toolbox meetings on the day of predicted inclement weather to outline planning arrangements.

Personal Protective Equipment (e.g. Hats, sunscreen)

PPE (specific to job role) should be used in circumstances where inclement environmental conditions are indirectly harmful (i.e. sun burn as a result of long exposure to UV). PPE is the least effect control measure and should be utilised as the sole control measure.

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4.4 Agree and Document Local Arrangements

The risk controls should be determined in consultation with staff that may be affected by the inclement environmental conditions and HSRs. The local arrangements ('the plan') must be agreed, documented and accessible to relevant staff – these arrangements may already be in place in the form of existing work procedures, existing EBA conditions, or development of new documentation.

An appointment of relevant person(s) responsible for triggering the plan will need to be made and documented on the *Inclement Environmental Conditions Consultation and Planning Form*.

In addition, the methods of communication that will be used to implement the plan and following return to normal conditions, e.g. email, SMS, push notification, toolbox meeting or any form of modern communication that does not impinge on safety are to be included.

For assistance in developing the plan, refer to appendices:

- Consultation and Planning Form
- Hot Weather Guidelines
- SunSmart Sun Protection Guidelines
- First Aid: Heat Stress and Heat-Related Illness Guidelines

These corporate guidelines are available at the end of this document. In addition, the WHS Safety Unit is available for assistance.

5. IMPLEMENTATION

5.1 Triggering the Plan

The plan for a work area will be triggered by the relevant person(s) identified in the Consultation and Planning process (By the department manager or as directed by the Municipal Emergency Resource Officer) based upon monitoring of weather and environmental conditions using credible sources, e.g.

- <http://www.bom.gov.au/vic/forecasts/melbourne.shtml>
- <https://emergency.vic.gov.au/respond/>
- ABC local radio
- VicEmergency app, Hotline on 1800 226 226.

Monitoring of weather and environmental conditions should continue throughout the period of the event by the relevant person(s) identified in the Consultation and Planning process.

5.2 Communication

When the plan for the work area is triggered by the relevant person(s) identified in the Consultation and Planning process, it is necessary that appropriate communication is implemented as per the plan.

5.3 Risk Control

When the plan for the work area is triggered, it is necessary that the risk control measures identified in the Consultation and Planning process are maintained or implemented as per the plan.

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5.4 Other Considerations

Incident reporting

Any issues that arise during inclement environmental conditions should be reported to the supervisor with the health and safety of staff and other individuals who may be affected by the issue.

On the return to normal conditions, any incident/injury/near miss/hazard caused by or contributed to by inclement environmental conditions (outdoors and indoors) must be reported through the Council's WHS online Incident Reporting System.

First aid

People who may have health effects associated with environmental conditions should seek assistance from a first aider. First aiders will determine, in consultation with the manager, coordinator, team leader or supervisor, if work should continue.

Cessation and resumption of work

In the event of cease work due to environmental conditions, Coordinators, team leaders and supervisors, in consultation with Health and Safety Representatives or Employee Representatives shall agree on the cessation of work and this communicated with employees, contractors, clients, visitors for the day / week.

After the period of inclement environmental conditions has ended the resumption of work shall also be communicated the same.

Emergency work

In the event of emergency work within the municipality, local procedures shall be developed for management of emergency works in inclement weather. i.e. Emergency Management Team, skeleton crews. In an emergency, work shall continue with the adoption of the appropriate components of the local plan.

6. REVIEW AND IMPROVEMENT

6.1 Debrief

Coordinators shall convene a toolbox meeting or equivalent mechanism to obtain feedback from staff involved in the inclement environmental conditions. This must be documented along with the event details. This provides an opportunity to understand what worked well and what needs improvement. This input can then be used to improve the risk assessment, local plan and work procedures.

6.2 Collaboration

Relevant feedback should be shared and communicated with other departments in the implementation and review of their own plans as a means of continually improving council's response to inclement environmental conditions.

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7. RESPONSIBILITIES

Managers

- Complete the Consultation and Planning (Section 4.1 – 4.3) process on the above to ensure employees, contractors, clients and visitors are not exposed to inclement environmental conditions.
- Ensure that at a department level, a plan (Section 4.4) is developed and documented in consultation with the relevant employees, contractors and Health and Safety Representatives.
- Appoint relevant person(s) responsible for triggering the plan (Section 4.4), and document them in the Consultation and Planning process.
- Ensure coordinators, team leaders and supervisors understand the responsibilities of the plan and take appropriate action to control the risks associated with employee, contractor, client and visitor health and safety while they participate in activities or work in inclement environmental conditions.
- Allocate as required the human, physical and financial resources to ensure the health and safety of employees, contractors, clients and visitors while they participate in activities or work in inclement environmental conditions.
- Ensure staff are engaged in development, implementation and review of the plan, and maintenance of it.

Coordinators, team leaders and supervisors

- Ensure all employees, contractors, clients and visitors are aware of and comply with the plan
- Obtain feedback and collaborate with staff involved in the event of any inclement environmental conditions, and debrief as required (Section 6)

Employees and Contractors

- Comply with directions given in line with the plan.
- Report or raise any issues that may have occurred during an inclement environmental event

8. REFERENCES

Legislation

Victorian Occupational Health and Safety Act 2004

Victorian Occupational Health and Safety Regulations 2017

WorkSafe Compliance Code for Workplace Amenities and Work Environment 9/2008

Hume City Council

Work Health and Safety Policy

Issue Resolution (WHS) Procedure

WHS Online Incident Reporting System.

External

Bureau of Meteorology

Emergency Management Victoria

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APPENDIX 1: CONSULTATION AND PLANNING FORM

Department:		Unit:	
Date of assessment:		Review Date:	
Name of person(s) involved in the plan:	Title:	Signature:	Date:

Department Manager Representative		Employee Representative	
Name:		Name:	
Proposed Control Measure Verification Date:		Health and Safety Representative:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Signed:		Signed:	
Date:		Date:	

Communication - Person(s) responsible for triggering the plan (Section 5.1, 5.2)			
Name:	Title:	Signed:	Date:
Communication Method(s):			

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STEP 1 - IDENTIFICATION OF ENVIRONMENTAL RELATED HAZARDS

Managers or their delegate should identify potential inclement environmental conditions (creating hazards to health and safety) in consultation with their teams and HSRs

STEP 2 - DETERMINE THE RISK LEVEL BASED ON LIKELIHOOD AND CONSEQUENCE RATINGS FOR EACH HAZARD

RISK ASSESSMENT MATRIX		CONSEQUENCE				
		Insignificant	Minor	Moderate	Major	Catastrophic
LIKELIHOOD	Almost Certain	High	High	Extreme	Extreme	Extreme
	Likely	Medium	High	High	Extreme	Extreme
	Possible	Low	Medium	High	Extreme	Extreme
	Unlikely	Low	Low	Medium	High	Extreme
	Rare	Low	Low	Medium	High	High

LIKELIHOOD

Rare - the event will only occur under the most exceptional circumstances.

Unlikely - the event is unlikely to occur or may occur sometime (will occur within the next 10 years).

Possible - the event may occur under certain circumstances (will occur within the next 5 years).

Likely - the event may occur under most circumstances (will occur within the next 2 years).

Almost Certain - the event will probably occur under most circumstances (within the next year).

CONSEQUENCE

Insignificant - no injuries or non-treated minor injuries. Property damage of less than \$10,000.

Minor - first aid treatment required. Property damage \$10,000 - \$199,999.

Moderate - medical treatment required. Property damage of \$200,000 - \$499,999.

Major - extensive or multiple injuries. Property damage of \$500,000 - \$1,999,999.

Catastrophic - permanent disability or death. Property damage of \$2,000,000 or more.

STEP 3 - USING THE RISK LEVEL DETERMINE THE RISK LEVEL RESPONSE

RISK LEVEL	RISK LEVEL RESPONSE
Extreme	Not an acceptable level of risk. Additional control measures must be implemented to reduce the Risk Level to a lower level which is as low as reasonably practicable.
High	Will likely not be an acceptable Risk Level in most cases. Additional control measures will likely need to be implemented to reduce the Risk Level further.
Medium	For a Medium level of risk, it may be necessary to implement additional controls but only if the consequence was rated as Moderate (Medical treatment required). If the Consequence was rated as only Minor or Insignificant (First Aid Treatment or less) then it may not be necessary to implement additional controls.
Low	Will normally be deemed to be an acceptable level of risk and will only occasionally require the implementation of new control measures.

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STEP 4 - DETERMINING RISK CONTROL MEASURES

The hierarchy of controls should be used in assessing the risks and determining the most effective controls.

Elimination (e.g. Cessation of work)

Elimination of risks to health and safety is the first step. Immediate cessation of work is the most safe and effective way to prevent risk. This can be a temporary measure whilst other options are being considered, or until the risk has subsided.

Substitution/Isolation (e.g. Working arrangements)

Where an employee is prevented from working at the employee's function as a result of unsafe circumstances caused by the inclement environmental conditions, the employee may be transferred to other work in the employee's classification, until the unsafe conditions are rectified.

Where such alternative is not available and until the unsafe conditions are rectified, the option for relevant employees to request to their coordinator that they be sent home, if no alternative work is available (e.g. in indoor or reduced temperature environments). Breaks and allocation of alternative duties can only occur at the direction of the coordinators, team leaders and supervisors.

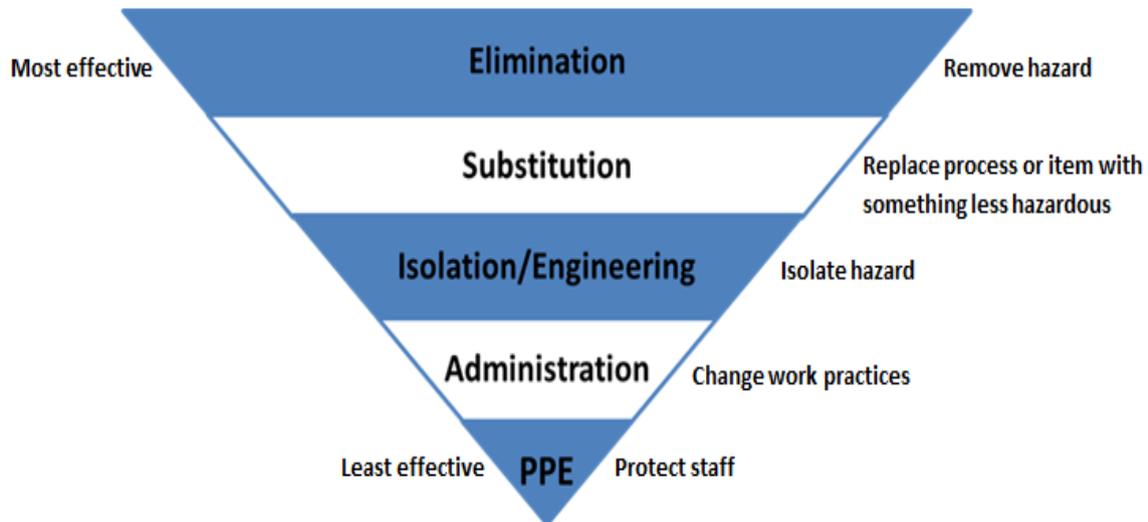
Administration (e.g. Training and communication)

Supervisors will ensure their staff are aware of any arrangements in relation to weather related incidents. This may include toolbox meetings on the day of predicted inclement weather to outline planning arrangements.

Personal Protective Equipment (e.g. Hats, sunscreen)

PPE (specific to job role) should be used in circumstances where inclement environmental conditions are indirectly harmful (i.e. sun burn as a result of long exposure to UV). PPE is the least effect control measure and should be utilised as the sole control measure.

Hierarchy of Control



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APPENDIX 2: HOT WEATHER GUIDELINES

Under this procedure, temperature of or above 35°C shall be defined as constituting 'Inclement environmental conditions' for work in the Greater Hume City area.

When it is expected that the temperature approaches 35°C or will be 35°C or more, the Coordinators, team leaders and supervisors, in consultation with Health and Safety Representatives or Employee Representatives shall confer regarding the performance of work.

As part of a process leading to continuous improvement, procedures including working arrangements, must be part of a formal OH&S procedures developed, adopted and managed on a departmental basis, having regard to the different conditions that may prevail in various locations.

Working arrangements

Once the temperature reaches 32°C, consideration of implementing hot weather procedures should be taken.

All employees on site working in direct sunlight should be relocated to shaded or air-conditioned areas when the temperature reached 35°C, provided that the task or activity being performed is not being completed for emergency work

During periods of hot weather, work in air-conditioned environments shall continue as normal. Workers will walk a reasonable distance through the open to and from amenities and the air-conditioned work space, provided it does not pose a serious threat to their health or safety.

Planning

For weather at or above 35°C an agreed documented arrangement must be developed by the responsible coordinator, team leader or supervisor in consultation with the relevant manager. Planning will consider:

- Cessation of work
- Variation of start and finish times (i.e. start and finish earlier).
- Reschedule of heavy work to cooler parts of the day.
- Alternative duties during heat periods.
- The option for relevant employees to request to their coordinator that they be sent home, if no alternative work is available (e.g. in indoor or reduced temperature environments.)
- Provision of cool drinking water and a cool area to rest in, to reduce body core temperature (i.e. air-conditioned room, or vehicle cabin with motor and air conditioner operating).
- Provision of fans to create air movement.
- Provision of cooling (i.e. air conditioning and evaporative cooling).
- Work under shade if possible (e.g. trees, sheds, portable shade tents, sails, etc.).
- Avoiding areas with high infrared generation (e.g. road surfaces, glasshouses).

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Reference table

Temperature	Requirements
Up to 32°C	Provide water. Consider earlier start and finish times.
Between 32°C and 35°C	15-minute break every hour. Provide water. Consider earlier start and finish times.
At or above 35°C	Documented arrangement to be implemented.

Temperature measurement

Temperature will be measured by the nearest automatic Melbourne Bureau of Meteorology Monitoring Station. For all areas within Hume City Council, this shall be at Melbourne Airport.

Daily monitoring for when the temperature is likely to exceed 35° Celsius

To enable appropriate action to be taken during each day, coordinators, team leaders and supervisors (or their delegated officer) are to obtain the weather report prior to the commencement of each day. An updated weather report should be obtained every hour throughout the day until the cessation of work, particularly during those times of the day when the temperature is likely to still be increasing, towards and/or above 35° Celsius.

The weather report is to be obtained by contacting the Bureau of Meteorology:

- Phone: Melbourne Metropolitan Temperature and Weather Observations Service 1900 926 121; or
- Internet
<http://www.bom.gov.au/products/IDV60901/IDV60901.94866.shtml>

Reference

WorkSafe Guidance Note Working in Heat July 2012

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APPENDIX 3: SUNSMART SUN PROTECTION GUIDELINES

(UV Index Score 3-11)

Ultra violet radiation (UVA, UVB) causes sunburn on unprotected skin. Australia experiences high levels of UV radiation due to the clear atmosphere experienced in the southern hemisphere

UV cannot be seen or felt. It is not like the sun's light which we see, or the sun's warmth (infrared radiation) which we feel. Our senses cannot detect UV so it can be damaging without us knowing.

Sun protection measures are recommended when the UV Index is 3 and above. Remember you can still get burnt on cool or cloudy days – so think UV, not heat.

Working arrangements

Start and finish earlier if the UV Index is a score of 3-11. This will help limit your exposure during the high UV exposure hours. If possible work in shade, especially in the middle of the day.

Planning

Managers shall develop / implement / document an agreed arrangement for the unit-level that assess the need for:

- Appropriate shelter / shading;
- Hydration (access, frequency);
- Rest periods;
- Personal protective equipment [PPE];
- Training (hazards, injury prevention, PPE);
- Risk controls (short shifts, staff rotation etc.);
- Re-Apply sunscreen at least every 2 hours.

Personal Protective Equipment

While short pants and short sleeved shirts are still permitted, long pants and shirts with long sleeves and a collar with fabric that is light weight, well-ventilated and loose fitting, are strongly recommended. (During the sun protection hours, sleeves should not be rolled up.) Clothing should be SPF 50+.

(NB. Hume managers and supervisors shall make available for outdoor workers, the option of suitable long pants and long-sleeved shirts for UV protection, in accordance with SunSmart sun protection guidelines. Refer to www.sunsmart.com.au.)

- Sunscreen SPF 50+ to be applied to exposed skin (back of hands, neck, face). Note that you can be exposed to UV radiation from reflected light off sand, gravel, dead grass, glass. Car windscreens offer SPF 50+ protection, but side windows only offer SPF 10+, so you can still get sunburnt through the side windows. You will need to apply sunscreen 20 minutes before you go outdoors and reapply at least every 2 hours (more often if sweating).
- Management shall assess and if necessary provide an alternative risk control for employees allergic to sunscreen.
- Wear a broad brim hat or a safety helmet with a brim. The hat must offer neck and face protection. (i.e. A baseball cap is not acceptable, but a legionnaires cap is.)
- Wear wraparound sunglasses (Australian Standard). Tinted safety glasses are available.

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UV measurement

Managers and supervisors can access the Bureau of Meteorology web site for the UV Index or SunSmart guide for the UV Index for the day with the sun protection hours.

Where the UV Index is moderate or higher (score or 3-11) the SunSmart sun protection guidelines are to be observed for people working outdoors.

Where the UV Index is low (score 1-2) sun protection is generally not required unless working outdoors for extended periods. It is recommended that people wear a hat even when the score is low.

References

AS 2604 Sunscreen products, evaluation and classification

AS 4399 Sun protective clothing, evaluation and classification

The Cancer Council Australia - SunSmart Skin Cancer and Outdoor Work

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APPENDIX 4: FIRST AID - HEAT STRESS AND HEAT-RELATED ILLNESS GUIDELINES

Recognising heat-related illness

Heat can cause illnesses such as heat cramps and heat exhaustion which can lead to the life-threatening condition, heatstroke. Heatstroke is fatal in up to 80% of cases.

Heat can also worsen the condition of someone who already has a medical issue such as heart disease or diabetes. Most reported illness and death is due to the effect of heat on those who are already ill.

In an emergency, call 000.

	Heat Cramps	Heat Exhaustion	Heat stroke
Symptoms	<ul style="list-style-type: none"> • Muscle pains • Spasms in the abdomen, arms or legs 	<ul style="list-style-type: none"> • Pale complexion and sweating • Rapid heart rate • Muscle cramps, weakness • Dizziness, headache • Nausea, vomiting • Fainting 	<ul style="list-style-type: none"> • Same symptoms as heat exhaustion except sweating stops • Mental condition worsens, confusion • Seizure • Stroke-like symptoms or collapsing • Unconsciousness
What to do	<ul style="list-style-type: none"> • Stop activity and sit quietly in a cool place • Drink cool water • Rest a few hours before returning to activity • See a doctor if cramps persist 	<ul style="list-style-type: none"> • Go to a cool area and lie down • Fan if possible • Drink cool water if not vomiting • Remove outer clothing • Wet skin with cool water or wet cloths • See a doctor 	<ul style="list-style-type: none"> • Call an ambulance - phone 000 • Get the person to a cool area and lay them down • Remove clothing • Wet skin with water, fanning continuously • Position an unconscious person on their side and clear their airway

Reference

Victoria State Government Department of Health and Human Services
 (Sourced Feb:2019) <https://www.betterhealth.vic.gov.au/health/HealthyLiving/heat-stress-and-heat-related-illness>

Inclement Environmental Conditions Procedure. For current version refer to the Intranet. PRINTED COPY FOR IMMEDIATE USE ONLY – PRINTED 27 FEBRUARY 2020.		
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Appendix B: Resources

Extreme heat and heatwave governance

[Emergency Management Act 2013](http://www.emv.vic.gov.au/about-us/what-we-do/our-legislation) <www.emv.vic.gov.au/about-us/what-we-do/our-legislation>

[Emergency management manual Victoria](http://www.emv.vic.gov.au/policies/emmv) <www.emv.vic.gov.au/policies/emmv>

[State extreme heat subplan](https://www.emv.vic.gov.au/responsibilitiesstate-emergency-plans/state-extreme-heat-sub-plan) <https://www.emv.vic.gov.au/responsibilitiesstate-emergency-plans/state-extreme-heat-sub-plan>

[State Health Emergency Response Arrangements \(including the State health emergency response plan\)](http://www2.health.vic.gov.au/emergencies/shera) <www2.health.vic.gov.au/emergencies/shera>

Heat health information, alerts and warnings

[Heat health alert system](http://www.health.vic.gov.au/environment/heatwaves-alert) <www.health.vic.gov.au/environment/heatwaves-alert>

- Notifies local governments, departmental program areas, hospitals and statewide or major metropolitan health and community service providers of forecast heatwave conditions that are likely to impact on human health. Individuals and organisations can subscribe to receive alerts.

[VicEmergency](http://emergency.vic.gov.au) <emergency.vic.gov.au/>

- Victoria's real-time information source for all emergency warnings and information including floods, storms, fires, earthquakes, tsunamis, beach closures and more.

[Bureau of Meteorology](http://www.bom.gov.au) <www.bom.gov.au/>

- The department's official source of weather information. The bureau's seven-day forecast maximum and minimum temperatures are used to calculate if a heat health temperature threshold has been reached in a specific weather forecast district.

[Better Health Channel](http://www.betterhealth.vic.gov.au) <www.betterhealth.vic.gov.au/>

- Provides health and medical information to improve the health and wellbeing of people and the communities they live in, including information relating to heat health. Information is quality-assured and reliable, up to date, locally relevant and easy to understand.

Preparedness and planning for extreme heat

[Emergency preparedness reference guide](https://providers.dhhs.vic.gov.au/emergency-management) <https://providers.dhhs.vic.gov.au/emergency-management>

- Outlines how the health and aged care sectors can prepare for external hazards that may affect services, including extreme heat.

[Heatwave planning guide](https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat/heatwave-planning) <https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat/heatwave-planning>

- Supports local government in developing and implementing heat health plans into existing municipal plans.

[Heatwave plan review tool](https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat/heatwave-planning) <https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat/heatwave-planning>

- Supports local government in reviewing heat health plans with suggested information including templates for capturing data and feedback and ideas for facilitating discussion.

[Residential aged care services heatwave ready resource](http://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat) <www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat>

- Supports residential aged care services to develop and implement heat health plans, including ensuring service continuity during extreme heat.

[Guidance for service continuity for community care services in extreme heat conditions](http://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat)
<www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat>

- Outlines general principles of service continuity during extreme heat for community care service providers.

Guides that support local government to assist communities in adapting to climate change through their municipal public health planning include:

- [Climate change and health: a guide to relevant resources for planning](http://www2.health.vic.gov.au/about/publications/policiesandguidelines/Climate%20change%20and%20health%20A%20guide%20to%20relevant%20resources%20for%20planning)
<www2.health.vic.gov.au/about/publications/policiesandguidelines/Climate%20change%20and%20health%20A%20guide%20to%20relevant%20resources%20for%20planning>
- [Urban design and health: a guide to relevant resources for planning](http://www2.health.vic.gov.au/about/publications/policiesandguidelines/Urban%20design%20and%20health%20A%20guide%20to%20relevant%20resources%20for%20planning)
<www2.health.vic.gov.au/about/publications/policiesandguidelines/Urban%20design%20and%20health%20A%20guide%20to%20relevant%20resources%20for%20planning>
- [Victorian Climate Change Adaptation Navigator online tool](http://www.vcccar.org.au/event/page/climate-change-adaptation-navigator-tool)
<<http://www.vcccar.org.au/event/page/climate-change-adaptation-navigator-tool>>
- [Local climate change adaptation planning: a guide for government policy and decision makers in Victoria](http://www.vcccar.org.au/publication/research-paper/local-climate-change-adaptation-planning-guide-for-government-policy-and)
<www.vcccar.org.au/publication/research-paper/local-climate-change-adaptation-planning-guide-for-government-policy-and>.

Appendix C: Glossary

Cooling Centres	<p>A cooling centre is a temporary air-conditioned public space set up to deal with the health effects of a heatwave. Usually situated at a number of locations throughout a city, they are intended to reduce the risk of extreme heat to vulnerable people, especially those who do not use or have access to air conditioning, especially among older people without air conditioning at home, or homeless people.</p>
Council Heatwave Plan	<p>'Council heatwave plan' is used to describe the product of a local council's heatwave planning process. This might be compiled into a single document or have particular actions featured in a number of existing municipal plans and strategies</p>
Department	<p>Refers to the Department of Health and Human Services.</p>
Heat Islands	<p>Heat Islands form in urban and suburban areas because many common construction materials absorb and retain more of the sun's heat than natural materials in less developed rural areas. The temperature difference is normally more pronounced at night than during the day.</p>
Vulnerable people or population groups	<p>People with the following characteristics are considered vulnerable to heatwave:</p> <ul style="list-style-type: none">• Older people (65 years and older)• Children under 5 years• Pregnant or nursing mothers• People with pre-existing medical conditions, such as diabetes, heart disease, kidney disease or mental illness• People with a condition that impairs the body's abilities to regulate its own temperature like Multiple Sclerosis• People with heat intolerant conditions such as Multiple Sclerosis• People living alone with little social contact• people taking certain medications, such as those for depression or insomnia• People with a disability <p>People in the following circumstances are considered vulnerable to heatwave:</p> <ul style="list-style-type: none">• People without air-conditioning or who decide not to use it• Homeless people• Low income earners• People with limited access to transport• People outdoors for any reason, especially doing strenuous activity, working or playing sports• Residents in the upper floors of multi-storey buildings• Some people from culturally and linguistically diverse backgrounds who cannot access health services or information

Appendix D: Amendments Register

Date	Version	Author	Action
11 Dec	Version 6	Anthony Knight	Version 6 Adopted by MEMPC
27 Feb	Version 6	Martha Martin	Changes to roles and responsibilities Pgs. 15 & 16