



# Mansfield Shire Council Heatwave Plan

**Reviewed January 2021**



**A COMPLIMENTARY PLAN OF THE MANSFIELD SHIRE  
MUNICIPAL EMERGENCY MANAGEMENT PLAN**

## Table of Contents

<b>Version control .....</b>	<b>3</b>
<b>Abbreviations and Acronyms .....</b>	<b>3</b>
<b>Acknowledgements .....</b>	<b>3</b>
<b>Introduction .....</b>	<b>4</b>
Overview .....	4
State Context to Heatwave Planning.....	4
Heatwave Key Stakeholders .....	5
Local Government Responsibilities .....	6
<b>Mansfield Shire Profile .....</b>	<b>8</b>
Demography – Current Population.....	8
Vulnerable Population Groups in Mansfield Shire .....	8
Tourism and Visitors .....	9
Key Community Stakeholders.....	10
<b>Heatwave Planning .....</b>	<b>11</b>
Defining Heatwaves .....	11
Heat Alert System.....	12
Heat-related illness .....	12
Heatwave Response.....	12
<b>HEATWAVE ACTION PLAN .....</b>	<b>14</b>
<b>Heatwave Communication Plan .....</b>	<b>16</b>
<b>Local schools.....</b>	<b>18</b>
<b>A Living Document .....</b>	<b>22</b>
Implementation .....	22
Review and evaluation .....	22
<b>Appendices.....</b>	<b>23</b>
Appendix 1 - Heatwave Plan Key Stakeholders.....	23
Appendix 2 - Additional Resources & Fact Sheets Available .....	28
Appendix 3 – Mansfield Shire Community Support Register.....	28

## Version control

October 2015	MEMPC review and update of entire Plan. Endorsed by Council
December 2015	Update to heatwave definition – inclusion of extreme heat and heat event definitions.
June 2018	Review of entire plan and update
January 2021	Review and Update – status changed to ‘Complimentary Plan’ see updated MEMP

## Abbreviations and Acronyms

<b>BOM</b>	Bureau of Meteorology
<b>CD</b>	Community Development
<b>CSM</b>	Community Services Manager
<b>DELWP</b>	Department of Environment, Land, Water and Planning
<b>DHHS</b>	Department of Health and Human Services
<b>GPs</b>	General Practitioners
<b>HACC</b>	Home and Community Care
<b>IM</b>	Infrastructure Manager
<b>MCSR</b>	Mansfield Community Support Register
<b>LGA</b>	Local Government Authority
<b>MEMO</b>	Municipal Emergency Management Officer
<b>MEMP</b>	Municipal Emergency Management Plan
<b>MEMPC</b>	Municipal Emergency Management Planning Committee
<b>MERC</b>	Municipal Emergency Response Coordinator
<b>MERO</b>	Municipal Emergency Resources Officer
<b>MPHWP</b>	Municipal Public Health and Well Being Plan
<b>MRM</b>	Municipal Recovery Manager
<b>MSC</b>	Mansfield Shire Council
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PCP</b>	Primary Care Partnerships
<b>RMO</b>	Risk Management Officer
<b>SEHO</b>	Senior Environmental Health Officer
<b>SES</b>	State Emergency Services

## Acknowledgements

All organisations and individuals who have contributed to the development of this Heatwave Plan are gratefully acknowledged. Mansfield Shire Council would like to acknowledge The Regional Development Company for their work in assisting to facilitate the development of the 2010 version of this Plan which formed the framework for ensuing versions of the Heatwave Plan **2015**

## Introduction

### Overview

In the summer of 2008-09, Victoria experienced a state-wide heatwave with temperatures among the highest ever recorded. A report by the Chief Health Officer concluded that an additional 374 deaths occurred that were attributable to the 2009 heatwave.

In January 2014, Victoria experienced the hottest 4-day period on record and an estimated 167 excess deaths were reported <sup>1</sup>

Climate change is expected to increase the frequency and intensity of heatwaves in Victoria. High temperatures can negatively impact on the health and well-being of the community and in particular on vulnerable population groups such as the elderly, the young and those with a disability or pre-existing illness.

The Victorian Heat Health Plan<sup>2</sup> states, “There is no single agency that has complete responsibility for building, maintaining and protecting the health of at-risk populations during extreme heat. Indeed, all Victorians have important roles to play. As such, it is important that individuals, government and the broader community work together to reduce the health impacts associated with extreme heat and provide support to those most vulnerable in the community.”

The Victorian Government places a high level of importance on ensuring all Victorians, particularly those most at risk during heatwave conditions, are informed, supported and protected from the risks posed by extreme heat. The approach taken ensures information is readily available, to firstly warn organisations and individuals about the approach of heatwave conditions, and then to work collaboratively with a broad range of health, community and emergency organisations to continue providing support and information to assist people during extremely hot conditions.

### State Context to Heatwave Planning

The Victorian Government has a legislative framework relating to heat events including:

- [Emergency Management Act 1986 and 2013](#)
- [Planning and Environment Act 1987](#)
- [Local Government Act 1989](#)
- [Public Health and Wellbeing Act 2008](#)
- [Prevention of Cruelty to Animals Act 1986](#)

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<sup>1</sup> <https://files-em.em.vic.gov.au/public/EMV-web/SERP-StateExtremeHeatSub-plan.pdf> page 6

<sup>2</sup> <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/heat-health-plan-for-victoria>

Related plans and arrangements:

- [State Health Emergency Response Plan](#)
- [State Health Emergency Response Plan – State Extreme Heat Sub Plan](#)
- [Heat Health Plan for Victoria](#)
- [Victorian Emergency Animal Welfare Plan](#)
- Operational arrangements – extreme heat

This Plan aims to address heatwave at the community level.

There is no mandatory requirement for Councils to have a Heatwave Plan although most do as heatwave is identified as a risk in most locations.

Heatwave has been identified as a key risk to Mansfield residents through the Community Emergency Risk Assessment (CERA). The Heatwave Plan addresses management of heatwave and is a subplan to the Municipal Emergency Management Plan (MEMP).

This plan has been designed to align with Mansfield Shire Council's existing planning processes including the Municipal Public Health and Wellbeing Plan (MPHWP) and the Municipal Emergency Management Plan (MEMP).

Heatwave planning includes:

- Identifying vulnerable population groups and the risks they face
- Identifying and agreeing on effective strategies, agency coordination and response planning to address those risks
- Implementing and activating the plan
- Evaluating the plan after each summer season

Mansfield Shire Council recognises the benefits of developing an integrated planning approach across the municipality in order to achieve good long-term outcomes.

### ***Heatwave Key Stakeholders***

In Victoria:

The Emergency Management Commissioner (EMC) is the Control Agency for extreme heat events under the Emergency Management Manual Victoria (EMMV) Part 7 – Emergency Management Roles and Responsibilities.

The response to the management of consequences of an extreme heat event will be led from State with the EMC as the Control Agency, in partnership with Chief Health Officer (CHO), Ambulance Victoria - Director Emergency Management, and key infrastructure leaders, as required.

Victoria Police is responsible for extreme heat event emergency response coordination at the regional tiers.

The Department of Health and Human Services (DHHS) is responsible for relief and recovery service coordination at the regional level. DHHS also issues Heat Health Alerts based on information received from the Bureau of Meteorology.

Municipal councils are an identified support agency during an extreme heat event and should be taking steps to support the most vulnerable in the community as well as using established communication channels to promote community heat health messages.

Key support roles are delivered by:

- The Department of Health and Human Services (DHHS) – human health
- Ambulance Victoria – human health, first aid
- Department of Land, Environment, Water and Planning (DELWP) – continuity of water supply, environmental health, fire on public land
- Department of Economic Development, Justice, Transport and Roads (DEDJTR) – transport and business support, farm animals

Other support organisations and agencies include:

- Bureau of Meteorology – weather predictions and updates
- CFA – bushfire
- DEECD – support of children – vulnerable group
- SES – emergency response and rescue
- VicRoads – transport and roads
- V-Line – public transport
- Ausnet Services – power supply
- Goulburn Valley Water – water supply
- Hospital and health services

Before the summer, DHHS works with other state government departments, local government and health and community service providers that provide information and services to at-risk groups and their carers during extreme heat to raise awareness about the health risks of extreme heat and promote heat health planning and response at the community level.

### ***Local Government Responsibilities***

Local councils are responsible for:

- Developing and implementing Municipal Emergency Management Plans
- Developing and implementing Municipal Public Health and Wellbeing Plans
- Developing and implementing Council plans
- Developing and implementing Municipal Strategic Statements
- Maximising the responsiveness of council infrastructure and amenities

- Regulating planning, including building standards and land use planning schemes

Steps that Council should take before, during and after a heatwave include:

- Ensure that the Heatwave Plan is developed and adopted by council
- Update the Heatwave Plan regularly
- Support DHHS with distribution of pre-summer heatwave readiness resources
- Monitor the Bureau of Meteorology website for impending heatwaves
- Activate the Heatwave Plan when necessary
- Take action to ensure continuation of essential services
- Evaluate actions taken during heatwaves at the end of each summer season

Local government is closest to the community and have a central role in pre summer capacity building and preparedness as well as during response. In the lead up and during a heatwave, Council will play a major role in communicating to community and ensuring vulnerable groups are informed and prepared.

Council must have arrangements for ensuring the safety of its own staff and business continuity during times of heatwave. Staff that spend considerable time outdoors or travelling should be supported and if possible, given alternative tasks in cooler places.

Council also has a responsibility to the part time residents and visitors to the area. Summer is a peak time for visitation and Council, DELWP and Parks Victoria will need to work together to disseminate heat health alerts to campers on public land

During times of severe heat, infrastructure can be affected, in particular power supply. Council planning must take into account the risk of power failure and plans for communications and service delivery must be made. Community education communications should also encourage residents to plan on how to manage during a power outage.

## Mansfield Shire Profile

A detailed profile of the Mansfield Shire can be found in the [Municipal Emergency Management Plan](#).

### *Demography – Current Population*

The total population for Mansfield Shire as at 2015 was **8,556**<sup>3</sup>.

Australian Bureau of Statistics 2016<sup>4</sup> Census data showed that the median age of people in Mansfield (Vic.) (State Suburbs) was 45 years. Children aged 0 - 14 years made up 19.3% of the population and people aged 65 years and over made up 23.1% of the population.

The most common ancestries in Mansfield Shire were English 30.8%, Australian 29.6%, Irish 11.9%, Scottish 8.9% and German 3.5%. In Mansfield (Vic.) (State Suburbs), 82.2% of people were born in Australia. The most common countries of birth were England 2.9%, New Zealand 0.9%, Germany 0.7%, Scotland 0.4% and Taiwan 0.4%.

The 2016 census indicates that there are approximately 60 persons identifying as indigenous residing in Mansfield Shire.

The 2016 census also indicates that 384 people require assistance for core activities with 777 people indicating that they offer unpaid assistance to a person with a disability.

### *Vulnerable Population Groups in Mansfield Shire*

Refer to Appendix 2 of the Health health plan for Victoria for details of those people who could be most affected by heat:

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

For the purpose of the Mansfield Shire Heatwave Plan, the vulnerable groups central to the plan have been classified as:

- Those aged above 65 years of age
- Those aged 0 to 4 years
- Tourists and visitors to the Shire

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<sup>3</sup>

[http://stat.abs.gov.au/itt/r.jsp?RegionSummary&region=204011057&dataset=ABS\\_REGIONAL\\_ASGS&geoconcept=REGION&measure=MEASURE&datasetASGS=ABS\\_REGIONAL\\_ASGS&datasetLGA=ABS\\_NRP9\\_LGA&regionLGA=REGION&regionASGS=REGION](http://stat.abs.gov.au/itt/r.jsp?RegionSummary&region=204011057&dataset=ABS_REGIONAL_ASGS&geoconcept=REGION&measure=MEASURE&datasetASGS=ABS_REGIONAL_ASGS&datasetLGA=ABS_NRP9_LGA&regionLGA=REGION&regionASGS=REGION)

<sup>4</sup> [http://www.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/SSC21588](http://www.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC21588)



*The **Vulnerable people in emergencies policy*** May 2015, was developed pursuant to the Bushfire Royal Commission 2009. Through the policy Vulnerable Persons Registers have been developed to store local information about consenting, identified vulnerable people, which will be directly entered by funded agencies and locally overseen by municipal councils. The VPRs are cloud-based and directly accessible to authorised representatives from Victoria Police (without having to contact the council or funded agency) to aid emergency planning and response, including potential evacuation.

<https://providers.dhhs.vic.gov.au/vulnerable-people-emergencies-policy>

[Vulnerable people in emergencies policy: guideline 1](#)

[Vulnerable people in emergencies policy: Guideline 2](#)

In addition, Mansfield Police maintain the **Mansfield Community Support Register** which is open to all community members who think themselves vulnerable, particular in times of emergency such as fire, flood or storm.

Once on the register, a person can nominate to receive regular contact calls from local volunteers to check that they are safe and well. A regular phone call to individuals will be undertaken to ascertain their wellbeing and, if a call is not answered, to notify the next of kin or to organise a visit to the home by the appropriate authorities.

The register is managed by Victoria Police (Mansfield) and run by volunteers. The register will record contact numbers for vulnerable or isolated people, including their next of kin. In extreme weather condition emergencies - such as heatwaves, bushfires, storms and floods - this register will be used to make contact with vulnerable people to confirm that they are safe and secure.

Registration forms are available from the Police Station, Council offices, doctor's surgeries and the hospital.

For more information contact Mansfield Police on 5775 2555

### ***Tourism and Visitors***

Mansfield Shire is a naturally recognised icon location and experiences large day stay and overnight tourist visitation. The majority of overnight visitors stay in commercial accommodation, while an estimated 11% camp (the state and national average is 4%).

- High visitation during the months when a heatwave is most likely to occur provides a further challenge to Council in developing the Heatwave Plan as many of the visitors: only visit the smaller townships throughout the Shire and
- often stay in isolated areas: and
- participate in sport and recreational activities that may cause heat stress.

There is no reticulated water in most of the Shire's small townships which have a high proportion of holiday homes. Electrical infrastructure failure (power outage), which is often associated with extreme heat can result in residences relying on pumps for drinking water to be without water for long periods of time.

Extreme heat often linked to increased fire danger. Parks Vic and DELWP close National Parks and forest camping areas on Code Red Days – refer the following fact sheet:

[http://parkweb.vic.gov.au/\\_data/assets/pdf\\_file/0008/304964/code-red-park-factsheet.pdf](http://parkweb.vic.gov.au/_data/assets/pdf_file/0008/304964/code-red-park-factsheet.pdf)

Parks Vic 'Emergency Response Instruction – High Risk Day' protocol includes notifying Mansfield Shire Council, Mansfield Police and the Visitor Information Centre (as well as others) of the closures. Signage will also be placed in predetermined places.

It is likely that many visitors will go home as surveys indicate that most come from Melbourne and other Victorian locations. Some may choose to stay around Mansfield Shire and should be directed to the usual information channels for updates and information on how to cope with extreme heat.

### ***Key Community Stakeholders***

Mansfield Shire recognises that community and stakeholder consultation will play an important role in raising awareness about heatwaves and in building community and stakeholder ownership of the planned actions to minimise the impacts of heatwaves.

A list of potential stakeholders has been identified, including those representing vulnerable population groups and their carers (Appendix 1).

The categories of stakeholders include:

- Government departments and agencies
- Community organisations
- Health services
- Emergency services
- Education providers
- Tourism operators, services and accommodation providers
- Media
- Services representing vulnerable groups
  - Those aged above 65 years of age
  - Those aged 0 to 4 years
  - People with a disability
- Sporting agencies and groups
- Mansfield Shire Council departments

Mt Buller Mt Stirling Alpine Resort Management Board

## Heatwave Planning

### Defining Heatwaves

The 'Heat health plan for Victoria 2015' defines extreme heat as the minimum mean temperature that is likely to impact on the health of a community. Extreme heat does not have a prescribed duration and may last as little as 24 hours.

A 'heat event' is one or two days of extreme heat.

The Bureau of Meteorology defines a heatwave as 'three days or more of high maximum and minimum temperatures that are unusual for that location'.

Put simply, a heatwave is an extended period of extremely hot weather. Heatwaves are typically described as an average temperature over a duration that is likely to impact on the health of a community.

The SERP – State Extreme Heat Sub-plan states *'The effect of heat is cumulative on the community, infrastructure, and services. A single day of extreme temperature may have an impact and this impact increases with multiple days of similar temperatures. The effects of extreme heat can continue for some days after temperatures have dropped. The initial impacts of extreme heat do not always impact on human health in the first instance. The impacts of extreme heat on infrastructure may result in disruption or failure of infrastructure and/ or services which can lead to consequences to human health and wellbeing.'*

The Department of Health and Human Services (DHHS) has identified heat health temperature thresholds for Victoria, above which heat-related illness and mortality increases substantially. The heat health temperature threshold for the North East weather district is 32 degrees. Reaching the heat health threshold is the trigger to activate the Heatwave Plan.

The mean temperature is calculated from the forecast daily maximum and the forecast daily minimum for the following day e.g. the period from 9am to 9pm on any given day. An example of this calculation is demonstrated below:

**Mansfield – Thursday**  
**Min: 20°C**  
**Max: 38°C**

**Mansfield – Friday**  
**Min: 25°C**  
**Max 31°C**

$$(38+25)/2 = 31.5^{\circ}\text{C}$$

As the threshold for the North East weather district, which includes the Mansfield Shire, has a mean temperature of 32°C, the temperature forecast indicates that the threshold would not be exceeded.

## ***Heat Alert System***

When forecast average temperatures are predicted to reach or exceed the heat health temperature threshold for a specific weather forecast district, DHHS will issue a heat health alert for that district.

Once a heat health alert has been issued, regional DHHS and Council officers, and health and community service providers should respond in accordance with their Heatwave Plans.

Detailed information about heat health temperature thresholds and issuing a heat health alert can be found on the link below:

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

## ***Heat-related illness***

Detailed information about the symptoms of heat stress and heat-related illness can be found on the Victorian government's Better Health Channel:

<https://www.betterhealth.vic.gov.au/health/healthyliving/heat-stress-and-heat-related-illness>

## ***Heatwave Response***

From the State Extreme Heat Sub Plan<sup>5</sup>: "Extreme Heat events often occur at the same time as other emergencies, most likely before or at the same time as severe storm or bushfire condition

Extreme Heat is a Class 2 emergency where there is no primary incident to manage, and the traditional command and control structure is not the most effective process for consequence management. There is no specific control function at the Regional tier; the role is coordination of agencies who have responsibilities for managing consequences associated with heat.

The main emergency management tasks during extreme heat events are:

- ensuring the information to the public from agencies with emergency management responsibilities are coordinated, consistent and complementary
- ensuring the impact and consequences of the extreme heat event on the community are identified and managed in an integrated and coordinated manner at a State and Regional level

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<sup>5</sup> <https://files-em.em.vic.gov.au/public/EMV-web/SERP-StateExtremeHeatSub-plan.pdf>

- ensuring agencies and organisations that are responsible for areas where the consequence of extreme heat occurs have plans in place to prepare and respond to extreme heat, that they enact these plans when required, and manage the consequences
- coordinating the whole-of -government response to the varied emergencies caused by the extreme heat.

Extreme heat events involve many agencies responding to a wide range of emergencies caused, or influenced by the high temperature. These include health, energy and transport incidents, major bushfire, and storm events.

The responsible agencies individually manage these, with whole-of-government coordination.

Given the nature, potential impacts, and consequences of extreme heat, it is almost certain that the arrangements will be activated concurrently with the management of other major emergencies (Class 1 emergencies).

Generally, for Extreme Heat events there is no requirement to establish a specific regional or incident control function.”

The impacts of an intense and prolonged heatwave will likely require activation of municipal and state emergency management plans. Circumstances that are likely to require such a response include:

- record-breaking or extreme heat events
- Code Red and Extreme fire danger days
- power and public transport failures
- extreme demand on health services such as hospitals

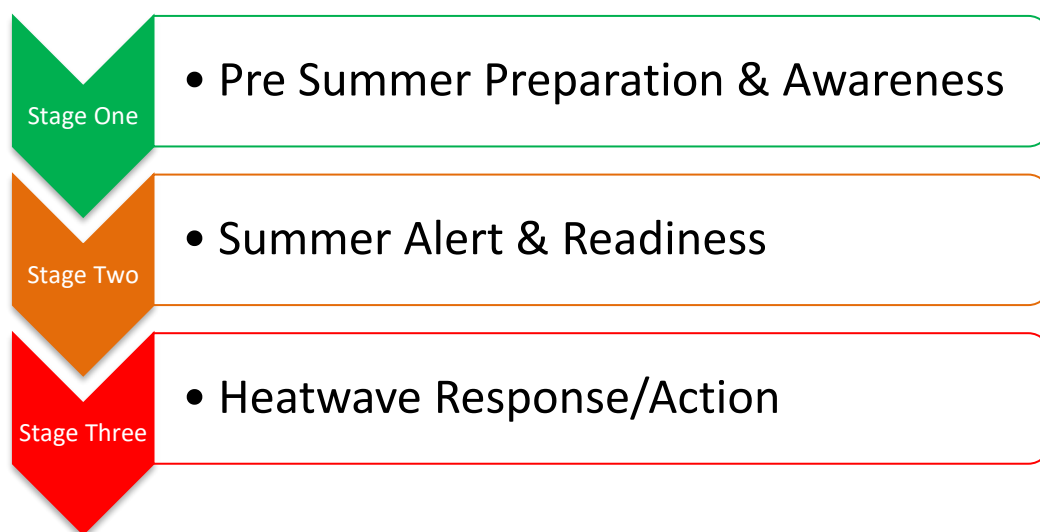
## HEATWAVE ACTION PLAN

Overwhelmingly, protective measures for our vulnerable groups are considered the priority of the Heatwave Plan. This includes identifying vulnerable populations, raising awareness of the health effects of heatwaves, encouraging protective behaviours during heatwaves, providing regular contact and supportive services to people during heatwaves, and establishing community measures that can help reduce exposure to heat.

Heatwaves, however, rarely occur in isolation. Infrastructure stress and failure can compound stress on the community, economy and services. Power outages, for example, will impair people's ability to run air conditioners, pump water and refrigerate food. Other impacts can include damage to roads and transport issues, access to water, impacts to business and industry and animal welfare. Services can be impacted by people staying home from work to care for others or may find it difficult to get to work due to transport issues.

The Plan is based on the general principles of emergency management planning – before, during and after.

The core elements of the Heatwave Plan have been divided into three stages:



<p><b>Stage One</b></p> <p><b>Pre summer preparation and awareness</b></p> <p><b>April 1 to November 30</b></p>	<ul style="list-style-type: none"> <li>• Implement Heatwave Communications Plan Stage 1</li> <li>• Receive DHHS Heatwave Media Pack and adapt for Mansfield area</li> <li>• Incorporate information on managing during power failures into heatwave communications</li> <li>• Order further heatwave awareness resources as required from DHHS and distribute</li> <li>• Review vulnerable groups and update registers</li> </ul> <p>Begin engagement with HACC clients and other vulnerable groups – develop heatwave plans</p>
<p><b>Stage Two</b></p> <p><b>During summer alert and readiness</b></p> <p><b>December 1 to March 31</b></p>	<ul style="list-style-type: none"> <li>• Implement Heatwave Communications Plan Stage 2</li> <li>• Monitor Bureau of Meteorology (BoM) thresholds for Mansfield</li> <li>• Increase engagement with HACC clients and other vulnerable groups and ensure they have information/support and consider updating individual action plan</li> <li>• Engage with Mansfield Shire key stakeholders</li> </ul>
<p><b>Stage Three</b></p> <p><b>Heatwave response /action</b></p> <p><b>Trigger: DHHS Heat Health Alert</b></p>	<ul style="list-style-type: none"> <li>• Implement Heatwave Communication Plan Stage 3</li> <li>• Alert key stakeholders to enact specific actions eg check on people registered on Mansfield Community Support Register and VPR;</li> <li>• Arrange longer pool opening hours</li> <li>• Ensure front line staff are fully equipped with information, resources and contacts to be able to assist with community requests</li> <li>• Increase information dissemination about managing during power failure</li> <li>• Use social media and web to promote: <ul style="list-style-type: none"> <li>○ methods of staying cool</li> <li>○ cool public places</li> <li>○ recognising heat illness</li> <li>○ checking on friends, family and neighbours</li> </ul> </li> <li>• Monitor BoM reports</li> <li>• Call/visit people registered on the Vulnerable Persons Register and vulnerable HACC clients to ensure they are managing</li> <li>• Work with DELWP to ensure supplies of potable water are available</li> </ul>
<p><b>Stand down and evaluation</b></p>	<ul style="list-style-type: none"> <li>• Inform all Council staff, stakeholders and community members regarding extreme heatwave deactivation and return to preparedness phase</li> <li>• Hold debriefs with staff and key stakeholders</li> <li>• Review Heatwave Plan actions and communications and update Plan as required</li> <li>• Prepare report for MEMPC and Council</li> </ul>

## Heatwave Communication Plan

***This Heatwave Communication Plan should be read in conjunction with the Municipal Emergency Management Relief and Recovery Communications Plan***

Effective communications are a key component of preparing for and responding effectively to a heatwave. Raising the level of awareness results in individuals taking responsibility for their own heat health management and acting on it.

Internal Council communications are also important to ensure that officers look after their health so that heat health messages are delivered effectively to the community and services can continue to be delivered.

The Heatwave Communication Plan will focus on preparing the general public and vulnerable groups in the community for heatwave conditions. The campaign will use the clear and simple messages developed by DHHS which will be conveyed via partnerships, key stakeholders and a range of media sources.

The Heatwave Communication Plan promotes:

- Pre heatwave awareness messages
- Heat health messages during summer
- Heatwave communications during an event
- Internal communication of OH&S procedures and heat policies

### ***Aim***

The aim of the Heatwave Communications Plan is to reduce heatwave-associated risks through assisting, educating and alerting community members, in particular the vulnerable groups, of heatwave and how to mitigate its affects.

### ***Objectives***

The objectives of this Plan will:

- Provide consistency with the planning framework of the Mansfield Municipal Emergency Management Plan and the Municipal Health and Wellbeing Plan
- Strengthen the Department of Health and Human Services heatwave messages
- Promote community awareness, education and access to information
- Support Council staff in maintaining their own health

People living and visiting the Mansfield Shire over the summer will have a range of opportunities to become adequately informed about heatwaves. They will be provided information about risk characteristics, preventative measures and appropriate



behaviours during a heatwave and will be made aware of their own responsibility to be prepared.

The following four Department of Health and Human Services heat health messages will be used across all stages in a variety of formats and by a range of agencies:

- Look after yourself and keep in touch with others
- Drink plenty of water (if your doctor normally limits your fluids, check how much to drink during hot weather)
- Keep cool
- Stay out of the sun

This Heatwave Communication Plan addresses the three stages of heatwave:

### Stage 1:

**Stage 1** runs from **April 1 to November 30** and is the stage devoted to heatwave awareness. The awareness campaign will be aimed at the broader community but primarily at the vulnerable groups (eg aged, chronically ill, families with infants, people with a disability).

In addition to the awareness resources, the Department of Health and Human Services releases a range of secondary public health messages that may be communicated and provide recommendations on preparatory and preventive actions people can take to further reduce risks presented by extreme heat conditions, and in the event of a power failure.

This information will be provided early to ensure the community is better prepared and to attempt to influence behavioural changes. A large proportion of the information will be disseminated passively through the usual Council communication channels. Service providers and health professionals may also give clients messages either verbally or by distributing community information resources.

### Stage 2:

Stages 2 and 3 run during the peak heatwave period of December 1 to March 31. **Stage 2** focuses on 'during summer alert and readiness'.

During **Stage 2**, more specific information on coping with heatwaves and power failures will be distributed and communications stepped up through a range of methods.

Key vulnerable groups will be targeted to ensure they have all the information they need and that they have ample opportunity to take preventative actions. Council's messages will remain consistent with Department of Health and Human Service's heatwave messages and primary public health messages.

**Note:** the medical clinics and hospital will receive these messages at the same time as Council.

During Stage 2 Council must also plan to reach non-permanent residents and visitors so they can make plans and decisions.

### Stage 3:

In **Stage 3**, a heat health alert issued by the Department of Health and Human Services will trigger heat health messages to the broader community and targeted groups. The information provided will depend on the risks and needs of the specific target audience. The elderly, for example, will be given practical tips and emergency contact information. Stage 3 will also highlight the advantages of friends, family and neighbours keeping in touch with and checking on vulnerable members of the community.

During Stage 3 power failure becomes a more common event and communication actions must be developed to ensure messages can reach the audience during black outs.

All communications during Stage 3 must aim to reach vulnerable groups as well as visitors and non-permanent residents.

### Local schools

Government schools receive dedicated communications from the Department of Education and Training in regard to extreme heat events.

However, not all local schools are public and will not receive this line of comms.

In stages 2 and 3, Council will work closely with DET to ensure that there is no duplication of messaging and that schools have only the single call-to-action.

## HEATWAVE COMMUNICATIONS PLAN

CSM – Community Services Manager

CD – Community Development team

EDO - Economic Development Officer

### STAGE ONE

#### KEY MESSAGES

##### Prepare your house for heat

- Check that your fan or air-conditioner works well.
- Clean filters and have your air-conditioner serviced if necessary.
- Stock up on food, water and medicines so you don't have to go out in a heatwave.

- Understand how to store medicine safely at the recommended temperature.
- Look at the things you can do to make your home cooler such as installing awnings, shade cloth or external blinds on the sides of the house facing the sun.
- Make sure that curtains are pale in colour so they do not absorb heat

### **ADDITIONAL MESSAGES**

#### **Prepare yourself for hot weather**

- See your doctor and make sure your medical condition is as well controlled as possible.
- If your doctor normally limits your fluids, check how much to drink in hot weather.
- Improve your aerobic fitness and lose excess weight.
- Undertake regular moderate exercise in warmer weather prior to severe hot weather to enable your body to adapt and cope better with hot weather.

#### **Prepare for a power failure**

- Do you rely on power for water? If so, ensure you have enough bottled water stored
- Ensure you have a torch, fully charged mobile phone or a telephone that will work without electricity, battery-operated radio and sufficient batteries. Also a battery operated mobile fan
- Think about what you can do and where you can go to stay cool if there is a power failure during a heatwave
- If you require continuous access to power because of essential needs i.e. ventilator, medication or need for cooling you should register with your power supplier (the company being paid for the electricity). This may mean that they can avoid experiencing 'load shedding' and be prioritised for reconnection in the event of a power outage.
- Contact the local power supplier to prioritise reconnection in the event of a power outage.

<b>METHOD</b>	<b>AUDIENCE</b>	<b>WHO</b>
Media releases – awareness	All	CSM
Awareness package (HACC)	Vulnerable groups	HACC M&CH Service Providers
Flyers/posters (DHHS)	All	CSM Service Providers Health professionals
On agenda of existing health and social network meetings	Stakeholders	CSM
Community email database	Stakeholders and community	CD
Council website	All	CSM
Social media – Council pages and Noticeboards	All	CSM

## STAGE TWO

### KEY MESSAGES

- Look after yourself and keep in touch with others
- Drink plenty of water, not tea or soft drinks(if your doctor normally limits your fluids, check how much to drink during hot weather)
- Keep cool
- Stay out of the sun
- Stay informed

### ADDITIONAL MESSAGES

#### Primary public health messages

- Look after yourself and keep in touch with sick or frail friends, neighbours and relatives.
- Keep yourself cool by using wet towels on your arms or neck, putting your feet in cool water and taking cool (not cold) showers.
- Spend as much time as possible in cool or air-conditioned buildings (for example, shopping centres, libraries, cinemas or community centres).
- Block out the sun during the day by closing curtains and blinds. Open windows when there is a cool breeze.
- Do not leave children, adults or animals in parked vehicles.
- Make sure you have enough supplies including milk and bread, toiletries, pet food etc to last up for a week
- Stay out of the sun during the hottest part of the day. Plan to do errands early in the day. If you must go out, stay in the shade and take plenty of water with you. Wear a hat and light-coloured, loose-fitting clothing.
- Eat smaller meals more often and eat cold meals such as salads. Make sure food that needs refrigeration is properly stored.
- Avoid strenuous activity like sport, home improvements and gardening.
- Watch or listen to news reports that provide more information during a heatwave.
- Make sure animals and pets have shelter and plenty of water

Heat health alerts, if received, must be disseminated to all stakeholders and through all available communications channels

Ideas for cooler places to go in times of extreme heat should be promoted at this stage

Visitors must be alerted to impending heatwave so they can ensure they can stay cool or make other arrangements

### METHOD

Media release – awareness	All	CSM
Radio	All	CSM
Social media	All	CD
Volunteer phone calls (MCSR)	Vulnerable groups	Mansfield Police

Face to face	Vulnerable groups	CSM Service Providers Health professionals
Flyers/posters (DHHS)	All	CSM Service Providers Health professionals
On agenda of existing health and social network meetings	Stakeholders	CSM
Community email database	Stakeholders and community	CD
Business email database	All	T&EDU
School and kindergarten newsletters	Vulnerable (infants)	CD
Sports clubs and groups	Sports groups	Sport and Rec
Visitor information centre – tourism businesses and visitors	Vulnerable (visitors)	CD

## STAGE THREE

### KEY MESSAGES

- Look after yourself and keep in touch with others
- Drink plenty of water, not tea or soft drink (if your doctor normally limits your fluids, check how much to drink during hot weather)
- Keep cool
- Stay out of the sun

METHOD	AUDIENCE	WHO
Media release – awareness	All	CSM
Radio	All	CSM
Social media	All	CD
Volunteer phone calls (Community Support Register)	Vulnerable groups	Mansfield Police
Face to face	Vulnerable groups	CSM Service Providers Health professionals
Flyers/posters (DHHS)	All	CSM Service Providers Health professionals
On agenda of existing health and social network meetings	Stakeholders	CSM
Community email database	Stakeholders and community	CD

Business email database	All	EDO
School and kindergarten newsletters	Vulnerable (infants)	CD
Sports clubs and groups	Sports groups	CD
Visitor Information Centre	Vulnerable (visitors)	CD
<b>ADDITIONAL MESSAGES</b>		
Give details of where to go for advice, information or assistance – these may include: <ul style="list-style-type: none"> <li>• Ausnet Services</li> <li>• Bureau of Meteorology</li> <li>• DHHS</li> <li>• VicRoads</li> <li>• V-Line</li> <li>• Council contacts</li> </ul>		
Symptoms of heat illness – when to go for help. Keep a written list of phone numbers that may be needed handy.		
Check on vulnerable family, neighbours, friends		
Avoid playing sport or exercising in the middle of the day		
Consider postponing travel until heatwave passes or travel early in the day. Be aware that there could be travel disruptions due to power failures, maintenance of roads etc		
Increase promotion about cooler places to go especially during power failure		
In the event of a power outage, be aware of how to manage medication appropriately (ie not to open fridge too often, or to move medication that needs to be kept cool into the fridge).		
Fill baths, jugs or bowls with cold water in case of power failure		
Ensure your pets and animal companions are also well hydrated and have plenty of shade when they are outside		
Open up the house in the cool of the evening (if you feel safe to do so) to allow it to cool down		

## A Living Document

### *Implementation*

The heatwave action plan has been developed with key objectives which respond to the three stages of the Heatwave Plan and address a range of key elements including heat related information, reduction in heat exposure, care of vulnerable population groups and service provider participation.

### *Review and evaluation*

A review should occur in April and October. The action plan will also be reviewed post emergency declared heatwaves.

## Appendices

### Appendix 1 - Heatwave Plan Key Stakeholders

#### Mansfield Shire Council Departments

Organisation	Target Group(s)	Role in Heatwave Planning	Contact Details
Aged & Disability Services/ Mansfield Planned Activities Program	65 years and over	Communicator	Phone: 5775 8555
Home and Community Care	65 years and over	Communicator Monitoring - clients	Phone: 5775 8555
Delivered Meals	65 years and over	Communicator Monitoring - clients	Phone: 5775 8566
Maternal and Child Health Service	0 – 4 years	Communicator Monitoring - clients	Phone: 5775 8537
Community Development	Whole of community	Communicator	Phone: 5775 8555
Environmental Health	Whole of community	Communicator	Phone: 5775 8555
Economic Development	Business	Communicator	Phone: 5775 8555
Mansfield Youth Centre	Youth	Communicator	Phone: 5779 1082 Address:

### ***Government Departments***

<b>Organisation</b>	<b>Target Group(s)</b>	<b>Role in Heatwave Planning</b>	<b>Contact Details</b>
EMV	Whole of community	Control agency	<a href="https://www.emv.vic.gov.au/">https://www.emv.vic.gov.au/</a> <a href="http://emergency.vic.gov.au/respond/">http://emergency.vic.gov.au/respond/</a>
DHHS	Whole of community	Lead health agency/partner	Refer Contact Directory – MEMP

### ***Emergency Services***

<b>Organisation</b>	<b>Target Group(s)</b>	<b>Role in Heatwave Planning</b>	<b>Contact Details</b>
Victoria Police - Mansfield	Whole of community	Response partner	Refer Contact Directory – MEMP
Ambulance Victoria	Whole of community	Response partner	Refer Contact Directory - MEMP
State Emergency Service – North East Region Headquarters	Whole of community	Response partner	Refer Contact Directory - MEMP

### ***Media***

<b>Organisation</b>	<b>Target Group(s)</b>	<b>Role in Heatwave Planning</b>	<b>Contact Details</b>
Council maintains a database of all NE Victoria and Mansfield media outlets	Whole of community	Communicator	Refer Communications and Media Policy and Executive Services for database



### ***Community Organisations and Groups***

<b>Organisation</b>	<b>Target Group(s)</b>	<b>Role in Heatwave Planning</b>	<b>Contact Details</b>
Shire-wide community clubs, groups and organisations	65 Years and Over Sports clubs & Youth	Communicator	Refer community development team for Directory and email group

### ***Health Service Agencies/Organisations***

<b>Organisation</b>	<b>Target Group(s)</b>	<b>Role in Heatwave Planning</b>	<b>Contact Details</b>
Eisner's Pharmacy	Whole of community Vulnerable	Communicator	Phone: 5775 2028 Address: 79 High Street, Mansfield
Mansfield Amcal Pharmacy	Whole of community Vulnerable	Communicator	Phone: 5775 1311 Address: 37 High Street, Mansfield
Mansfield District Hospital Buckland House Nursing Home Bindaree Retirement Centre	Whole of community Vulnerable	Communicator Monitoring - patients Response Partner	Phone: 57758800 Phone: 5775 8863 Phone: 5775 8875 Address: Highett Street, Mansfield
Community Health Service – Mansfield District Hospital	Whole of community 65 Years and over	Communicator Monitoring - clients	Phone: 5775 1933 Address: Mansfield District Hospital Highett St, Mansfield
Mansfield Medical Clinic	Whole of community Vulnerable	Communicator Monitoring - clients	Phone: 5775 2166 Address: 49 Highett Street, Mansfield
Central General Practice Mansfield	Whole of community Vulnerable	Communicator Monitoring - clients	Phone: 5775 2591 Address: 38 Highett Street, Mansfield

### **Education Providers**

<b>Organisation</b>	<b>Target Group(s)</b>	<b>Role in Heatwave Planning</b>	<b>Contact Details</b>
Mansfield Kindergarten	Youth/family	Communicator	Phone: 5775 2445 Address: 64 Ailsa Street, Mansfield
Mansfield Primary School	Youth/family	Communicator	Phone: 5775 2325 Address: Apollo Street, Mansfield
St Mary's Primary School	Youth/family	Communicator	Phone: 5775 2671 Address: 10 Malcolm Street, Mansfield
Mansfield Rudolf Steiner School and Kindergarten	Youth/family	Communicator	Phone: 5779 1445 Fax: 5779 1438 Address: 91 Highett Street, Mansfield
Merrijig Primary School	Youth/family	Communicator	Phone: 5777 5559
Jamieson Primary School	Youth/family	Communicator	Phone: 5777 0535
Mansfield Secondary College	Youth/family	Communicator	Phone: 5779 1327 Address: 15 View Street, Mansfield
Mansfield Adult Continuing Education (MACE) Inc/	Whole of community	Communicator	Phone: 5775 2077 Address: 145 High Street, Mansfield Email: maceoffice@bigpond.com
Mansfield Statewide Autism Services/Mansfield Autistic Centre	People with a disability	Communicator	Phone: 5775 2876 Address: 81 Highett Street, Mansfield
Yooralla Mansfield	People with a disability	Communicator	Phone: 5775 3055 Address: 18a Early Street, Mansfield
Mansfield Cubby House & Childcare	0 – 4 years	Communicator	Phone: 5775 1111
The Farmhouse Childcare	0 – 4 years	Communicator	Phone: 5779 1842 Address: 3494 Maroondah Hwy, Mansfield

***Tourism Sector***

<b>Organisation</b>	<b>Target Group(s)</b>	<b>Role in Heatwave Planning</b>	<b>Contact Details</b>
Mansfield Shire Council Tourism & Economic Development	Whole of community Visitors	Communicator	Mansfield Shire Council 33 Highett St, Mansfield 5775 8555
Mansfield Visitor Information Centre	Whole of community Visitors	Communicator	Phone: 5775 7000  Web: <a href="http://www.mansfield-mtbuller.com.au">http://www.mansfield-mtbuller.com.au</a> Address: 175 High St, Mansfield

The above stakeholder listing is an incomplete listing. This listing will need to be linked to the Contact Directory in the Municipal Emergency Management Plan and other Mansfield Shire Council databases. This listing will need to be updated on an annual basis.

## ***Appendix 2 - Additional Resources & Fact Sheets Available***

### **Heat stress and heat-related illness**

<https://www.betterhealth.vic.gov.au/health/healthyliving/heat-stress-and-heat-related-illness>

### **Heat stress and exercise**

<https://www.betterhealth.vic.gov.au/health/HealthyLiving/heat-stress-and-exercise>

### **UV Exposure and Heat Illness Guide**

<http://www.sunsmart.com.au/downloads/communities/sports-clubs/uv-exposure-heat-illness-guide.pdf>

### **Exercise safety**

<https://www.betterhealth.vic.gov.au/health/healthyliving/exercise-safety>

### **Child safety - hot weather**

<https://www.betterhealth.vic.gov.au/health/healthyliving/hot-weather-and-child-safety>

### **Safety in summer ... all about**

<https://www.betterhealth.vic.gov.au/health/healthyliving/how-to-cope-and-stay-safe-in-extreme-heat>

### **Community resources**

<http://www.health.vic.gov.au/environment/heatwaves-community-resources.htm>

### **Emergencies - coping without gas or electricity**

<https://www.betterhealth.vic.gov.au/health/servicesandsupport/emergencies-coping-without-gas-or-electricity>

<https://www.energy.vic.gov.au/safety-and-emergencies/power-outages>

### **Sunburn**

<https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/sunburn>

### **Water - a vital nutrient**

<https://www.betterhealth.vic.gov.au/health/healthyliving/water-a-vital-nutrient>

## ***Appendix 3 – Mansfield Shire Community Support Register***