



GREATER
SHEPPARTON

HEATWAVE PLAN

2018 - 2021

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Business Unit:	Community
Responsible Officer:	Manager Active Living
Approved By:	Greater Shepparton City Council
Approval Date:	(Date TBA) 2018
Next Review:	September 2020

Mayor's Message

Greater Shepparton and its position in Northern Victoria offers a typically comfortable climate but at times over the Summer months, we experience high temperatures and dry heat over consecutive days which can be dangerous to public health.

The Greater Shepparton Heatwave Plan 2018-2021 outlines Council's strategic planning response to minimise the harmful effects of extreme hot weather conditions for those living in the Greater Shepparton community, particularly the elderly, pregnant and nursing mothers, those suffering chronic illness, persons living with a disability, those living alone or for those unable to afford air conditioning.

Understandably, the impact of changing climatic conditions and the population health risk posed by extreme heat and heatwave conditions prompted the Victorian Government to request local heatwave planning.

Our Heatwave Plan has considered strong local partnerships with key stakeholders, infrastructure and future climate conditions to embed local practices that protect our local community and lessen the impact.

The Heatwave Plan is designed to be reviewed annually, continuously looking to improve our coping mechanisms and reduce harm, impact and loss of life for community, infrastructure and services.

Together, we have developed a planned approach to prepare for extreme weather, to respond locally when we experience extreme heat and to protect those living in Greater Shepparton into the future.

Mayor Kim O'Keeffe
Greater Shepparton City Council



Vision

To provide a sustainable Municipal wide response to protect residents, during extreme heat and heatwaves to reduce the impact and consequences to local community, infrastructure and services.

Purpose

Greater Shepparton City Council (Council) provides a Heatwave Plan (Plan) to meet statutory requirements of the *Emergency Management Act 1986 & 2013* for the protection of those living in the Municipality. The Heatwave Plan is a sub plan of the Emergency Management Plan (MEMP).

The Heatwave Plan outlines Council's local strategic planning approach to prepare for extreme heat and a heatwave. The Heatwave Plan provides an integrated and coordinated community response, for recovery from heatwave conditions with an aim to reduce the impact and projected health outcomes in our local community to reduce harm, impact and loss of life for community, infrastructure and services.

The Greater Shepparton City Council will prepare for extreme heat by providing the community with information and engaging with local stakeholders to develop local processes that protect residents and visitors from extreme heat.

The aim of the Heatwave Plan is to reduce the risk of harm caused by extreme heat and heatwave events within Greater Shepparton by ensuring the following steps:

- Outline the role and responsibilities of Council and other stakeholders
- Develop local strategies and actions in partnership with local organisations to better coordinate a response
- Recognise the increased likelihood and severity of climate change induced events
- Manage a heatwave emergency more effectively
- Increase the capacity and awareness of the community to respond
- Share knowledge and information to encourage long-term changes in behaviour to improve health outcomes for those most impacted by extreme heat
- Identify population groups in the community most vulnerable or at risk
- Consider power outages and practicable communication practices for those most vulnerable or isolated
- Identify Cooling Centres
- Complete an annual review of local practices to evaluate the ongoing effectiveness of the Heatwave Plan
- Ensure consistency with the Victorian State Heat Plan 2014 and Heat Health Plan for Victoria 2015-16, other Victorian Government, and Department of Health and Human Services guidelines, strategies and policies

In Greater Shepparton a local reference group will be formed of key stakeholders to address local issues, develop a Heatwave Plan and undertake an annual review of the response.

Planning, preparation and responding to the effects of Heatwave is a shared responsibility. Council will work in collaboration with our local partners to implement a process to protect our local community, raise awareness and educate others on the dangers of heat stress.

Background

In Victoria, during January and February 2009, the State experienced a heatwave with temperatures amongst the highest ever recorded, unprecedented intensity and longer duration. The Bureau of Meteorology defines a heatwave as *'three days or more of high maximum and minimum temperatures that are unusual for that location'*.

As we struggled with maximum temperatures reaching over 12–15°C above normal temperatures for much of Victoria, an additional 374 deaths occurred during this heatwave. The frequency and intensity of these hot days and lingering warm nights contributed to Victoria's death rate, predominately recorded from heart attacks, stroke and heat exhaustion.

Planning to address issues around heatwaves was prompted by the Victorian Government in 2009. As noted in the Foreword of the *Heatwave Plan for Victoria (2011)*

'the events of the January 2009 heatwave in Victoria resulted in an estimated 374 excess deaths compared with the average rate in the same week over the previous five years, and serves as a reminder that the impact of heatwaves on human health is real and life threatening.'

A further heatwave occurred in January 2014 with increased heat-related presentations to emergency departments recorded, increased calls to nurses on call, increased occurrences of Ambulance Victoria call outs and responses, with an increase in the number of excess deaths reported by the Chief Health Officer. During this period the mean temperatures were high and the heat lasted for a longer time, Victoria experienced the hottest four day period on record.

It was also noted that climate change is expected to lead to more intense and more frequent extreme heat events in Victoria. By 2070, residents can expect to experience at least twice as many very hot days. Accordingly, the State Government undertook a range of actions which included providing instruction for each Local Government in Victoria to develop a local strategy to reduce the harmful effects and impact of heatwaves in their areas.

Local councils in Victoria have been asked to prepare heatwave plans to support their local communities to adapt to heatwave conditions and meet the statutory requirements of the *Emergency Management Act 1986 & 2013*.

A Heatwave Plan is to consider the State Heat Plan 2014, the Heat Health Plan for Victoria 2015-16 and the State Emergency Response Plan – Extreme Heat Sub-Plan.

The State Heat Plan 2014 consolidates Victorian arrangements for reducing the impact and consequences of heat events on the community, infrastructure and services.

The Heat Health Plan for Victoria outlines a coordinated and integrated response to extreme heat and sets out actions and systems in place to protect those most at risk, informed by the findings of the 2009-10 heatwave framework, the Victorian Auditor General's 2014 audit Heatwave Management: Reducing the risk to public health and the State Heat Health 2014.

The Heat Health Plan is primarily for health and community service providers and local and state government who engage with, provide services to or advocate for those at risk.

The State Emergency Response Plan Extreme Heat Sub-Plan outlines the Victorian arrangements for the coordinated response to the impacts and consequences of extreme heat events (including heatwaves) on the community, infrastructure and services.

During the development of a Heatwave Plan for Greater Shepparton, an understanding of local conditions, resources, infrastructure and stakeholders have provided an informed community response to prepare, respond and recover from extreme heat and heatwave conditions.

High temperatures can seriously impact on the health of people in the municipality, especially the very young, the elderly, people with a chronic disease, those who work and play outdoors, and people on a low income.

Greater Shepparton boasts a diverse population which can add to the challenge when non-English speaking residents require immediate help and working with local service providers and leaders in the community helps to overcome such obstacles.

Another key challenge is power outage which can equate to panic when communication normally occurs through email transmission and social media networks and needs to revert to basic methods or consideration of regular services are impacted such as the daily meals on wheels services.

Legislation

The heatwave plan is informed by legislation, departmental guidelines and existing planning frameworks.

The Greater Shepparton City Council has a legislative responsibility under Section 20 and 21 of the *Emergency Management Act 1986 & 2013* to prepare and maintain a Municipal Emergency Management Plan (MEMP), including three yearly review of the Plan.

This Heatwave Plan has considered the following:

Legislation

- *Aged Care Act 1997*
- *Climate Change Act 2010*
- *Emergency Management Act 1986 & 2013*
- *Local Government Act 1989*
- *Planning and Environment Act 1987*
- *Public Health and Wellbeing Act 2008*
- *Public Health and Wellbeing Regulations 2009*

Departmental guidelines

- *Heatwave Framework*
- *State Heat Plan 2014*
- *Heat Health Plan for Victoria 2015-16*
- *State Emergency Response Plan Extreme Heat Sub-Plan*
- *Heatwave plan for Victoria*
- *Heatwave planning guide*
- *Residential aged care services heatwave ready resource*

Existing planning frameworks

- *Local municipal emergency management plans (MEMP)*
- *Local municipal public health and wellbeing plans (MPHWP)*
- *Council Plan*

Victorian legislation can be found at

www.legislation.vic.gov.au

Commonwealth legislation can be found at

www.comlaw.gov.au

For information on departmental guidelines, please see the relevant section of each department website.

Understanding a Heat Event and Heatwave

In Victoria, a **heat health alert** is issued when the **heat threshold** for the local climate is reached.

A **heat threshold** is when the temperature continues for three days or more of high maximum and high minimum temperatures that are unusual for that location. A heat threshold is likely to impact on the health of the community. A heat health temperature threshold has been established for each of the nine Bureau of Meteorology (BOM) weather forecast districts. Above this threshold health related illness and mortality will increase substantially. The BOM Heatwave Service for Australia identifies three categories of heat; low intensity, severe and extreme and can be found using the following link:

www.bom.gov.au/australia/heatwave

When this heat threshold is reached, a **heat health alert** notification is issued by the Department of Health & Human Services (DHHS). This ensures that the appropriate stages of the Heatwave Plan are initiated. The DHHS has developed a Heat Health Alert System to notify the following organisations and groups about heatwaves that are likely to negatively affect human health:

- Local governments
- Departmental program areas
- Emergency services
- Health and aged care sectors
- State-wide or major metropolitan service providers
- Peak or advocacy groups

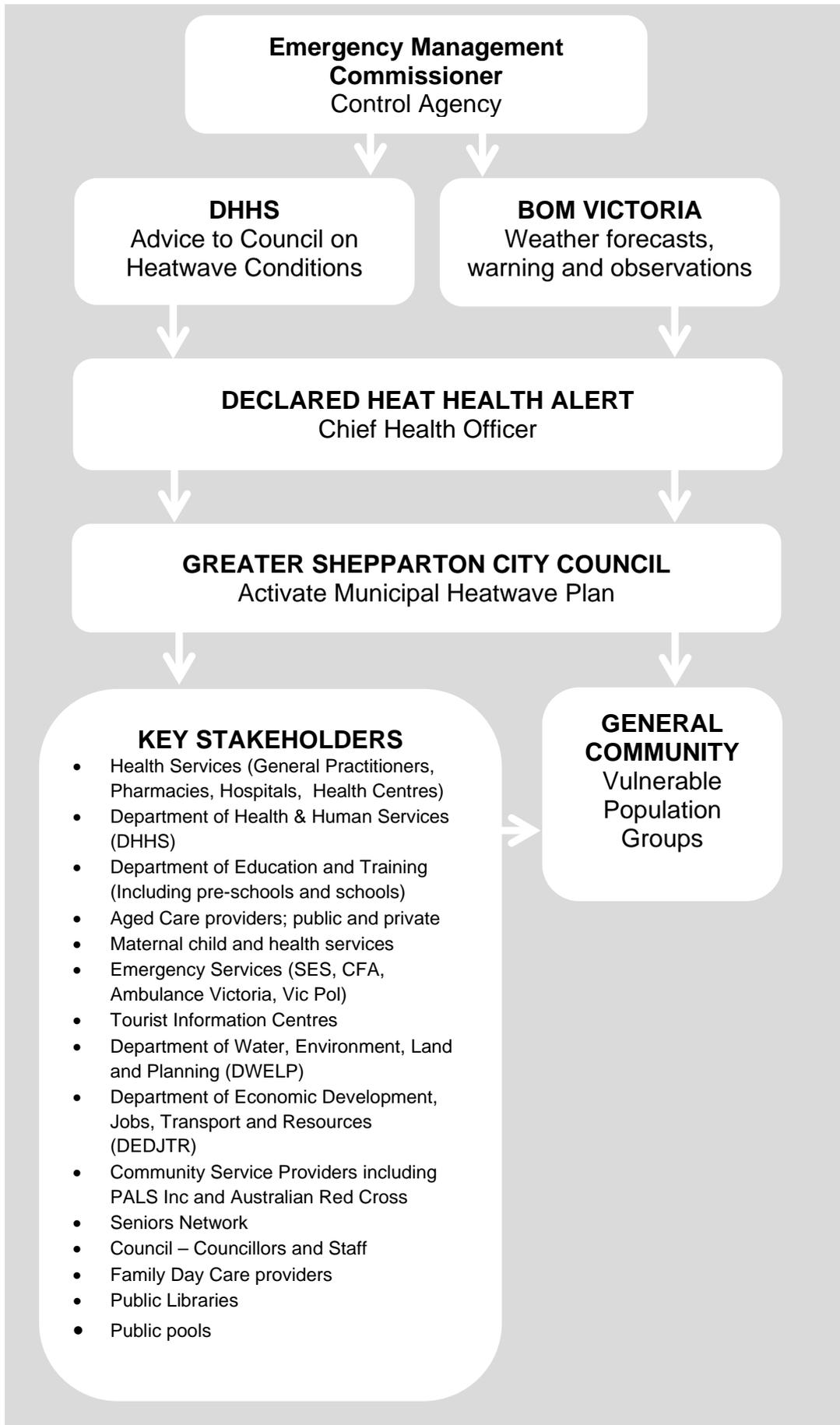
A **heatwave** is a period of unusual and uncomfortable hot weather that could impact on human health, infrastructure and services, and flora and fauna. In Australia, a heatwave is defined operationally as a period of at least three days where the combined effect of high temperatures and excess heat is unusual within the local climate. The Greater Shepparton municipality is located in the Northern Country forecast district. The threshold for the Northern Country is when the average temperature is predicted to reach or exceed 32°C.

The **heat island 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.

Based on the BOM forecasts, **the mean temperature** for a locality (SD) can be calculated for any current 7-day period. The mean temperature is calculated from the forecast daily maximum and the forecast daily minimum for the following day (i.e. the period from 9 am – 9 pm on any given day). The BOM Victorian 7-day forecasts are available at:

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

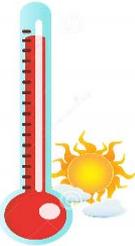
Heat Health Alert Notification Process



Summary of Heat Event Activation Stages

Heatwave actions are divided into four stages with each stage characterised by a set of key actions to plan and prepare. These stages include:

- Stage 1: Heat Event Preparation (Before)
- Stage 2: Heat Event Alert (During)
- Stage 3: Heat Event Response (During)
- Stage 4: Heat Event Recovery (After)

<div style="font-size: 48pt; font-weight: bold; text-align: center;">1</div> 	STAGE ONE – HEAT EVENT PREPARATION (BEFORE) APRIL TO NOVEMBER	
	Action	Lead
	Distribute information to Local Government, emergency, health and community sectors to raise awareness about health risks of extreme heat and promote local health planning.	DHHS
	Update heatwave plans and other relevant plans using DHHS’s review tool	GSCC
	Identify and update vulnerable persons register groups and update community/agency registers	GSCC
	Update and share list of cooling places across the Municipality	GSCC
	Restock heat health information in public places including; customer service, GP clinics, community health, libraries and leisure centres	All
	Ensure adequate staffing levels are engaged in local planning and preparations	All

<div style="font-size: 48pt; font-weight: bold; text-align: center;">2</div>	STAGE TWO – HEAT EVENT ALERT (DURING) DECEMBER TO MARCH	
	Action	Lead
	Alert activated by either the Chief Health Officer of Department of Health (DHHS) or Bureau of Meteorology heatwave warnings	DHHS
	Municipal Heatwave Plan activated	GSCC
	Council activates communication plan for heat alerts within the Greater Shepparton area to trigger: <ul style="list-style-type: none"> • Communication • Community support/action 	GSCC
	The MRM and/or the MERO may attend the Hume Regional Emergency Management Team briefing to maintain situational awareness regarding the Emergency.	GSCC
	Heat Event alert messages distributed to EMCG via email and the public via social media, media releases and the GSCC website.	DHHS



STAGE TWO – HEAT EVENT ALERT (DURING) *continued*

Healthcare providers and volunteer groups alerted to contact identified vulnerable community members and provide warning of temperature threshold being reached including;

- Home based services to maintain regular client contact through their home care,
- Meals on wheels
- Planned activities group services

DHHS
All

3

**STAGE THREE – HEAT EVENT RESPONSE (DURING)
DECEMBER TO MARCH**

Action

Lead

MECC placed on alert

GSCC

Council activates communication plan for Stage 3; increased local media campaigns and social media with promotion of cooling places

GSCC

Agencies and stakeholders to support Municipal Heatwave Plan

All

Victoria Police as the control agency for heatwaves under the Emergency Management Manual Victoria (EMMV) is responsible for emergency response coordination at the regional and municipal levels

VicPol

Healthcare providers/Volunteer groups contact/visit identified vulnerable members of the community

HS

Activate the Community Support Plan; the contact lists identified in the alert stage will be reviewed and utilised by health care providers and community register initiatives to contact at risk members of the community

GSCC

The Chief Health Officer of the DHHS may also have issued a number of Heat Health Alerts over consecutive days to; government agencies, health agencies, health service providers (residential aged care facilities, hospitals etc) and local governments.
The DHHS collect morbidity and mortality data.

DHHS

Agencies are expected to implement their internal heat event plans in these circumstances

All

An increase in local media campaigns and via social media will occur during this stage

GSCC

Service providers and agencies are required to make contact (via phone and/or visit) with the vulnerable members of the Greater Shepparton community

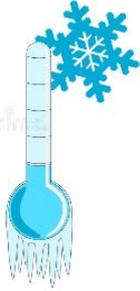
All

During this stage the MECC is required to be on alert and respond to any significant emergency incidents and/or infrastructure failure that may have occurred within the area such as drinking water supply and relief centres

GSCC



4



STAGE FOUR - HEAT EVENT RECOVERY (AFTER) APRIL TO OCTOBER	
Action	Lead
Deactivate internal Heat event plan	DHHS
Manage any ongoing municipal or regional recovery plan actions: <ul style="list-style-type: none"> • Relief Centres • Trauma Counselling and mortality services • Responding to ANY infrastructure failure 	EMV, DHHS and GSCC
Coordinate debrief session with all local stakeholders to evaluate preparation, response, activation and outcomes Agencies and organisations within Greater Shepparton should review actions taken and outcomes of the heatwave plan	GSCC
Stakeholder debrief session is to be held within 7 days of deactivation of the Heat event plan	GSCC
Facilitation of a stakeholder review session within 28 days of the cessation of the heatwave emergency is recommended in order to review heatwave management outcomes	GSCC
Continue to care for heat vulnerable individuals, as research states that significant mortality can occur immediately following a heat event	CHS

Climate Change

The Victorian Government's *Report on Climate Change Science and Greenhouse Gas Emissions in Victoria*, released March 2012 reported existing information on projections for Victoria's future climate. The projected changes include:

- More days over 35°C and higher annual mean temperature
- Reduced average rainfall and stream flows
- Fewer and heavier rainfall days
- Reduced snow cover

These projections strongly suggest an increased risk of bushfires, heatwaves, floods and drought.

The future climate of the Greater Shepparton municipality is expected to be hotter and drier than it is today with potential impacts and costs to industries, infrastructure, environment and people indicated below should be considered in planning:

	Primary production	Infrastructure	Tourism	Health and Community	Environment
Key Climate Risks	↓ Rainfall ↑ Temperature ↑ Hot days ↑ Fire weather	↑ Fire weather ↑ Flooding ↑ Hot days ↑ Heatwaves	↑ Temperature ↑ Fire weather ↑ Heatwaves ↓ Snow cover	↑ Heatwaves ↑ Flooding ↑ Fire weather ↑ Solar radiation	↑ Rainfall ↑ Fire weather ↑ Hot days ↓ Snow cover
Potential Impacts	Earlier flowering and planting times Changed distribution of pests and diseases Farm business affected by bushfire and drought Changes in pasture growth Reduced water security Changes to frost events (timing and frequency)	Increased flood damage Increased maintenance costs Increased disruption to services	Increased threats to tourism infrastructure Risks to tourists unfamiliar with conditions	More stress on health and emergency services More heat related deaths, particularly among the elderly and disadvantaged Mental health effects Changes in disease occurrence	Amplification of existing threats to flora and fauna Changes to habitat Altered disturbance regimes Changing dynamics of invasive species

Source: Climate Ready Victoria, Hume

Local Demographics

Our Community

Access to Food

Over 90 meals on wheels are delivered weekdays and 60 over weekends to frail, aged, disabled or those convalescing.



Aged and Disability

54%

of people over 65 years of age are living with a disability

5

Community care service agencies

6%

Over 3,829 people of the population report needing help in their day to day lives (ABS)

6,194

Carers provide unpaid assistance to a person with a disability, long term illness or old age (ABS)



Education

21%

of population attend educational Institution (ABS)

3,565

people provide unpaid care for children in their own home (not their own) (ABS)

3

There are 3 disabled community health day centres for those living with a disability

25

Child Care Centres

36

Kindergartens

8.5%

of population attending 36 primary schools

6.9%

of population attending 6 secondary schools

3.8%

of population attending 4 tertiary education schools



Employment



26,978
People living in Greater Shepparton are employed



\$588
Median individual income per week

Health and Social Services



1.9%
of residents are registered mental health clients



8,260
residents have self-reported mental and behavioural problems



48.5%
of residents are at risky/high risk of short-term alcohol related harm

Housing

26.6% of houses have no internet connection (GVCP)

66% of households in the lowest 40 per cent of the income distribution) are spending more than 30 per cent of their gross incomes on housing costs (LA)

38.7% of people over 75 years of age live alone (ABS)

27.9% of households are experiencing rental stress

6.7% of residents are homeless (LA)

13.3% of households are experiencing mortgage stress

530 Over 530 individual applicants are listed on the public housing waiting list for the Goulburn Area (Centrelink)

24.1% of households receive rent assistance (Centrelink)

19.4% 1,204 dwellings of all renting households were rented from a State Government Housing Authority, cooperative or community/church group.



Population



39

Median Age

65,593

Greater Shepparton population over 65,593 (ABS)

14.8%

Percentage of population born overseas 14.8% or 9,459 (ABS)

30

Nationalities who speak more than 50 languages

Recreation Facilities and Open Space

97

Parks

27

Sporting Facilities

82

Playgrounds

45

Turf Ovals

4

Skate Parks

2

Synthetic Fields



Tourism

7.7

Greater Shepparton averages 7.7 domestic day trip and overnight tourists



Transport

7.2%

1,301 dwellings or 7.2% of Greater Shepparton residents are living in a private dwelling with no motor vehicle (ABS)



54.7%

of Greater Shepparton residents live within 400m bus/tram stop or 800m train station (DHHS)

The Effects of Extreme Heat

International and Australian experience shows that extreme heat increases the incidence of illness and death. Extreme heat also rarely occurs in isolation. Infrastructure failure or other natural emergencies can add another level of demand on a community and services. Power outages will impact on people's ability to run air-conditioners; bushfires will increase vulnerability by reducing air quality; and transport disruptions will hinder people's ability to travel. Key areas of impact as a result of extreme heat conditions could include, but not be limited to:

- Increased morbidity (rate of human illness)
- Increased mortalities
- Deceased livestock and native fauna
- Transport closures/diversions (buckled railway lines, bridge closures etc.)
- Increased risk of fires
- Stress on power networks because of high electricity demand
- Power failures
- Potential for heat stress, especially for vulnerable persons and increased risk of family violence
- Risk of trees or branches falling from dryness
- Disruption to the food supply chain
- Economic cost to local businesses
- Public events with increased risk of heat related illness
- School closures or mass gathering events cancelled
- Crop damage and potential food loss
- Drownings (as people try to cool down)

Heat Related Illness

As the number of very hot days (above 35 degrees Celsius) increases and heatwaves become more frequent, more people may suffer heat-related illnesses and death, with the elderly particularly vulnerable.

An estimated 289 people aged 65 and over die annually in Melbourne from heat-related deaths (1997-1999 average). This could potentially rise to between 566 and 604 a year by 2020, and between 980 to 1318 by 2050.

The population of Victoria is more susceptible to cold-related deaths than heat related deaths. As such the total number of temperature-related deaths is projected to be up to 1164 in the year 2100 with no mitigation, compared to 1966 in a world with no human induced climate change.

During the January 2009 heatwave there were 374 more deaths (an increase of 62%) than would be expected based on the average over the previous five years, with the greatest number of deaths occurring in people 75 years or older.

Source: Australian Government, Department of the Environment

The most common causes of death during extreme heat are related to:

- Cardiac conditions
- Asthma and other respiratory illness
- Kidney disease
- Diabetes

- Nervous system diseases
- Cancer

Although heat-related illnesses such as heat cramps, heat exhaustion and heat stroke may occur in hot weather, other conditions are seen to occur far more commonly. These include:

- Exacerbation of medical conditions including heart (cardiac) and kidney (renal) disease
- Confusion, muscle weakness, unsteadiness and falls due to dehydration
- Exacerbation of asthma and other respiratory illness
- Gastroenteritis, mostly due to poor food handling

Vulnerable Community Members

There are a number of population groups who are more vulnerable to the effects of heatwave. These population groups include:

- Older people, living alone without support
- Socially isolated, including those isolated by own choice
- Physically isolated
- People relying on external help
- People with existing disability, physical or mental illness
- Financially disadvantaged
- Families with young children
- Population aged over 75
- Pregnant and nursing mothers
- Children under 5 years of age
- Dependant on others for care particularly if confined to bed
- Having a pre-existing medical condition or chronic disease

They may also include people in the following circumstances:

- People without air-conditioning or who refuse to use it
- Homeless people
- Low income earners
- Those with limited access to transport
- People who are outdoors for any reason, especially doing strenuous activity, such as physical work or playing sports
- Culturally and linguistically diverse backgrounds, non-english speaking

Engaging Stakeholders

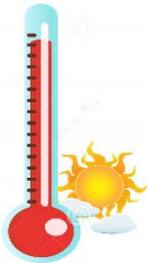
The responsibility, response and collaborative action of stakeholders is captured in this Heatwave Plan and roles vary before, during and after extreme heat or a heatwave in line with the State Heat Health Plan and the Heat Health Plan for Victoria.

Council works with a large variety of stakeholders from within the Greater Shepparton Municipality and neighbouring Municipalities, including other government agencies, private sector, local businesses, service providers and community group organisations to protect and minimise the impact of heat. The following stakeholders are identified below and their role can be found throughout the local action plan:

Acronym	
ACS	Aged Care providers - public and private, including nursing, aged care facilities
AS	AusNet Services
BOM	Bureau of Meteorology
CC	Childcare centres
CSS	Community Service providers and agencies – refers to any organisation that is responsible for the provision of community services to clients. including Uniting Care, Disability Service providers, Salvation Army and Churches
DEDJTR	Department of Economic Development, Jobs, Transport and Resources
DELWP	Department of Environment, Land, Water and Planning
DET	Department of Education and Training
DHHS	Department of Health and Human Services
EB	Emergency broadcasters
EC	Ethnic Council
EMO	Emergency Management Officer
EMS	Emergency Services – refers to organisations that provide rescue services to protect public health and safety SES, CFA, Ambulance Victoria, Red Cross, Vic Pol
EMV	Emergency Management Victoria
EPS	Employment providers and service agencies – refers to any organisation that provides connections between Employers and those seeking employment.
ESS	Education sector/providers and agencies – refers to all education providers and recognised learning environments.
GSS	Government Agencies including; Department of Economic Development, Jobs, Transport and Resources, Department of Education and Training, Department of Environment, Land, Water and Planning, Department of Health & Human Services
GVPCP	Goulburn Valley Primary Care Partnership
HSS	Health Service providers and agencies – refers to any organisation that assesses, maintains or improves individual's health, including disability, palliative and aged care services
K	Kindergartens
MCH	Maternal child and health services
MEMPC	Municipal Emergency Management Planning Coordinator
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resource Officer
MPHN	Murray Primary Health Network (MPHN) includes all medical centres
MRM	Municipal Recovery Manager
OV	Outreach volunteers
P	Pharmacies
RAC	Rumbalara Aboriginal Corporation
SC	Senior Citizens Clubs
TIC	Tourist Information Centres

Heatwave Annual Action Plan

1	BEFORE SUMMER				
	Action	Tasks	Lead	Partner Organisation	Timeframe
	Update and share any legislative changes the Heatwave Plan, local processes and share	Disseminate information to Local Government, emergency, health and community sectors	DHHS	GSCC CSS ESS HSS	Ongoing
	Update the local Heatwave Plan <ul style="list-style-type: none"> Identify cooling places across Municipality 	<ul style="list-style-type: none"> Review and confirm details of cooling places Share updates with local stakeholders 	GSCC	DHHS ESS	September
	Confirm communication methods for distributing Heat Health messaging once received.	Identify suitable communication portals for heat alerts for email, social media, website and radio for each stage of heatwave alert	DHHS	All	Ongoing
	Identify and update vulnerable persons register and local population groups most at risk	Review client register with local stakeholders to identify those most at risk	GSCC	CSS ESS HSS	Ongoing
	Identify established and informal networks to engage with Aboriginal population groups	Identify relevant Community Elders and organisations to assist with communicating with Aboriginal residents	RAC	All	Ongoing
	Establish informal networks to connect and engage with CALD community and non-english speaking persons	Identify leaders in local population groups to assist communication with CALD and non-english speaking population groups	EC	All	Ongoing
Prepare and plan business contingency plan for power outage	Work with local stakeholders to identify solutions	All	All	September	
Review public information shared and access in public places including; customer service, GP clinics, community health, libraries and leisure centres	Restock heat health information in public places including; customer service, GP clinics, community health, libraries and leisure centres	All	MPHN (GP clinics)	September	



BEFORE SUMMER <i>continued</i>				
Action	Tasks	Lead	Partner Organisation	Timeframe
Educate and raise community awareness regarding heat events and recommended changes in behaviour	<ul style="list-style-type: none"> • Update website information • Review new resident's kit • Add information into newsletters • Share information with local partners and stakeholders • Identify local media opportunities • Encourage use of Better Health Channel app for those with social media access to receive heat health alerts • Engage with service providers and carers providing services to vulnerable persons and regular aged clients eg MOW • Identify at risk patients and clients to monitor how they cope in heat events, including medication and fluid intake eg Talk to Doctor • Encourage individuals to stock up food, water and medication supplies • Promote planning for support during heat event 	All	All	September
Review and plan staff coverage for heat events		All	All	As required

DURING SUMMER

DURING SUMMER					
	Action	Tasks	Lead	Partner Organisation	Timeframe
<p>2</p> 	Review key stakeholders and their roles and responsibilities	Review allocation of tasks per organisation	All	All	Ongoing
	Monitor local weather and BOM	Monitor level of risk Consider bushfire risk	All	All	Ongoing
	Restock Emergency Kit	Check content inclusions; torch, fully charged mobile and/or landline, battery operated radio (and spare batteries)	All	All	September
	Promote 'cooling places' within the municipality and educate parents of young children about the effects of heat	<ul style="list-style-type: none"> • Share local communication and media opportunities via websites and newsletters • Display information in public areas; libraries and leisure centres, kindergartens, M&CH centres etc • Quarterly Children's Services newsletter • Displays and resources available at Kindergartens and MC&H centres • Verbal advice during MC&H consultations • Communication with clients at risk • As part of event/activity planning 	All	All	Ongoing
	Activate communication plan for heat alerts within the GS Area	Review Heat Event alert messages to be disseminated via social media, media releases and the MSC website	All	All	September
	Promote work, life, animal and pet care advice during heatwaves	Review information to be shared for work, life, animal and pet care advice during heatwaves	All	All	September

3



DURING SUMMER				
Action	Tasks	Lead	Partner Organisation	Timeframe
Monitor local weather and BOM	<ul style="list-style-type: none"> Monitor level of risk Consider bushfire risk Liaise with State Health and Medical Commissioner 	All	All	Ongoing
Alert community to forecast heat event	Email heat event alerts to internal and external stakeholders	DHHS	All	Ongoing
Increase community messaging and alerts	<ul style="list-style-type: none"> Promote extension of cooling centres Encourage reschedule of appointments Messaging to include; wear hats, keep out of sun, drink more water, check on family/friends, care for animals, reminder to never leave children in cars Keep waiting rooms cool and offer water 	All	All	Ongoing
Consider process to reschedule or cancel all community events, meetings and non-urgent activities	Cancel or reschedule community events, sporting competitions, non-urgent activities as required	All	All	Ongoing
Make contact with all vulnerable persons/population groups before, during and after a heat event to confirm their personal safety and recovery	<ul style="list-style-type: none"> Promote consistent heat health messages during visits/telephone calls Encourage vulnerable persons to reschedule non-urgent appointments Call patients if non-attendance 	HSS	All	Ongoing
Plan for increased demand on services	Consider impact as medical conditions may be exacerbated	HSS	CSS	Ongoing
Email staff with information and advice on working in the heat	<ul style="list-style-type: none"> Provide information to employees relevant to workplace and working environment Ensure appropriate staffing levels 	SO		Ongoing

4



AFTER SUMMER				
Action	Tasks	Lead	Partner organisation	Timeframe
Review hours of operation of all cooling places and update information	Share information on cooling places	GSCC	CS HS	April/May
Research and update coping strategies in extreme heat and heatwaves	Develop and share coping strategies	All		April/May
Review process to make contact with vulnerable persons	Ensure processes in place reach vulnerable persons to check they are able to recover from extreme heat period or heatwave	HSS	All	April/May
Engage Key Stakeholders in planning and preparations for extreme heat or heatwave	<ul style="list-style-type: none"> Review feedback from service providers and community Deliver formal debrief Update plans Review key stakeholders and their roles and responsibilities before, during and after a heat event 	All	All	April/May

Review and Evaluation

Like all plans, a heatwave plan needs to be reviewed periodically to ensure it reflects the capacity of the organisation to protect the community, consider support mechanisms for community members most at risk to extreme heat and to provide a local collaborative approach unique to Greater Shepparton that recognises the effort and capacity of local stakeholders.

The Heatwave plan will be reviewed and amended:

- Annually in association with the MEMP
- Following significant incidents or changes in risk exposure
- As required by changes in legislation or emergency management frameworks

The purpose of reviewing your heatwave plan is to:

- Determine whether the actions occurred as planned
- Determine whether services were appropriately adapted
- Understand whether the actions will protect clients and community members most at risk to extreme heat
- Engage stakeholders and partners who are, or could be, involved in heatwave planning, delivery and response
- Ensure it reflects the current demographics and needs of your clients and local community
- Consider new legislation, policy or emergency planning frameworks relevant to heatwave planning
- Identify opportunities to improve current processes

To support the review process for your organisation the *Heatwave plan review tool* provides guidance, templates and tools for health and community service providers to assist you in reviewing your heatwave plan.



Picture: Shade structures over car park at Riverside Plaza, Kialla

Glossary of Terms

The following table is provided by the Victorian Department of Health

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 without air conditioning at home, or homeless people.</p> <p>'Council heatwave plan' is used to describe the product of a local council's heatwave planning process.</p>
Council heatwave plan	<p>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 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 oldpregnant or nursing motherspeople with pre-existing medical conditions, such as diabetes, heart disease, kidney disease or mental illnesspeople with a condition that impairs the body's abilities to regulate its own temperature like Multiple Sclerosispeople with heat intolerant conditions such as Multiple Sclerosispeople living alone with little social contactpeople taking certain medications, such as those for depression or insomniapeople 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 ithomeless peoplelow income earnerspeople with limited access to transportpeople outdoors for any reason, especially doing strenuous activity, working or playing sportsresidents in the upper floors of multi-storey buildingssome people from culturally and linguistically diverse backgroundswho cannot access health services or information

Appendix One – Cooling Centres

The following air-conditioned Cooling Centres have been identified in Greater Shepparton. A few hours in a cooler environment during extremely hot weather can lower the core body temperature and can help to save lives.

Air Conditioned Public Places - Public Libraries

Facility	Address	Phone	Opening Hours <i>Updated 28/8/18</i>
Mooroopna Library	9-11 Morrell Street Mooroopna	1300 374 765	Tue-Fri 9:30am-5pm Sat 9am-12midday
Shepparton Library	41-42 Marungi Street Shepparton	1300 374 765	Mon-Thu 10am-6pm Fri 10am-8pm Sat 9am-12midday Sun 1-5pm
Tatura Library	12-16 Casey Street Tatura	1300 374 765	Tue 10:30am –1pm 2:30-5pm Wed 3-6pm Thu 1-5pm Fri 10:30am-1pm 2:30-5pm Sat 10am-12midday

Community Centres

Facility	Address	Phone	Opening Hours <i>Updated 28/8/18</i>
Mooroopna Education and Activity Centre	23 Alexandra Street Mooroopna	03 5825 1774	Mon-Fri 9am-12pm
Murchison and District Neighbourhood House	23 Impey Street Murchison	03 5826 2373	Mon-Fri 9:30am-2:30pm Sat 9am-1pm
North Shepparton Neighbourhood Community and Learning Centre	10-14 Parkside Drive Shepparton	03 5821 5770	Mon-Fri 9am-12pm
South Shepparton Community House	11 Service Street Shepparton	03 5821 6172	Mon-Fri 9am-12pm
Tatura Community House	12-16 Casey Street Tatura	03 5824 1315	Mon-Fri 9am-12pm

Public Swimming Pools

Public swimming pools are owned and operated by GSCC. Further information is available on the Greater Shepparton City Council website;

<http://greater-shepparton.com.au/community/recreation/aquamoves>

All outdoor pools will open late November and remain open until mid March. The swimming season may be extended at the discretion of the Contractor. All Toddlers Pools are sheltered by shade cloth.

Weather Policy for Pools.

On days forecast under 23 degrees, the outdoor pools will remain closed. This won't affect implementation of this plan.

Facility	Address	Phone	Opening Hours
Aquamoves	25 Tom Collins Drive Shepparton	03 5832 9400	Mon-Thu 6am-9pm Fri 6am-8pm Sat 7am-5pm Sun 8:30am-5pm
Merrigum Swimming Pool	Morrissey Street Merrigum	03 5855 2508	See below
Mooroopna War Memorial Pool	Ann Street Mooroopna	03 5825 3181	See below
Tatura Swimming Complex	Cnr Service and Hastie Street Tatura	03 5824 1485	See below
Murchison Community Swimming Pool	Stevenson Street Murchison	03 5826 2568	See below

Rural Outdoor Pools Opening Hours

Dates	Tatura and Mooroopna	Merrigum
15 Nov – 18 Dec	Mon-Sun 12 midday-7.00pm	Mon-Fri 3.30-7.00pm Sat-Sun 1.00-7.00pm
19 Dec – 31 Jan	Sun-Thu 12 midday-7.00pm Fri-Sat 12 midday-8.00pm	Sun-Thu 1.00-7.00pm Fri-Sat 1.00-8.00pm
1 Feb – 13 Mar	Mon-Sun 12 midday-7.00pm	Mon-Fri 3.30-7.00pm Sat-Sun 1.00-7.00pm

Shopping Centres

Facility	Address	Phone	Opening Hours
Shepparton Market Place	Benalla Road Shepparton	03 5821 3533	Mon-Wed 9am-5:30pm Thu 9am-6pm Fri 9am-9pm Sat 9am-5pm Sun 10am-4pm
Riverside Plaza	Melbourne Road Kialla	03 5822 8800	Mon-Wed 9am-5:30pm Thu-Fri 9am-7pm Fri 9am-9pm Sat 9am-5pm Sun 10am-4pm

Appendix Two – Council Responsibilities

Council responsibilities in the *Emergency Management Act 1986 & 2013* include:

20 Municipal emergency management plan

- (1) A municipal council must prepare and maintain a municipal emergency management plan.
 - (2) A municipal emergency management plan must contain provisions—
 - (a) identifying the municipal resources (being resources owned by or under the direct control of the municipal council) and other resources available for use in the municipal district for emergency prevention, response and recovery; and
 - (b) specifying how such resources are to be used for emergency prevention, response and recovery; and (ba) in the case of a municipal district that is located wholly or partly in the country area of Victoria within the meaning of the **Country Fire Authority Act 1958**—
 - (i) identifying all designated neighbourhood safer places in the municipal district or, if no places have been designated under the **Country Fire Authority Act 1958**, recording that fact; and
 - (ii) designating any places in the municipal district that are community fire refuges within the meaning of Part IIIA of the **Country Fire Authority Act 1958**;
- and Part 4—Responsibilities of Municipal Councils Emergency Management Act 1986 No. 30 of 1986 20
- (c) relating to any matter prescribed for the purposes of this subsection.

21 Municipal co-ordination and planning

- (1) A municipal council must appoint a person or persons to be the municipal emergency resource officer or municipal emergency resource officers.
- (2) A municipal emergency resource officer is responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in emergency response and recovery.
- (3) A municipal council must appoint a municipal emergency planning committee constituted by persons appointed by the municipal council being members and employees of the municipal council, response and recovery agencies and local community groups involved in emergency management issues.
- (4) The function of a municipal emergency planning committee is to prepare a draft municipal emergency management plan for consideration by the municipal council.
- (5) A municipal emergency planning committee must give effect to any direction or guidelines issued by the Co-ordinator in Chief.
- (6) Subject to the regulations, a municipal emergency planning committee may determine its own procedures.

21A Audit of municipal emergency management plans

- (1) A municipal emergency management plan must be audited during the period commencing 1 July 1995 and ending 31 December 1996 and thereafter at least once every 3 years by the Director of the Victoria State Emergency Service to assess whether the plan complies with guidelines issued by the Co-ordinator in Chief.
- 21 (2) The Director of the Victoria State Emergency Service must during the audit invite submissions on the municipal plan from the regional DISPLAN committee and the regional recovery committee.
- (3) A municipal council must within 3 months of receiving an audit report forward a copy of its written response to the audit report to the Director of the Victoria State Emergency Service.

References

A range of community resources are available from the Department of Health home page, Better Health Channel and others to provide useful information:

Better Health Channel App

www.vic.gov.au/social-media/mobile-apps/better-health-channel-healthinformation-and-services.html>

Bureau of Meteorology

www.bom.gov.au/australia/heatwave

Child Safety – hot weather

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Child_safety_hot_weather

Climate change and health

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Climate_change_and_health

Fact Sheets for Clinicians

www.health.vic.gov.au/environment/heatwavescommunity-resources

Fire and Emergencies

<http://www.depi.vic.gov.au/fire-and-emergencies>

Health

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

Heat Health Alert

www.health.vic.gov.au/environment/heatwaves-alert

Heat stress and related illness

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Heat_stress_and_heatrelated_illness

Heat stress and sport

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Heat_stress_and_sport_reducing_the_risks

Heat stress and the elderly

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Heat_stress_and_the_elderly

Heat stress – preventing heat stroke

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Heat_stress_preventing_heat_stroke?open&utm_campaign=rotation&utm_source=&utm_medium=social_posting

Managing heat stress

http://www.health.vic.gov.au/environment/emergency_mgmt/heat_stress.htm

Power outages

<https://www.powercor.com.au/power-outages/what-to-do-in-a-power-outage/>