

An aerial photograph of a rural community. In the foreground, there are several houses with blue and red roofs, surrounded by green trees. To the right, there is a large, light blue tennis court. In the background, there are more houses, a school building, and a large open field. The entire image is overlaid with a semi-transparent grey rectangle containing text.

Undera Community Emergency Management Plan

2025

DRAFT



The development of this plan was funded by the Australian and Victorian Governments following the October 2022 floods.



Australian Government



Originally developed with the assistance of
The Six C's Group 2025

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What is community based emergency management?

Community based emergency management is about working together to be safer and more resilient, without building greater dependencies on agencies, government and service providers . This includes being relatively independent and self-reliant, while drawing upon the connections and lifelines which support people and their community to function and survive .

It also provides opportunities for broader collaboration and collective action . This includes working together as part of the community to drive the design, implementation and review of integrated planning and engagement processes . Connections and relationships developed through these processes can be maintained and beneficial before, during and after emergencies .

Maturity in these processes can also assist to build overall community capacity and capability to better manage long term stressors and to cope with shocks, including future emergencies

This approach is designed to support community led approaches and activities wherever possible.

Adopting this approach taps into the collective local knowledge, expertise and resources to build on combined strengths. Working together through these processes can assist to develop mutual goals and solutions while strengthening relationships and lifelines to be drawn upon in good times and during critical times of need .



Overview

Introduction

The Undera Community Emergency Management Plan (CEMP) has been developed by the local community and the Undera Emergency Resilience Group (UERG) acknowledges all who have participated and contributed toward the development of this document.

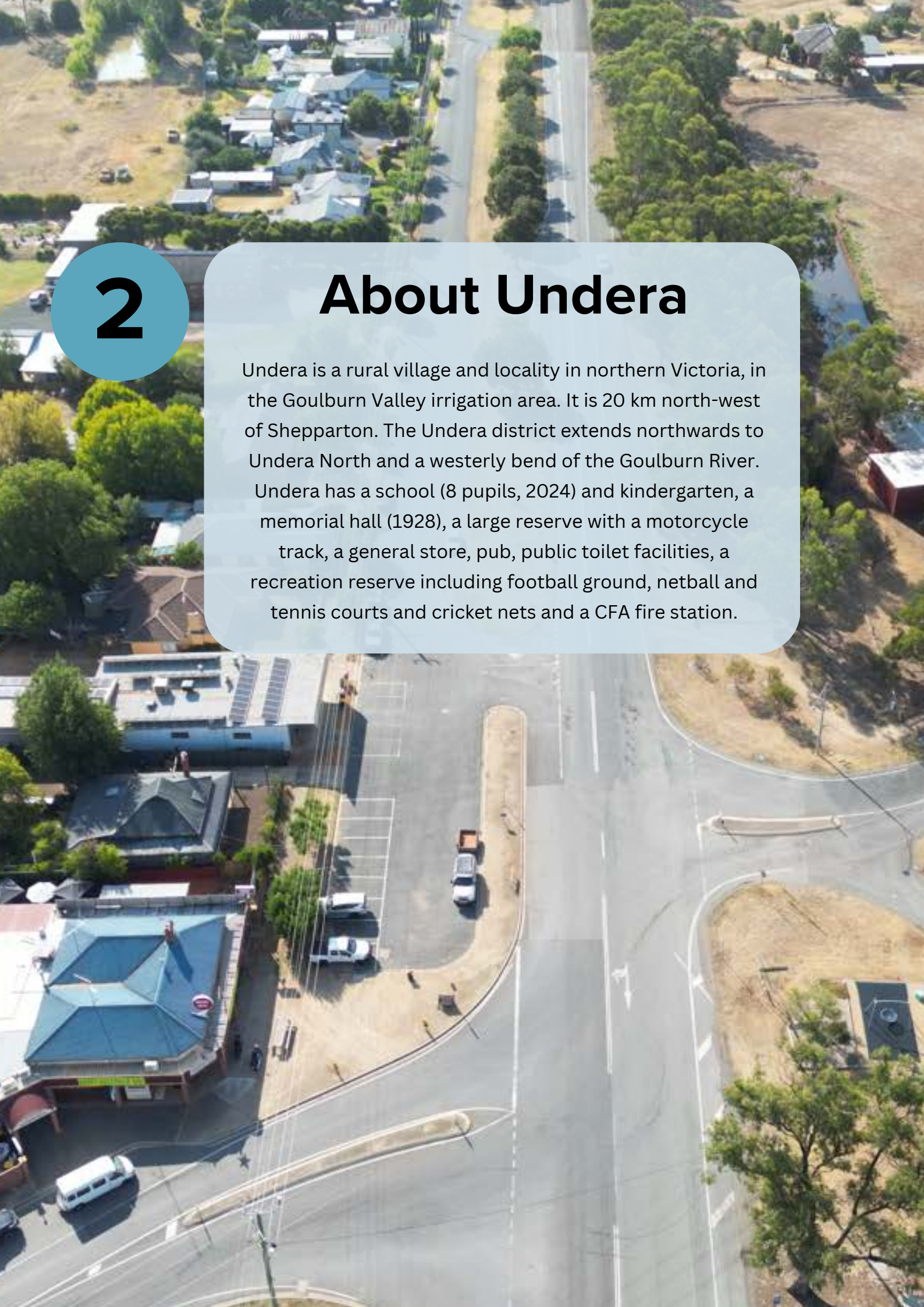
This plan is managed and distributed by the UERG . All feedback and opportunities for participation to implement and progress the plan is welcome.

While every effort has been made to ensure that information in this document is correct at the time of printing, changes after the time of publication may impact the accuracy of the information.

The UERG is not responsible for any loss suffered in connection with the use of this document.

Aim

The goal of this plan is to build resilience and safeguard the Undera community with knowledge and resources needed to prepare, respond and recover from disasters.

An aerial photograph of a rural village. In the upper half, there's a cluster of houses with various roof colors (blue, grey, brown) surrounded by green trees. A straight road runs vertically through the center. To the right, there's a large, dry, brown field. In the lower half, a road intersection is visible with a large building on the left, a parking lot with several cars, and a road curving to the right. A white van is parked on the left side of the intersection.

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About Undera

Undera is a rural village and locality in northern Victoria, in the Goulburn Valley irrigation area. It is 20 km north-west of Shepparton. The Undera district extends northwards to Undera North and a westerly bend of the Goulburn River. Undera has a school (8 pupils, 2024) and kindergarten, a memorial hall (1928), a large reserve with a motorcycle track, a general store, pub, public toilet facilities, a recreation reserve including football ground, netball and tennis courts and cricket nets and a CFA fire station.

Statistics



450 people



139 occupied private dwellings



**42 years of age
(average age)**



27 lone households

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Hazards



Flood

Undera, Victoria, has a history of flooding due to its proximity to the Goulburn River, with heavy rainfall and upstream water releases contributing to inundation. Major floods have impacted the area in 1916, 1939, 1956, 1974, 1993 and the devastating 2011 floods that impacted much of northern Victoria. More recently, the 2022 floods caused widespread damage, isolating communities, inundating properties, and disrupting agriculture.



Heat & Cold

Rising temperatures and more frequent heatwaves pose a growing risk to the people of Undera, especially older residents, young children, and those with health conditions. Extreme heat can cause heat stress, dehydration, and increased hospitalisations, while also impacting livelihoods reliant on farming. At the same time, cold weather events bring their own challenges, particularly for vulnerable residents who may struggle with heating costs or exposure to freezing conditions. Prolonged cold can lead to hypothermia, exacerbate respiratory illnesses, and increase the risk of isolation in rural areas.



Bushfire, Grass Fire, Broadacre Fire

Undera has historically had a low bushfire risk, but climate change and drier conditions are increasing the threat. Hotter temperatures and reduced rainfall are creating drier vegetation, raising the risk of grassfires and fast-moving fires. While major bushfires have been uncommon, fire preparedness and hazard reduction are becoming more important.



Storm / Extreme Winds

Undera, is prone to severe storms, particularly during the warmer months, bringing strong winds, heavy rainfall, and lightning strikes. These storms have been known to cause flash flooding, property damage, and power outages, impacting both residents and local agriculture. Hailstorms and high winds have also contributed to fallen trees and damaged infrastructure.



Energy disruption (power, telecommunications)

Undera faces a significant risk of energy disruption, with power and telecommunications outages frequently occurring during extreme weather events such as storms, floods, and heatwaves. Strong winds and heavy rainfall can bring down powerlines, while prolonged heat can strain the electricity grid, leading to blackouts.

Telecommunications infrastructure is also vulnerable, impacting residents' ability to access emergency services and stay informed during crises. Given Undera's rural location, extended outages can isolate the community, disrupt essential services, and affect farm operations, highlighting the need for reliable backup solutions and community preparedness.



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Objectives



Administrative

Setting us up for success

Objective 1.

Proposal to seek the establishment of the group as the Undera Emergency Resilience Group and submit a formal request to the Undera Recreation Reserve Committee to recognise it as a sub-committee.

Objective 2.

Produce a large map outlining potential riverine flood areas marking river gauge locations and heights to be observed.

Objective 3.

Develop a new residents kit that includes hazard information.



Community connections

Building Social Capital

Objective 4.

Develop a community hub model to suit community requirements (triggers to open, roles and role descriptions, coloured vests etc)

Objective 5.

Create a short guidance document around the use of the existing WhatsApp group.





Building Capacity & Capability

Empowering our community

Objective 6.

Increase skills within the community. Training to include:

- First Aid/CPR training
- Grant writing workshop
- Sandbagging training
- Flood education
- How to use the Vic Emergency App
- Fire preparedness session
- Storm education

Objective 7.

Increase preparedness to all hazards, by purchasing a shipping container to hold the following:

- Sandbags
- Shovels
- Gloves
- Plastic pallets
- Laminated maps
- First Aid kit/Snake kit
- Blankets
- Torches
- Plastic tubs
- Banner/flag (to indicate when the hub is open)

Objective 8.

Develop a pictograph of how to safely fill sandbags (include a QR code link to VICSES short videos on how to sandbag)

Objective 9.

Purchase a lock box to store the keys to the Recreation Reserve for ease of opening for use as a Community Hub.

Objective 10.

Enhance the facilities at the Undera Recreation Reserve to enable the centre to be used as a Community Hub:

- Install a satellite internet connection
- Purchase and install a generator
- Build / renovate bathroom facilities (toilets and showers – numbers required)
- Purchase and install new water tanks (number & size required)
- Upgrade internal and external security within the Undera Recreation Reserve facility (lockable areas that separate the football club equipment and community hub areas)

Objective 11.

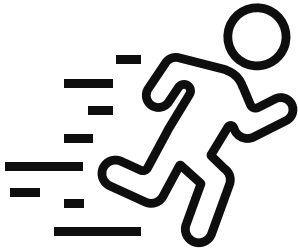
Develop a flood emergency plan for the Undera community

- Including an agreement with Council on the trigger point to deliver sand (quantity required) to Undera Recreation Reserve (Trigger point to be set to allow Council time).
- Include the Council Municipal Emergency Management Officer (MEMO) duty phone number in the plan.
- Include riverine flood gauge heights and identified impacts
- Outline community actions.



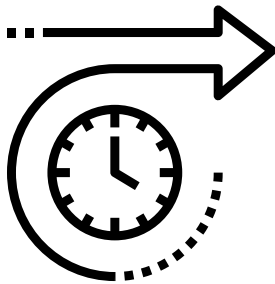
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Local Priorities



Short term goals

The immediate focus is on formally establishing the Undera Emergency Resilience Group, ensuring its recognition as a sub-committee of the Undera Recreation Reserve Committee. Additionally, key community education and training initiatives will be rolled out, including First Aid/CPR training, sandbagging training, grant writing, flood education, fire preparedness, storm education, and guidance on using the Vic Emergency App.



Medium term goals

To strengthen all-hazards preparedness, a shipping container will be purchased and stocked with essential emergency supplies such as sandbags, shovels, gloves, blankets, maps, first aid kits, and torches. To enhance the Undera Recreation Reserve as a community hub, key upgrades will be pursued, including satellite internet, a generator, improved bathroom facilities, new water tanks, and enhanced security measures to support emergency response and community recovery efforts.



Long term goal

The focus will shift to developing a flood emergency plan for Undera, including a formal agreement with Council on flood response triggers and resource allocation. A Community Hub model will be created to define roles, activation triggers, and operational guidelines.

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Key Issues & vulnerabilities

Key issues & vulnerabilities

- The Undera Recreation Reserve is a predetermined staging ground for CFA which means that during prolonged emergencies CFA may move a lot of resources (trucks, vehicles etc) to the Recreation Reserve before being deployed to the emergency. This use does not affect the hub being opened by the community.
- The Undera Recreation Reserve is also a pre-determined Emergency Relief Centre which can be opened under the direction of an Incident Controller during an emergency. An Emergency Relief Centre is managed by Council and provides a safe location where community can gather when they have been told to leave a certain area during an emergency. An Emergency Relief Centre would only be open for the duration of the emergency and when closed the Community Hub could open providing continuous support for the community.
- Undera does not have a local VicSES Unit, the closest unit is the Tatura VicSES Unit.
- Reduced irrigation is making Undera drier, leading to land degradation, dust storms, and lower crop yields. With increased bushfire risks and challenges in pasture growth and livestock management, farmers are adapting through new grazing patterns and alternative water sources.
- The Undera community has faced compounding crises, from COVID-19 to floods, storms and now drought. The pandemic isolated residents and strained local services, while flooding caused property damage and disrupted farming. Now, reduced irrigation and drier conditions are impacting agriculture, increasing bushfire risks, and increasing pressure on mental health and financial stress.





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Values

History

Teamwork

People

Community has a
can do attitude.

A commitment to
improve

Community

Cooperation

All ages coming
together to help.

“Flood brought
community
together.”

SHORT TERM OBJECTIVES

Action	Lead	Support	Due By	Complete	Comments
Proposal to seek the establishment of the group as the Undera Emergency Resilience Group and submit a formal request to the Undera Recreation Reserve Committee to recognise it as a sub-committee.					
FIRST AID/CPR Training					
Grant Writing workshop					
Large map outlining potential riverine flood areas with river gauge locations and heights to be observed					
Pictograph or how-to safety film sandbags (maybe include a QR code link to VICSES short videos on how to sandbag)					
Purchase a lock box					

SHORT TERM OBJECTIVES

Action	Lead	Support	Due By	Complete	Comments
Sandbagging training					
Flood education					
How to use the Vic Emergency App					
Fire preparedness session					
Storm education					
Develop a new residents kit that includes hazard information.					

MEDIUM TERM OBJECTIVES

Action	Lead	Support	Due By	Complete	Comments
Increase preparedness to all nazaras, by purchasing a shipping container to hold the following: • Sandbags • Shovels • Gloves • Plastic pallets • Laminated maps • First Aid kit/Snake kit • Blankets • Torches • Plastic tubs • Banner/flag (to indicate when the hub is open)					
Develop a community hub model to suit community requirements (triggers to open, roles and role descriptions, coloured vests etc)					
Enhance the facilities at the Undera Recreation Reserve to enable the centre to be used as a Community Hub: • Install a satellite internet connection • Purchase and install a generator • Build / renovate bathroom facilities (toilets and showers – numbers required) • Purchase and install new water tanks (number & size required) • Upgrade internal and external security within the Undera Recreation Reserve facility (lockable areas that separate the football club equipment and community hub areas)					

LONG TERM OBJECTIVES

Action	Lead	Support	Due By	Complete	Comments
Develop a flood emergency plan for the Undera community • Including an agreement with Council on the trigger point to deliver sand (quantity required) to Undera Recreation Reserve (Trigger point to be set to allow Council time) • Include the Council Municipal Emergency Management Officer (MEMO) duty phone number in the plan • Include riverine flood gauge heights and identified impacts • Community actions					



Emergency Contacts

Agency	Phone Number	Website
Triple 000	000	
VicEmergency	1800 226 226	emergency.vic.gov.au
VicSES	132 500	ses.vic.gov.au
CFA		cfa.vic.gov.au
VicTraffic		traffic.transport.vic.gov.au
Police but not the sirens	131 444	
Bureau of Meterology		bom.gov.au
Powercor Outages	13 24 12	
Poisons Information Line	13 11 26	
Nurse on Call	1300 60 60 24	
Better Health Channel		betterhealth.vic.gov.au
Greater Shepparton City Council	5832 9700	greatersepparton.com.au



Undera Emergency Resilience Group

The Undera Emergency Resilience Group was established in 2025 and consists of the following members:

Members	Members
Alistair Chessells	Donna Thomson
Sue Chessells	Chris Kanzoo
Nicole	Brenton Campbell
Bobby Boyer	Neville Ismaili
David Baxter	Andrew
Peter Mitchell	Felice Sgammato
Jarrold Mitchell	Irene Sgammato
Allan Brunt - 0411 612 708	Kaylene Reid

The Undera Emergency Resilience Group welcomes new members.

Community support services in Greater Shepparton

There are a range of support services throughout our community who can help during difficult times. This brochure outlines a few of those available.



Business Support

Find out about grants, support, workshops and other resources available for your business.

Business Victoria

13 22 15
business.vic.gov.au

Greater Shepparton Business Centre

sheppartonbusiness.com.au

Carer Respite

Respite care can be arranged in a few different ways.

It is important to take care of yourself so you can take care of others.

Carers Victoria

1800 514 845
carersvictoria.org.au

Carer Gateway

1800 422 737
carergateway.gov.au

Community Support

Neighbourhood/Community Houses offer information, resources, support, activities, programs, training, lifelong learning and so much more. Check out your local NH House

Mooroopna Education and Activity Centre

03 5825 1774

Murchison Community House

03 5826 2373

North Shepp Community and Learning Centre

03 5821 5770

South Shepp Community House

03 5821 6172

Tatura Community House

03 5824 1315

Community Transport

Community Accessibility

03 5831 8515
communityaccessibility.com.au

Dyson Group

(Shepparton Bus Services)
03 5831 2150
dysongroup.com.au

Jacobson

(Mooroopna Bus Services)
03 5825 2323
jacobsoncoachtours.com.au

Drug and Alcohol Support

Practical help, information and support is always available.

Australian Community Support Program (ACSO) Shepparton

1300 022 760
acso.org.au

Direct Line

1800 888 236
directline.org.au

Family Support

Caroline Chisholm Society

1800 134 863
caroline.org.au

FamilyCare

03 5823 7000
familycare.net.au

Greater Shepparton Lighthouse Project

0419 555 939
gslp.com.au

Maternal Child Health at Greater Shepparton City Council

03 5832 9312
greater-shepparton.com.au

Maternal Child Health Line

13 22 29

National Home Doctor Service

13 74 25
homedoctor.com.au

Nurse on Call

1300 606 024

Family Violence

Violence and abuse is never okay. These times are stressful but help is always available.

If you are unsafe or in danger call Triple Zero "000" immediately.

1800RESPECT

1800 737 732
1800respect.org.au

Marian House (Vincent Care)

03 5825 9400 (business hours)
1800 015 188 (after hours)
vincentcare.org.au

Men's Referral Service

1300 766 491
ntv.org.au

Orange Door

1800 634 245
orangedoor.vic.gov.au

Safe Steps

1800 015 188
safesteps.org.au

Financial Help

Situations are changing and this is making it difficult for people to pay expenses.

AgBiz Assist

1300 834 775
agbizassist.org.au

MoneyCare

1800 722 363
salvationarmy.org.au

Salvation Army

03 8873 5288
salvationarmy.org.au

Services Australia (Centrelink)

136 240
servicesaustralia.gov.au

Shepparton Family & Financial Services

03 5831 7755

Vincent Care

(Free financial counselling service)
03 5825 9400
vincentcare.org.au

Food Assistance

Reaching out can be hard but it is always okay to ask for help. We are here **with** you.

Salvation Army

03 8873 5288
salvationarmy.org.au/

Shepparton Family & Financial Services

03 5831 7755

St Vincent de Paul Welfare Assist

Shepparton: 03 5821 0317
Mooroopna: 03 8199 4243

Hospitals & Health Services

GV Health

03 5832 2322
gvhealth.org.au

Mental Health & Wellbeing Local

1300 000 559
betterhealth.vic.gov.au

Primary Care Connect

03 5823 3200
primarycareconnect.com.au

Priority Care Clinic

03 5823 3132
shepmed.mthc.com.au/ppcc

Rumbalara Aboriginal Co-Operative

03 5820 0000
rumbalara.org.au

VVED (Victorian Virtual Emergency Department)

vved.org.au – then register

Housing/ Homelessness

If you need extra support for housing reach out now.

Beyond Housing Shepparton

03 5833 1000
1800 825 955 (after hours)
beyondhousing.org.au

Department of Families, Fairness and Housing

1300 650 172
dffh.vic.gov.au

Rumbalara Homelessness & Housing Support

Ph: 5820 0000
rumbalara.org.au/service/homelessness-housing-support/

Salvocate (Social Services)

03 5820 8000
salvationarmy.org.au/shepparton

Legal Help

Goulburn Valley Community Legal Centre (ARC Justice)

03 5831 0900
1800 310 900
arcjustice.org.au

LGBTIQA+

Diversity Project Shepparton

03 5831 6157
diversity@vt.uniting.org
pridecentre.org.au

GV Pride

gvpride.org/contact
facebook.com/gvprideshepparton

qLife

1800 184 527
qlife.org.au

Rainbow Door

1800 729 367
rainbowdoor.org.au

Mental Health

If you are feeling higher instances of stress and anxiety at this time reach out, you are not alone.

13YARN (Aboriginal & Torres Straight Islanders Crisis Support Line)

13 92 76
13yarn.org.au

Beyond Blue

1300 22 4636
beyondblue.org.au

Head to Health

1800 595 212
headtohealth.gov.au

Headspace Shepparton

(for 12-25 year olds)
03 5823 8800
headspace.org.au
Headspace 1800 650 890 (9am-1pm – 365 days year)

Lifeline

13 11 14
lifeline.org.au

Mental Health & Wellbeing Local

1300 000 559
wellways.org

Wellways

1300 111 400
wellways.org

Multicultural Support Services

Ethnic Council of Shepparton & District

03 5831 2395
ethniccouncil.com.au

Translator Services

1800 560 760 (press 9)

Older People

Find out more about support for older people.

Seniors Rights Victoria

1300 368 821
seniorsrights.org.au

People with Disability

For information about NDIS eligibility and access to support groups and mainstream services, contact IntoRec or Council's Access & Inclusion Officer today.

ConnectGV

(03) 5821 2466
connectgv.com.au

Intereach

1300 488 226
intereach.com.au

IntoRec (Family Care)

03 5823 7041
familycare.net.au

Rights Information and Advocacy Centre (RIAC)

03 5222 5499
riac.org.au

Shepparton Access

(03) 5831 6180
sheppaccess.com.au

Places of Worship

Visit the Greater Shepparton Great Things Happen Here website for a listing of places of worship.

greatthings.com.au/places-of-worship

Sexual Assault Victims/Survivors

GV CASA

(Centre Against Sexual Assault)
1800 806 292
gvcasa.com.au/contact_us

Social Connection

Visit our neighbourhood houses or the links below to get involved and stay connected.

Get Mooving

getmoovingshepparton.com.au/activities-in-the-park

Greater Shepparton Community Group and Sports Club Directory

greater-shepparton.com.au/community/community-directory

Volunteer Opportunities

greater-shepparton.com.au/community/volunteering/volunteer-opportunities

Weather Emergency

As extreme weather events are occurring more frequently, be prepared for an emergency situation.

ABC Radio (local ABC radio)

Emergency radio broadcast ABC Local 107.9 FM, 594 AM & 774 AM

CFA (Country Fire Authority)

1300 367 617
cfa.vic.gov.au

SES (State Emergency Service)

132 500
ses.vic.gov.au

Vic Emergency

1800 226 226
emergency.vic.gov.au
You can download the VicEmergency app from the App Store or Google play

Young People

Berry Street

(03) 5822 8100
berrystreet.org.au

Foyer Foundation – Youth Foyer

0438 716 974 or 03 5822 8100
foyer.org.au

Headspace Shepparton

03 5823 8800
headspace.org.au

Oilly (The Greater Shepparton Lighthouse project)

0419 555 939
gslp.com.au

The Bridge Youth Service

03 5831 2390
shepparton@thebridge.org.au
thebridge.org.au

Uniting

(03) 5831 6157
unitingvictas.org.au

For more information on what is outlined in this poster email council@shepparton.vic.gov.au or phone **03 5832 9700**.

September 2024



Scan the QR code to view the Community Support Services

GREATER SHEPPARTON

greater-shepparton.com.au

Food relief in the Goulburn Valley



FOOD ASSISTANCE PROVIDERS

Shepparton Family & Financial Services

1 Naomi St, Shepparton T: 5831 7755

Mon - Fri, 10am - 4pm

South Shepparton Community Centre

290 Archer Street, Shepparton T: 5821 6172

Mon - Fri, 9am - 3pm

Mooroopna Education & Activity Centre (MEAC)

2 Northgate Street, Mooroopna T: 5825 1888

Mon - Fri, 9am - 3pm

Family Haven

15 - 17 Young St, Mooroopna T: 0428 736 961

For families only. Tue - Thu, 9.30am - 3pm

Generations Op Shop

119 Hogan St Tatura T: 5824 3059

Mon - Fri, 10am - 4pm

Caroline Chisholm Society

15a St Andrews Rd, Shepparton T: 5821 0826

Emergency supplies - clothing, nappies, formula etc.

Assistance for children up to 10 years.

Mon - Wed, 9am - 12pm.

SalvoCare Shepparton

99 Nixon Street, Shepparton T: 8873 5288

Mon, Tue, Thur, 10am - 4pm (call at 9am for apt)

St Vincent de Paul Society Shepparton

290 Wyndham Street, Shepparton T: 5821 0317

Mon - Fri, 10am - 12pm

South Shepparton Community Church

15 St Andrews Road, Shepparton T: 0408 738 967

By appointment

Rumbalara

20 Rumbalara Rd, Mooroopna T: 5820 0000

ATSI clients only. **Mon - Fri, 9am - 4pm**

The Salvation Army Kyabram Doorways

24 Unitt St, Kyabram T: 5853 2684

Servicing Kyabram & district.

By appointment

Shalom Worship Centre Merrigum

116 Waverley Ave, Merrigum M: 0429 866 478

Tue & Wed, 1pm - 4pm, or call/text

Shalom Worship Centre Girgarre

10 Morgan Crescent, Girgarre M: 0409 510 871

Please text for assistance

Girgarre Community Cottage

27 Olympic St, Girgarre T: 5854 6482

Mon - Thu, 10am-3pm

Euroa Foodshare

1A Clifton Street, Euroa T: 0491 721 024

By appointment

Euroa Christian Fellowship

Old School House, Clifton St, Euroa

T: 0402 427 955

By appointment

Murchison Neighbourhood House

23 Impey Street, Murchison T: 5826 2373

Mon - Fri, 9am-3pm

Love In Action Broadford Living & Learning Centre

58 High St, Broadford T: 0473 845 808

Assistance for the Broadford community in need

Mon - Thu by apt or Fri collections, 11am - 2pm

Food relief in the Goulburn Valley



COMMUNITY MEALS PROGRAMS

Mooroopna Education & Activity Centre (MEAC)

23 Alexandra St, Mooroopna T: 5825 1774

\$10 per meal - 2 courses

Tue, 12pm - open to all

Bookings necessary

Family Haven

15 - 17 Young St, Mooroopna T: 0428 736 961

Lunch - For families only

Tue - Thu, 12pm - 1pm

Murchison Neighbourhood House

23 Impey Street, Murchison T: 5826 2373

Mon & Wed, 12 noon - open to all

\$8 per meal - 2 courses

The Salvation Army

99 Nixon St, Shepparton T: 5821 2666

\$5 if you can contribute

Wed, 11.45am - 1.30pm

People Supporting People

Lutfiyes Shish Kebabs

338 Wyndham Street, Shepparton.

Mon - Fri, 4pm - 5pm



03 4840 5280



7 Doonan St, Mooroopna VIC 3629



info@sheppartonfoodshare.org.au



sheppartonfoodshare.org.au



/sheppartonfoodshare



Compiled by Shepparton Foodshare.

Subject to change without notice,

correct as at May 2025