GREATER SHEPPARTON MUNICIPAL RECOVERY AND RESILIENCE PLAN 2023-25
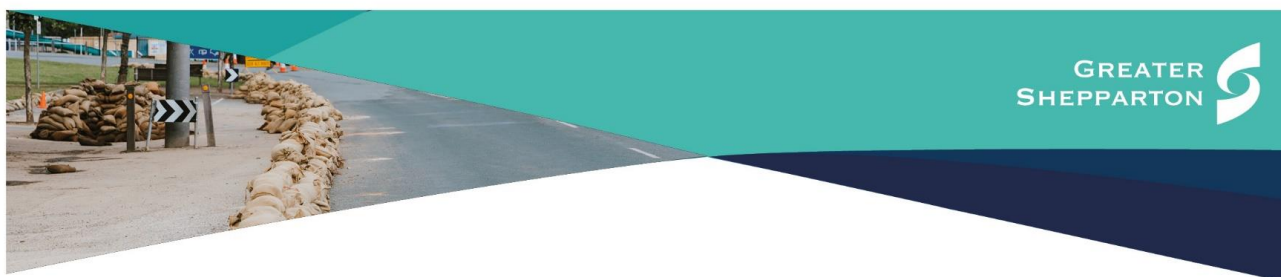
OCTOBER 2022 FLOOD EVENT

GREATER SHEPPARTON

We acknowledge the Yorta Yorta Peoples of the land which now comprises Greater Shepparton, we pay our respect to their tribal elders, we celebrate their continuing culture and we acknowledge the memory of their ancestors.

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Foreword

Greater Shepparton's natural, riverine environment is a key feature of its appeal and liveability for residents, and has been home to the Yorta Yorta Traditional Owners for millennia. Greater Shepparton is situated at the confluence of the Goulburn and Broken rivers, and the Seven Creeks system. In flood, these rivers and creeks spill out into their floodplains.

The October 2022 flood event was the most significant flood event in many decades, and impacted Greater Shepparton in many ways, with the communities of Bunbartha, Kialla, Mooroopna, Murchison, Shepparton, Toolamba and Undera all significantly affected.

Many residents' daily lives were affected directly through property, equipment or vehicle damage and/or isolation, and their health and wellbeing impacted, compounding many existing vulnerabilities. Residential properties, businesses and farms were impacted. Culturally significant sites were flooded. Local properties, waterways, parks and roadways suffered considerable damage as did numerous major Council assets and services. Isolation and damage to community and sporting facilities disrupted the familiar rhythms of life and industry for people of all ages.

A changing climate is predicted to bring more frequent, extreme weather events. Additional focus on preparedness and sustainability and resilience for communities and infrastructure is required. To plan for more frequent, intense and extreme disasters brought about by climate change, a further opportunity exists to align operations to the A Monitoring and Evaluation Framework for Disaster Recovery Program outcomes that aim to:

- A sustainable community has the capability to manage its own recovery, without government disaster-relate assistance.
- A resilient community is better able to withstand a future disaster.

Subject the *Emergency Management Act 2013*, an agency that has a role or responsibility under the State Emergency Management Plan (SEMP) in relation to the emergency response to a Class 1 or 2 emergency must act in accordance with the SEMP.

Recovery means the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning. Councils are responsible for municipal recovery coordination. Recovery coordination operates at both tier level and activity level.

Recovery is undertaken across four environments; built, economic, natural and social, which provide a framework within which recovery can be planned, reported, monitored and evaluated. The environments and their areas of activity can be adapted to meet the needs of people and communities affected, such as consideration for Aboriginal culture and healing.

Recovery is both an outcome and a process for individuals, households, neighbourhoods and communities. The recovery program coordination outlined in this plan have been informed by the built, economic, natural and social working groups and largely focuses on the short-term recovery actions. As the recovery program evolves and community recovery

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committees are established, community-led recovery is central to the medium and long-term actions.

This recovery program will be responsive to the complex, dynamic and evolving disaster context and community needs.

A critical aspect of emergency management is planning for recovery - in particular, planning for a whole of community approach to mitigate the effects and manage the consequences of an emergency or disaster.

Council also works closely with Emergency Recovery Victoria to build Greater Shepparton's sustainability and resilience and acknowledge the funding contributions via Disaster Recovery Funding Arrangements (DRFA), Emergency Recovery Victoria (ERV), and Local Government Victoria (LGV).

About the Greater Shepparton Municipal Recovery and Resilience Plan

The Greater Shepparton Municipal Recovery and Resilience Plan ("the Plan") has been prepared by Greater Shepparton City Council. The purpose of the Plan is to support the Greater Shepparton community through their flood recovery.

The Plan outlines the strategic context, governance arrangements, recovery activities and advocacy priorities for Greater Shepparton.

It is a living document – priority activities will be further developed over the duration of the recovery program, which extends to 30 June 2025.

The Plan aligns to Australian and Victorian legislative and policy frameworks including the *National Principles of Disaster Recovery, Victoria's Preparedness Framework,* the *State Emergency Management Plan,* and *A Monitoring and Evaluation Framework for Disaster Recovery.*

The role of local government in recovery from emergencies

Under the SEMP, Emergency Recovery Victoria, is responsible for regional and state tier recovery coordination, with municipal councils responsible for coordinating recovery at the municipal tier.

The SEMP also identifies a number of lead agencies for various targeted recovery services, with municipal councils providing support in many instances.

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| Service	Recovery lead agency	Recovery support agencies
Community information	Emergency Recovery Victoria	Emergency Management Victoria Municipal Councils
Public health advice	Department of Health	Municipal Councils
Formation, leadership and support of municipal recovery committees	Municipal Councils	Emergency Recovery Victoria
Provision and staffing for recovery/information centres	Municipal Councils	Australian Red Cross
Provision and management of community recovery services	Municipal Councils	Emergency Recovery Victoria
Organisation of state-led public appeals	Department of Justice, Community and Safety	Australian Red Cross
Coordination of spontaneous volunteers (including for relief)	Emergency Recovery Victoria	Australian Red Cross Volunteering Australia
Management of donated goods (including for relief)	Emergency Recovery Victoria	Salvation Army

Community-led recovery

Victoria's recovery system is based on the principles of managing locally, closest to the community and with the ability to scale up to deal with more widespread and complex issues and support needs. This recognises the important role of non-government organisations, community groups, businesses and others. This system is underpinned by the National Principles for Disaster Recovery.

Greater Shepparton is remarkably diverse in demographic composition, geography and the risks and hazards faced. Most importantly, community is a critical source of local experience, knowledge, capacity and skills which can help to shape and direct recovery processes.

Recovery policy in Australia commits to recovery efforts being designed for and maintaining focus on a community-led and locally managed model, even when coordination efforts are escalated to an inter-jurisdictional or national level. This requirement is reflected in the Victorian Preparedness Framework, State Emergency Management Plan, National Principles of Disaster Recovery, Victoria's Resilient Recovery Strategy and Strategy for Aboriginal Community-led Recovery.

Community-led recovery is an approach that gives communities greater opportunity to be involved in decisions and processes that contribute to reshaping and rebuilding their lives in ways that work for them.

A community-led approach is central to Greater Shepparton City Council's medium to long-term flood recovery program and it involves engaging deeply and respectfully with communities. Further to this, the Aboriginal Culture and Healing line of recovery is considered across the built, economic, natural and social environments.

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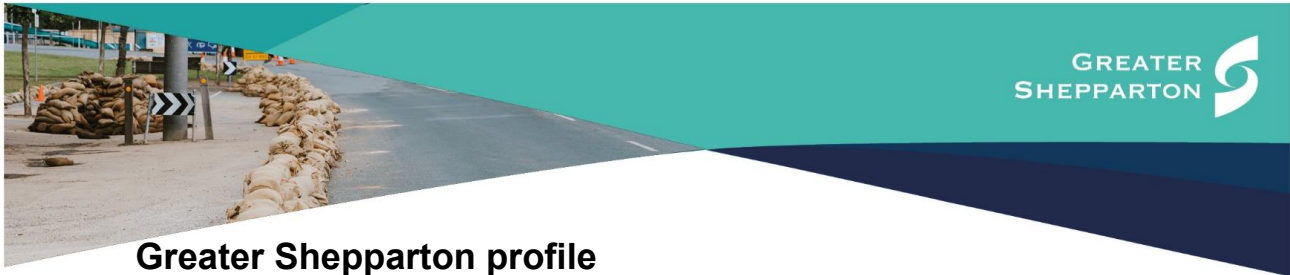
Greater Shepparton profile
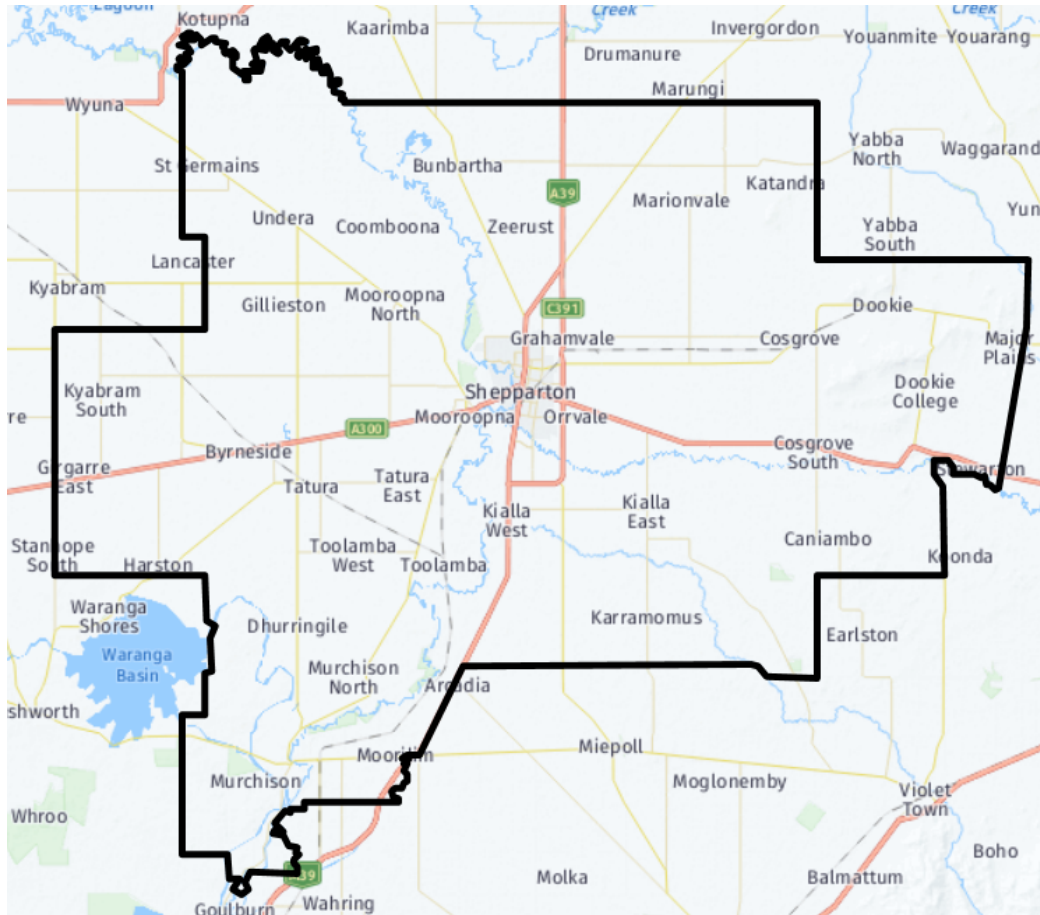
Greater Shepparton is located in northern Victoria at the confluence of the Goulburn and Broken Rivers. Located 190 kilometres north of Melbourne it has an area of 2,432 square kilometres and extends a radius of approximately 35 km from the Shepparton central business district.

The natural environment is centred on the floodplains and river systems that also support the agricultural base of the region. Areas of remnant vegetation are generally confined to river corridors and roadside areas with some areas of native vegetation on private land. The municipality includes the Goulburn River K50 Streamside Reserve, Arcadia Streamside Reserve, Shepparton Regional Park, Gemmill Swamp Nature Conservation Reserve and areas of the Lower Goulburn National Park. These contain large stands of River Red Gum and form important wildlife corridors. Understorey plants along these river corridors include Golden Wattle and Silver Wattle. Reedy Swamp, located in the Lower Goulburn National Park, adjacent to Shepparton is home to a large number of waterbirds (both migratory and local).

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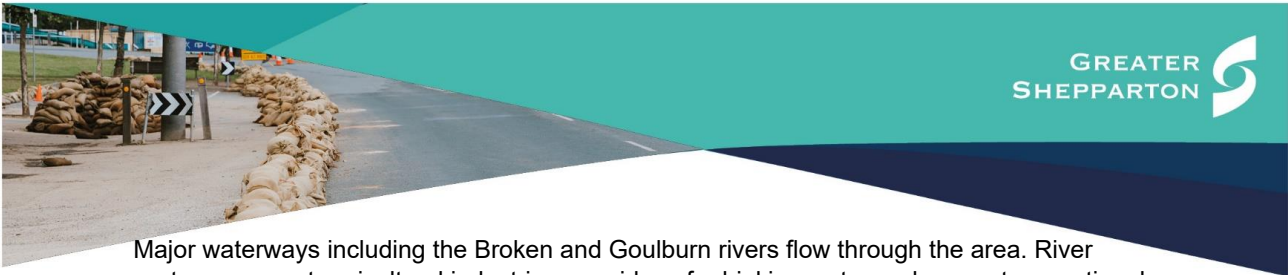
Major waterways including the Broken and Goulburn rivers flow through the area. River systems support agricultural industries, provide safe drinking water and support recreational activity and regional tourism.

The majority of the municipality lies in the 'Victorian Riverina' bioregion and forms part of the Goulburn-Broken Catchment. Across the catchment, 97 per cent of the Victorian Riverina area has been cleared of its native vegetation. The agricultural land has basically flat topography and much of it is irrigated with water predominately from the Goulburn River, via an extensive system of irrigation channels operated by Goulburn Murray Water.

Land in the municipality is approximately 85 per cent privately owned with the remaining public land generally managed by the Department of Energy, Environment and Climate Action, Goulburn Broken Catchment Management Authority and Greater Shepparton City Council.

The municipality is dissected by two major highways that meet in Shepparton; the Goulburn Valley Highway running north-south and the Midland Highway running east-west.

The municipality is an important centre for transportation; the Hume Freeway from Melbourne services the area via the Goulburn Valley Highway – an important link for the interstate transport network as the main route used by Melbourne-Brisbane traffic. The Midland Highway (east-west) dissects the municipality as a feeder network. The rail network services provide a passenger service and the transport of freight.

The Greater Shepparton region is characterised by a temperate climate with cool winters.

Greater Shepparton has a population of approximately 68,873 (Australian Bureau of Statistics Estimated Resident Population 2021). According to ABS 2021 Census the current population of Greater Shepparton has increased by 5,218 since the 2016 Census. The population forecasts suggests continued population growth for this municipality, with a predicted increase to 81,905 by 2036.

Shepparton, when combined with Mooroopna, is the fourth largest regional city in Victoria, after Geelong, Ballarat and Bendigo.

Land used for Primary Production in the Greater Shepparton region occupies 93.1 per cent of the region. Areas classified as Parklands occupy 2.7 per cent of the region, the remaining is occupied by Residential, Transport, Commercial, Education and Other (ABS, 2011 and 2016).

In 2021/22, the Greater Shepparton region was made up largely of the Health Care and Social Assistance ($512.8 million and 4,586 jobs), Construction ($422.5 million and 2,850 jobs), Agriculture, Forestry and Fishing ($421.8 million and 2,538 jobs) and Manufacturing ($417.6 million and 2,983 jobs).

The diverse agriculture sector includes; Other fruits ($344 million), Milk ($140 million), Livestock slaughtering's ($98 million) and Crops for Hay ($32 million).
https://economy.id.com.au/shepparton

Traditional Owners and Cultural Heritage

The Yorta Yorta Nation Aboriginal Corporation is recognised as the Registered Aboriginal Party for the land comprising Greater Shepparton. Historically, the majority of the

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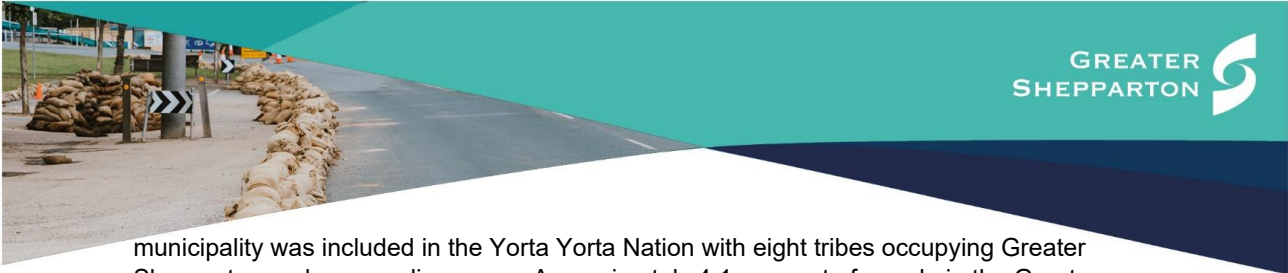
municipality was included in the Yorta Yorta Nation with eight tribes occupying Greater Shepparton and surrounding areas. Approximately 4.1 per cent of people in the Greater Shepparton region identify as Aboriginal and/or Torres Strait Islanders (ABS, 2021). However, anecdotal evidence suggests this is an underrepresentation, and Greater Shepparton's Aboriginal population is almost three times this with a population of nearly 6,000. This makes this region one of the largest Aboriginal populated areas outside of metropolitan Melbourne.

Greater Shepparton Local Government Area has over 500 registered cultural heritage places including Aboriginal historical places, burials, artefact scatters, earth features, low density artefact distributions, object collections, a quarry, scarred trees and shell middens. The environment was, and remains, extremely important to Aboriginal people and is central to their culture. Aboriginal cultural heritage sites are densest along the rivers.

Cultural Diversity and Languages

Significantly higher cultural diversity exists within Greater Shepparton than for most of regional Victoria, with over 11,890 people who were born overseas living in the City of Greater Shepparton in 2021. The languages most spoken at home other than English are Punjabi, Arabic, Italian, Hazaraghi, Mandarin, Filipino/Tagalog, Malayalam, Albanian and Turkish (ABS, 2021).

Vulnerable People

People facing disadvantage, such as those in poverty, migrants, refugees, children, older people, people with disabilities, people who are homeless or transient, and people living in poor quality housing are more vulnerable at all stages of a disaster, before, during and after.

In Greater Shepparton, engaging and communicating with vulnerable people and groups requires targeted approaches to communicate messages and information.

The horticultural industry workforce comprises young working holiday makers, predominantly from overseas (backpackers), and overseas workers under temporary employment arrangements. Within the seasonal workforce there will be different levels of diversification and vulnerabilities involving a range of factors including migration status, characteristics (language, education and skill levels), their employment and their temporary accommodation arrangements.

The October 2022 flood event

The October 2022 floods followed significant rainfall across many Victorian catchments. Specifically, a third consecutive La Nina weather system affecting south-eastern Australia.

On Friday 14 October 2022, VicSES issued a Watch and Act for the Goulburn River catchment Seymour to Shepparton. On this same day Greater Shepparton City Council live streamed an information session for the Greater Shepparton public at 7pm on Friday 14 October 2022 via the Shepparton News.

Evacuations commenced in Murchison on Friday 14 October 2022. Relief centres in Shepparton (McIntosh Centre) and Tatura (Ballantyne Centre) opened on this same day. On Saturday 15 October 2022 at 6.30pm the major road crossing from Mooroopna to

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Shepparton (the Causeway) was closed. The peak of the flood hit the Shepparton gauge on Monday 17 October 2022.

The case management data is showing that approximately 10 per cent of Greater Shepparton residents have engaged with flood recovery case management service provider, Windermere. Many urban and rural properties (and residents) were impacted through experiencing significant isolation and loss of access to services as a result of approximately 800 road closures.

Greater Shepparton City Council coordinated the establishment of the stand-alone Recovery Hub opening in early November 2022 at the Shepparton Senior Citizens building

Greater Shepparton formally transitioned to the recovery phase of the emergency on Friday 25 November 2022. Soon after, the Greater Shepparton flood recovery governing structure was established and continues to evolve to meet the needs of the community

## Impacts of the October 2022 flood event

Housing and accommodation
Initial assessments indicated over 4,200 properties were potentially impacted in Greater Shepparton.

Secondary Impact Assessments (SIAs), conducted by Council, build on the initial impact assessment baseline information used to assist with identifying community needs to achieve recovery.

Type of Assessment	Agency	Properties Inspected
Rapid Impact Assessment	Fire Rescue Victoria	2,619
Rapid Impact Assessment	Country Fire Authority	1,755
Secondary Impact Assessment	Council	6,276
Environmental Health Assessment (EHA) *subset of the SIA cohort, the most severely impacted category.*	Council	1,395

Summary of the impacts	
Cases recorded	6,830
Houses partially damaged	1,249
Houses totally destroyed	155
Properties that have reported fencing issues (total or partial)	228
Vehicles damaged (total or partial)	118
Outbuildings damaged (total or partial)	592
Equipment damaged (total or partial)	296
Asbestos	28
Stock (business loss)	83

In October 2023 alone, 254 new engagements occurred with Windermere (some were initiated by residents/business owners, some were initiated by Windermere). Common support sought was for case management and financial counselling.

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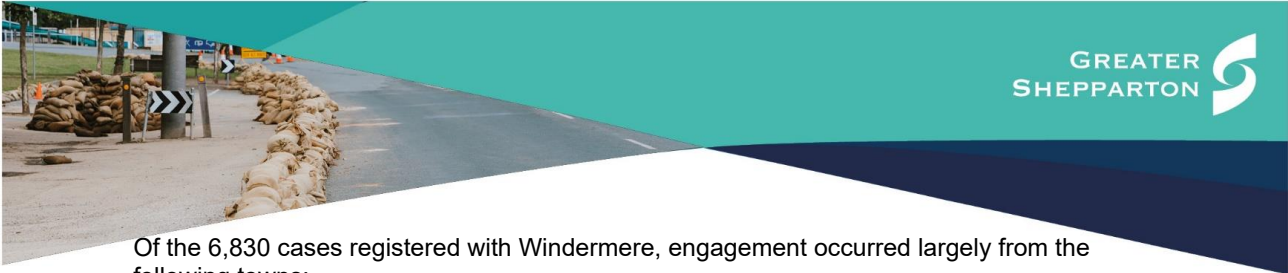
Of the 6,830 cases registered with Windermere, engagement occurred largely from the following towns:

- 3,570 Shepparton
- 2,013 Mooroopna
- 670 Kialla
- 204 Murchison
- 123 Bunbartha
- 100 Toolamba
- 47 Caravan park
- 41 Undera (8 St Germains)
- 10 Tatura

The Victorian Government's Shepparton and Mooroopna Housing Taskforce delivered a number of options for housing for displaced residents, particularly for people experiencing vulnerability and disadvantage. Initiatives delivered include the Homes @ Home pilot (involving placing caravans on properties), temporary housing in the Vara-Ville and Shepparton Holiday Village caravan parks, and the reinstatement of Aspen Lodge Caravan Park.

A reducing number of Greater Shepparton residents remain in temporary accommodation sourced either through private means or with the assistance of Emergency Recovery Victoria.

Agricultural impacts

Primary production in the municipality was significantly affected by the flood event, with the following impacts recorded:

- 370 agricultural properties impacted
- 17,015 hectares of broad acre cropping destroyed
- 143 hectares of horticultural property impacted
- 1,421 head of livestock lost
- 819 kilometres of fencing damaged
- 17,636 hectares of pasture impacted
- 41,007 tonnes of hay/sileage destroyed
- 984 tonnes of stored grain destroyed

Critical infrastructure and civic assets

- Aquamoves was significantly impacted in particularly the main pool hall, outdoor 50m pool, and the Raymond West Building (all reopened).
- Erosion of Goulburn River bank near Aquamoves created a risk to assets and public safety. Barriers erected and under remediation by Greater Shepparton City Council in partnership with the Goulburn Broken Catchment Management Authority.
- Riverlinks Eastbank (impacts on electrical and safety systems, and performer amenities, reopened October 2023).

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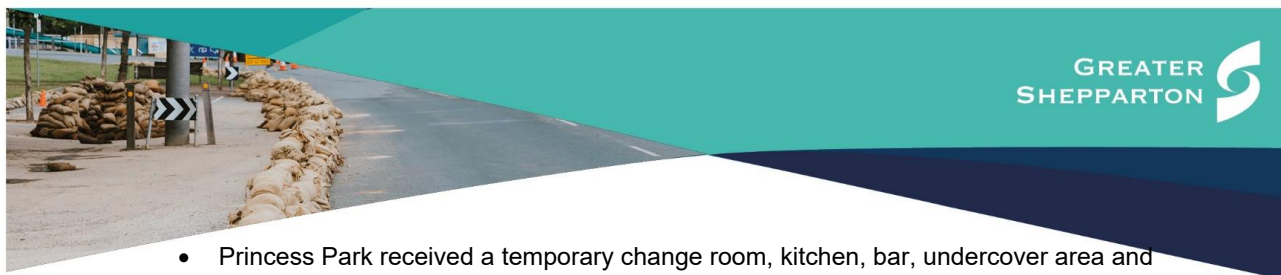
- Princess Park received a temporary change room, kitchen, bar, undercover area and public toilet facilities located onsite for a minimum of two years, first football match played in April 2023
- Echuca Road Kindergarten destroyed, will not be reopened due to extent of damage and high vulnerability to future flood events.
- Former Alexander Street Kindergarten refurbished to enable ongoing use by Mooroopna Education and Activity Centre.
- KidsTown playground has required the replacement of soft fall mulch and has been re-opened. Miniature railway has been destroyed.
- Sealed roads condition report completed with repairs to 128 roads having commenced
- Unsealed roads condition survey has been completed with 250 jobs identified. Make safe work is complete.
- Victoria Park Lake Caravan Park inundated requiring the removal of all cabins, reopened with reduced capacity.
- Victoria Park Lake playground has required the replacement of soft fall mulch

Governance

Recovery services are managed under the established recovery coordination arrangements.

Recovery tier coordination responsibilities are:
- Emergency Recovery Victoria for state recovery coordination
- Emergency Recovery Victoria for regional recovery coordination (Hume region for Greater Shepparton)
- municipal Council's for municipal recovery coordination.

Recovery is undertaken across four environments; Built, Economic, Natural and Social environments that provide a framework within which recovery can be planned, reported, monitored and evaluated. The environments and their areas of activity can be adapted to meet the needs of people and communities affected, such as consideration for Aboriginal Culture and Healing.

Within the four environments, there are 14 areas of activity.

Recovery Environment	Activity	Recovery Coordinating Agency
Built	Energy services	DELWP
	Public telecommunications	DJPR
	Reticulated water and wastewater services	DELWP
	Transport	DoT
	Building and assets	Activity leads
Economic	Local economies	DJPR
	Businesses	DJPR
	Agriculture	DJPR
Natural	Natural environment, public land and waterways	DELWP
	Threatened ecosystems and species	DELWP
Social	Housing and accommodation	DFFH

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Individual and household financial assistance	DFFH
Psychosocial support	DFFH
Health and medical assistance	DH

These activities are interrelated across the recovery environments and describe a community need. Each activity has recovery services – programs, services and products, which assist in community recovery.

The governing structure is established to manage and provide oversight to the delivery of recovery programs. In building capacity, governance arrangements are needed to ensure that interventions are timely and efficient and because governance is crucial to engaging community, key stakeholders, and agencies.

The Greater Shepparton City Council's flood recovery program aims to support recovery outcomes by:
- taking a long-term perspective on outcomes and impacts of recovery and recognising the complexity of the process
- ensuring recovery programs are monitored on a regular basis
- ensuring recovery programs are adaptive to changing needs and impact
- ensuring recovery plans clearly define roles and responsibilities for disaster recovery
- ensuring governance procedures conform to legislation, and relevant government policies and plans
- ensuring information is developed and disseminated in multiple media, multi-lingual formats, alternative formats, is appropriate to a diverse audience, user-friendly, and is accessible to under-served populations
- ensuring governance is transparent and accountable
- ensuring disaster response efforts are coordinated with recovery activities
- managing unintended consequences that might flow from recovery activities
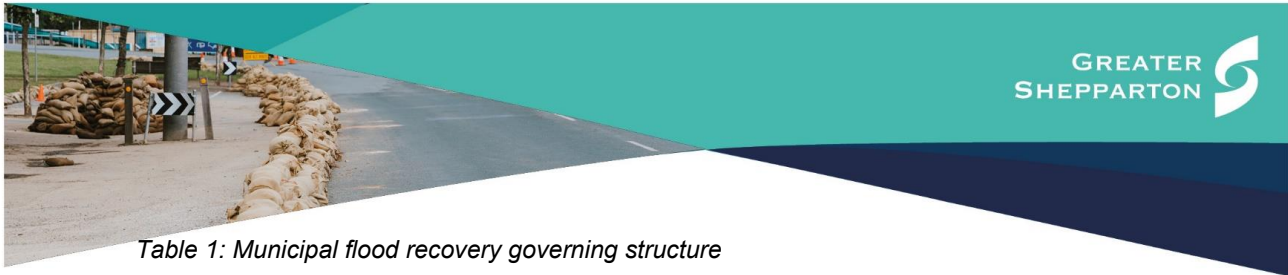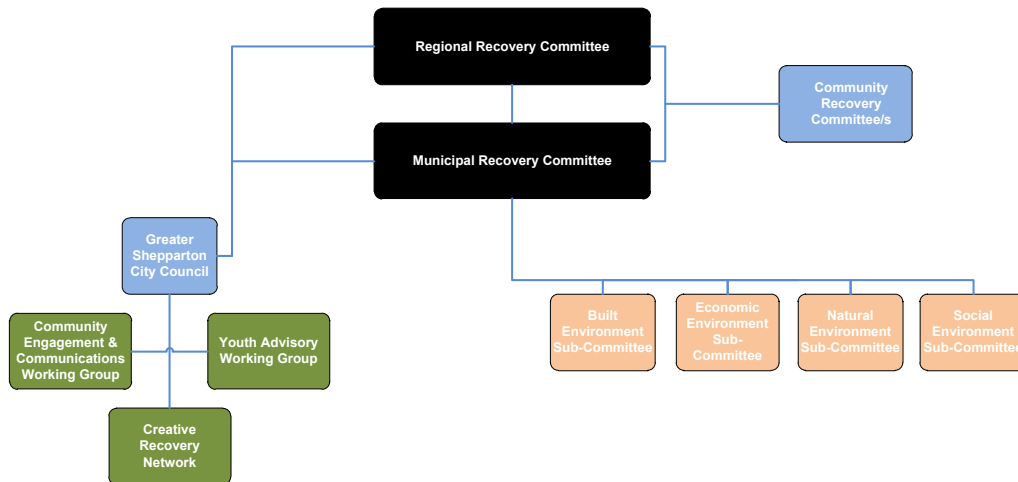
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Table 1: Municipal flood recovery governing structure

Municipal Recovery Committee

Function
Relief and recovery coordination
Support the MRM to oversee, coordinate and manage recovery activities including:
- Coordinate the municipal/incident relief and recovery coordination functions
- Implement a recovery strategy that meets community needs and ensures the coordination of relief and recovery activities

Composition
The Chair and members vary according to the class and form of emergency.
*Members are r*epresentatives of agencies responsible for the management and coordination of relief and recovery functional areas

Working groups: built, economic, natural and social

Recovery working groups are made up of agencies with specific expertise in a particular environment of recovery, and were formed to provide specialised support and advice to short-term recovery activities. Recovery sub-committees may be used, from time to time, to coordinate the recovery activities, on behalf of the Municipal Recovery Committee.

Membership is aligned to the activities within each environment. Membership is flexible and comprises of representatives from:
- businesses and community groups/individuals from the affected area
- government
- non-government organisations

Terms of Reference are based on need at the time of recovery (short, medium or long-term), what emerged after the immediate crisis, context of the community and its needs, and anything else that the MRC determines relevant.

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Community recovery committees

Community Recovery Committees (CRCs) keep local voices, know-how and expertise front and centre during recovery planning and delivery. Taking a place-based, community-led approach will ensure projects, grants and support programs developed over the coming months and years will be the right fit for the community.

Bringing community members into the decision making processes about how the flood recovery program will operate and be implemented, capability and capacity of the community can be improved. Central to the theory of change guiding this plan is that the governance arrangements are understood as critical activities for achieving community-led recovery.

An important strategy to engage with local capacity and capabilities is through the establishment of Community Recovery Committees (CRC). In contemporary disaster recovery settings, CRCs are commonly formed to provide community input to recovery planning, implementation and evaluation.
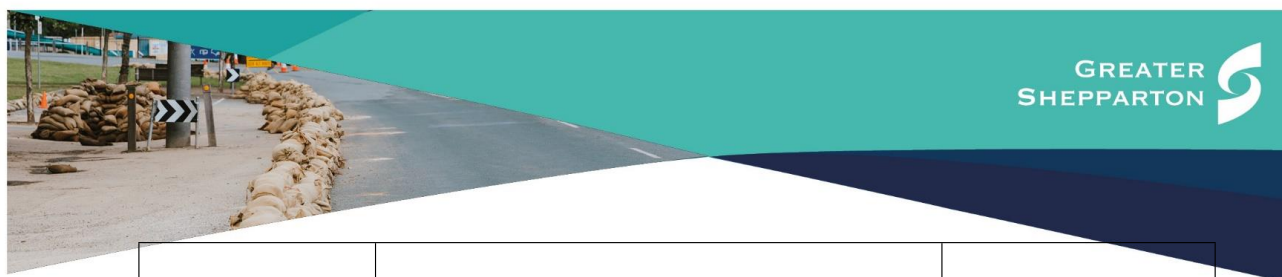
CRCs comprise of representatives from:
- direct representation from local residents and community groups
- business associations or chambers of commerce
- environmental and animal welfare groups
- welfare and charitable organisations
- government agencies including Council.

A key responsibility for a CRC is to establish mechanisms through which consultation can be undertaken with the broader community about how recovery activities should be prioritised and undertaken. Ideas and input from the community will be used to inform the Plan, particularly for medium to longer-term recovery actions and initiatives. In the interests of an inclusive, sustainable approach to recovery, having the 'right people at the table' who are well networked and have the capacity to honestly and accurately represent their community is vital.

There is ample research to support the view that locally led recovery is essential to a community's long-term recovery (Lessons Learned by Community Recovery Committees of the Victorian Bushfires: Advice for Government 2011).

CRC	Community Recovery Profile	CRC formation
Mooroopna	**People and population** 8,312 people w/ 2,083 families 2,368 children or young people aged 0-25yr 6,779 people speak only English at home 615 ATSI 761 Indigenous status not stated **Dwellings** 3,291 occupied private dwellings	Established: July 2023
St Germains, Undera & Coomboona	**People and population** 659 people w/ 157 families 210 children or young people aged 0-25yr 16 ATSI	Established: October 2023

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	Dwellings 233 occupied private dwellings	
Bunbartha	**People and population** 313 people w/ 88 families 101 children or young people aged 0-25yr 11 ATSI **Dwellings** 108 occupied private dwellings	Established: October 2023
Murchison/ Toolamba	**People and population** 2,141 people w/ 566 families 576 children or young people aged 0-25yr 67 ATSI **Dwellings** 898 occupied private dwellings	Established: October 2023
Kialla/Shepparton	**People and population** 44,559 people w/ 10,814 families 14,420 children or young people aged 0-25yr 1,687 ATSI **Dwellings** 17,767 occupied private dwellings	Established: November 2023

Community Engagement and Communications Working Group

Community engagement is a critical component of emergency management and action to reduce disaster risk and strengthen resilience. This Plan draws on nationally agreed principles of community engagement for disaster resilience and provides high-level guidance to support those who engage with communities at all phases of disaster. Additionally, it draws on contemporary knowledge, skills, and good practice from the fields of public participation, community development, emergency management, disaster risk reduction and disaster resilience.

To achieve successful and sustained recovery, affected communities must be involved in the governance of the recovery program. The dialogue must be two-way.

This will include:
- ensuring agreed plans and management arrangements are well understood by the community and all disaster management agencies
- ensuring community members have information they need to continue recovering from the disaster
- ensuring governance processes are appropriately inclusive and representative of the affected community
- ensuring organisations have capacity to develop and manage community volunteers for disaster recovery
- ensuring recovery plans are developed through participatory processes
- ensuring that the community has the capacity and formal avenues to lobby and challenge external agencies on disaster recovery plans and priorities

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- ensuring the community has knowledge relevant to their ability to manage disaster recovery
- establishing a shared vision of a prepared and resilient community that is understood by the community
- evolving community needs are assessed and prioritised during the recovery process to inform recovery activities
- joint planning between community actors and emergency teams and structures
- stakeholder/community engagement is timely and on-going to provide adequate representation of community views
- the inclusion/representation of vulnerable groups in community decision-making and management of disaster recovery

Disaster resilience cannot be developed for, or on behalf of, communities but relies on the sharing of information, understanding, decision-making, responsibility and resourcing within and between communities and partners.

Greater Shepparton's flood recovery program will be underpinned by the National Principles for Disaster Recovery, as well as embed the following community engagement and communications guidelines/frameworks into all operations:
- five-step stakeholder engagement model – a process which is structured to support thorough planning, preparation, action and evaluation of every engagement activity. The process is a dynamic and ongoing cycle, which supports a comprehensive approach to engagement and will, over time, build an evidence-based platform for continuous improvement
- International Association for Public Participation (IAP2) Public Participation Spectrum – a tool designed to assist community engagement practitioners select the level of participation that defines the public's role in any community engagement activity or program
- Communicating in Recovery, Australia Red Cross
- Communicating with People with a Disability: National Guidelines for Emergency Managers (2013)
- National Strategy for Disaster Resilience: Community Engagement Framework (2013)
- Guidelines for Emergency Management in Culturally and Linguistically Diverse Communities (2007)
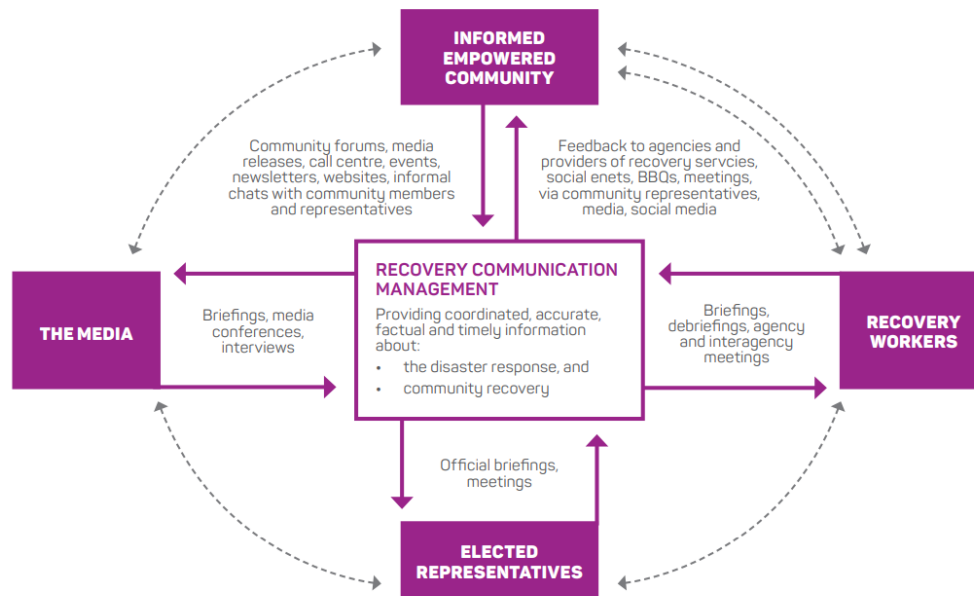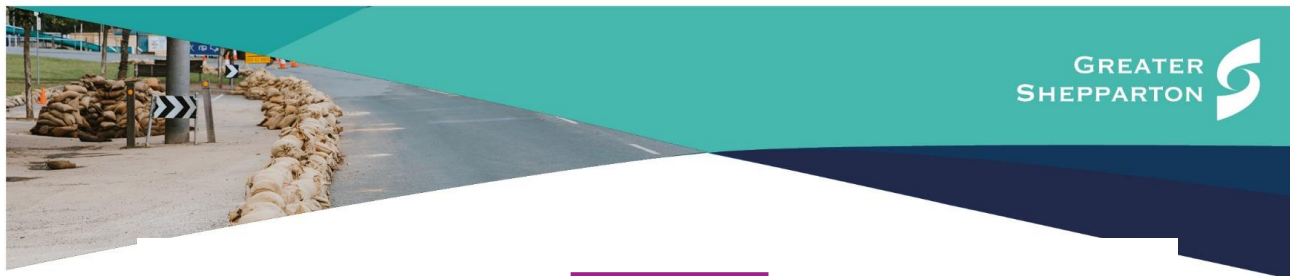
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Figure 2: Recovery communication management— communicating with the various stakeholders through various means.

Principles of effective community engagement

There are three fundamental principles for effective community engagement in the emergency management context. Each of these principles is supported by some key actions.

1. **Understand the community: its capacity, strengths and priorities**
   Understanding the community involves:
   - Respecting and using local knowledge and experience, tapping into existing networks, identifying and acknowledging community capability and sharing resources, appreciating the risks faced by communities and assessing risk and levels of community awareness and preparedness.

2. **Recognise complexity**
   Community engagement that recognises complexity involves:
   - Embracing and respecting difference and diversity, including different perceptions of risk, using genuinely respectful and flexible approaches, identifying and addressing barriers to engagement and making participation accessible to all and recognising that communities evolve and change over time.

3. **Partner with the community to support existing networks and resources**
   Partnering with the community to support existing networks and resources involves:
   - Building and maintaining partnerships, fostering relationships with community leaders, respecting community choices, aligning emergency management activities to build on existing social capital and identifying and employing strategies that empower local action.

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Figure 3: Community Engagement Model for Emergency Management

https://knowledge.aidr.org.au/media/1761/handbook-6-national-strategy-for-disaster-resilience-kh-final.pdf

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Climate change, and building resilience to future flood events

Victoria has already become warmer and drier – a climate trend likely to continue into the future through:

- temperatures to continue to increase year round
- more hot days and warm spells
- fewer frosts
- less rainfall in winter and spring south of the Divide; less rainfall in autumn, winter and spring north of the Divide
- more frequent and more intense downpours
- harsher fire weather and longer fire seasons

These climatic changes will be a contributing factor on the frequency and severity of bushfires, heatwaves, floods and drought.

In 2020 Greater Shepparton City Council declared a climate emergency, and it has a Climate Emergency Action Plan in place.

The intensification of weather events and natural disasters is an anticipated feature of a changing climate. This scenario will require us to work with our environment, build resilience in the community at a number of levels and to continue to implement zero emission strategies.

Multiple strategies will be required to meet this challenge – effective planning controls, improving the resilience of built infrastructure, buying back property in the most flood prone areas, placing greater value on the natural environment, and building community preparedness and resilience to future emergencies.

River crossings – vulnerability of bridge infrastructure

The October 2022 flood event has highlighted once again the inadequacy of our existing road infrastructure. There is now an urgent need to realise Stage 1 of the Goulburn Valley Highway Shepparton Bypass that will provide for a second river crossing over the Goulburn River providing flood immunity.

During the flood event the only existing Goulburn River crossing option along the Midland Highway (the Causeway between Mooroopna and Shepparton that currently takes over 30,000 vehicles per day) was inundated with water leading to a multi-day closure, effectively severing access between Shepparton and Mooroopna.

This road closure caused significant impacts on rescue and recovery, supply issues, resourcing of people for response and movement of critical workers. Other cities in regional Victoria with significant flooding issues generally have alternative crossings over major rivers. Having a second river crossing in Shepparton will aid in providing safety and security for our community, particularly in emergency situations.

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The loss of the Causeway connection required Council to effectively manage two emergency responses – on each of the Mooroopna/Tatura, and Shepparton sides of the Goulburn River.

This response relied on the availability of local staff, and sourcing support from businesses and the community on each side of the Goulburn River.

These impacts were further exacerbated by closures and changed conditions for the Murchison Bridge in the southern end of the municipality. McCoy's bridge just north of the municipal border with Moira Shire Council who also experienced closures and flood impacts, further emphasising the need for a flood-resilient, second river crossing.

Flood mapping and planning controls post 1990

The October 2022 floods highlighted the importance of continuously reviewing and updating flood mapping and flood intelligence for the region, and sharing this information with stakeholders and the broader community.

The flood study Shepparton Mooroopna 1% Flood Mapping Project 2021 is an update to an earlier Shepparton Mooroopna Flood Intelligence and Mapping Study 2019. The Shepparton Mooroopna 1% AEP Flood Mapping Project is a technical update that focused on land-use flooding including climate change, and the latter Intelligence and Mapping Study is an update of a 2002 study by SKM. The updates are due to significant updates in ground data (LiDAR) and significant superior advancements in flood modelling techniques.

Because this work had been undertaken prior to the flood, accurate maps could be provided to emergency services and agencies during the flood event. This intelligence can also assist in ensuring that people who were not going to be impacted were not unnecessarily taking up resources to prepare/relocate/sandbag.

The availability of flood mapping information for individual properties via the Goulburn Broken Catchment Management Authority portal was invaluable, with residents being able to compare gauge heights with the direct impact on their property and in particular, the height at which they may experience over floor flood impacts.

During the flood event, there was some difficulty accessing this portal due to user loads at times during the emergency. As part of resilience building, communicating the availability of this information outside of emergencies should be an ongoing focus, including for community members who do not access information online.

The flood modelling and flood maps inform the Greater Shepparton planning scheme, ensuring appropriate flood controls are applied to land to guide development that safeguards flood prone land from inappropriate development.

The flood event also highlighted that further work is required to update local floor level information with new buildings that have been constructed since 2002. Funding has been secured through the Disaster Ready Fund for this to occur in key localities. It is also critical that flood mapping takes into account the impacts of climate change.

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State wide planning controls

The implementation of a state wide planning approach to flood modelling, similar to the scheme in place to manage bushfire risks, should be considered at this time.

Such an approach would have a number of benefits. For example it would provide for a consistent approach to reducing the risk to life and property presented by floods, give greater certainty to property developers, minimise the risks of flood mapping and planning schemes falling out of date, and reduce administrative burden in managing schemes and permits.

Buying back our most vulnerable properties

The notion of buying back properties at risk of repeated inundation is a complex and sensitive one.

Nonetheless, avoiding development in the most flood prone areas, applying appropriate planning controls in the floodplain, and retiring our most flood prone assets hold the keys to creating a more flood resilient community by reducing the numbers of properties at risk of future flooding.

A buy-back scheme similar to that implemented in the Northern Rivers region of New South Wales, for properties at severe risk of future flooding, should be implemented to protect the community from the hardships of repeated flooding and associated financial loss, and to reduce the breadth of impact and cost of future events.

It is acknowledged that the implementation of such a scheme must be approached with sensitivity as it involves working with community members who may have built up their homes and assets over many years.

Building flood resilient infrastructure

Mooroopna, Tatura, Murchison and large portions of the region were left without power when flooding breached temporary levees around the Mooroopna Powercor substation in the October floods when Powercor were forced to de-energise the site to minimise risk to the community and prevent significant damage. It is encouraging to see the significant upgrades to this facility to build its resilience to see future flood events.

Further safeguarding of the community's critical infrastructure assets should be pursued as an operational priority by all agencies, including advocacy for funding for this activity where needed.

Drainage infrastructure

The effectiveness of drainage infrastructure in some areas in Mooroopna has been contentious, with some areas prone to flash flooding during rain events, in addition to being vulnerable to major flood events.

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Council is identifying priorities for upgrading drainage, penstocks, and pump infrastructure in order to increase resilience to both flash flooding and, where possible, riverine flooding.

The worst impacted areas have been prioritised for investigation and going forward significant investment is required to increase the capacity and reliability of the drainage networks in the regional towns like Mooroopna.

An investigation and design for upgraded drainage in the Lenne Street neighbourhood is well advanced.

Completed, these drainage upgrades will provide additional storage capacity in localised storm events and Council will continue to work closely with the Goulburn Broken Catchment Management Authority to plan and prepare for future large river flooding events.

The need for resourcing to investigate and improve drainage infrastructure will be ongoing, to enable Council to prepare for future unpredictable weather patterns and flooding.

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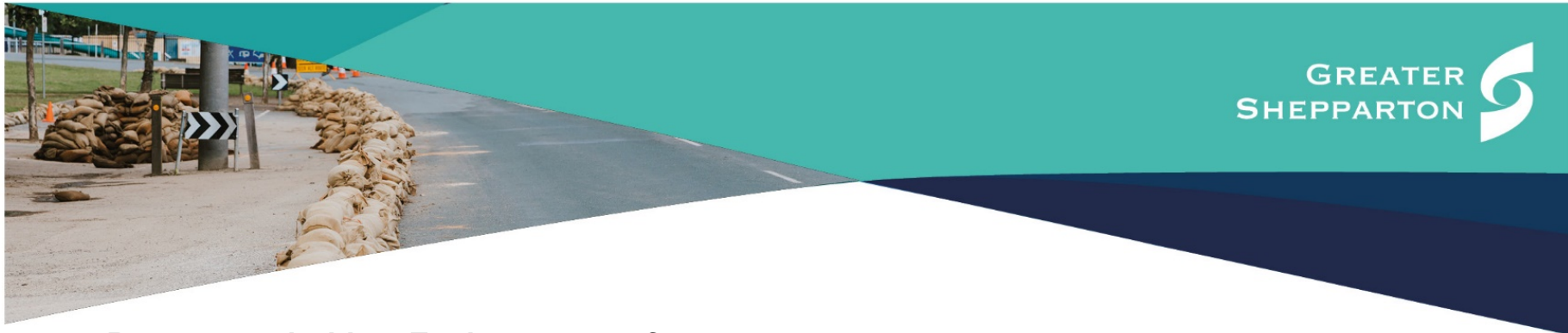
Recovery priorities: Environments of recovery

**Focus Area 1: Built Environment Recovery Priorities and Outcomes**

"The built environment is broadly defined as those human-made assets that underpin the functioning of a community" (Community Recovery Handbook, 2011: 89).

Areas of activity:

- Energy services
- Public telecommunications
- Reticulated water and wastewater services
- Transport
- Building and assets

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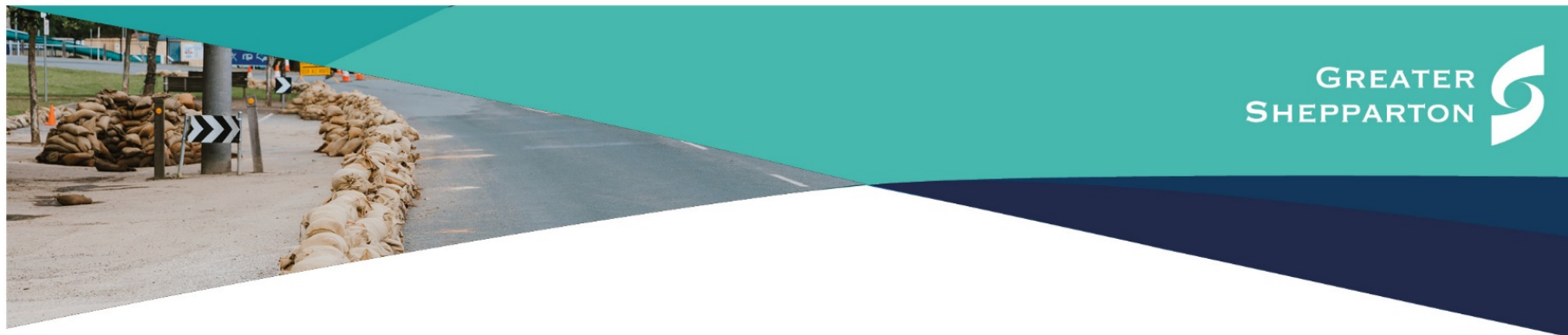
Activity	Time frame	Lead	Partners	Status
Coordinate the removal of flood affected waste	2022-23	GSCC	ERV	Completed
Coordinate additional removal of flood affected waste	Until funds are exhausted	GSCC	Municipal recovery funding	Coordinating case by case
Protection from further Goulburn River erosion near key assets		GBCMA	GSCC	In progress
Inspection, audit and repair Council roads. Engagement with Regional Roads Victoria re: major roads	Ongoing	GSCC		In progress
Upgrades to drainage and pump infrastructure including for Lenne Street and Toolamba Road	Program of Drainage Upgrade works to be completed over 1-4 years, subject to securing funding	GSCC	Various Stakeholders. Community Consultations	In progress
Improved protection of essential assets e.g. Powercor Mooroopna substation		Powercor		Completed
Portable telecommunications infrastructure to enhance resilience/supply during emergencies		Telstra		
Repairing/replacing assets in a manner that enhances their resilience to future flood events/emergencies e.g. Eastbank	Ongoing	GSCC		In progress
Consider relocating some assets that are inherently vulnerable to future flood events	Ongoing	GSCC		In progress

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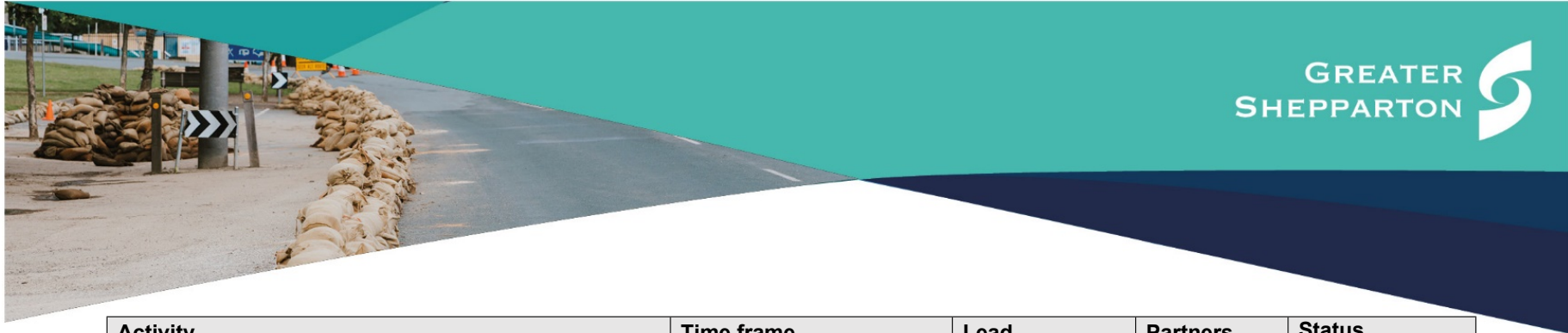
| Activity	Time frame	Lead	Partners	Status
Sector round tables aimed at building knowledge of resilient and sustainable practices to reduce the degree of future disaster impact	Q1, 2024	GSCC		In progress
Implement program of Secondary Impact Assessments of flood affected properties	Completed March 2023	GSCC		Completed
Provide virtual and in-person support and advice to affected community members	Ongoing	GSCC	ERV	In progress
Distribute information regarding rebuilding that explains requirements for different approvals	Ongoing	ERV	GSCC	In progress
Support initiatives and programs that assist residents with the rebuilding and construction process	Ongoing	ERV	GSCC	In progress
Encourage and promote relevant infrastructure funding opportunities to existing community groups	Ongoing	GSCC		In progress
Support civic clean up works	As required	GSCC		In progress
Assess and remove debris blockages in waterways where they will impact on assets and waterway functions	Ongoing			In progress
Support CRCs to map community infrastructure and identify any additional investment to install or upgrade as required		GSCC		Completed
Support CRCs to undertake planning, scoping and design works for priority recovery projects	As required	GSCC		In progress

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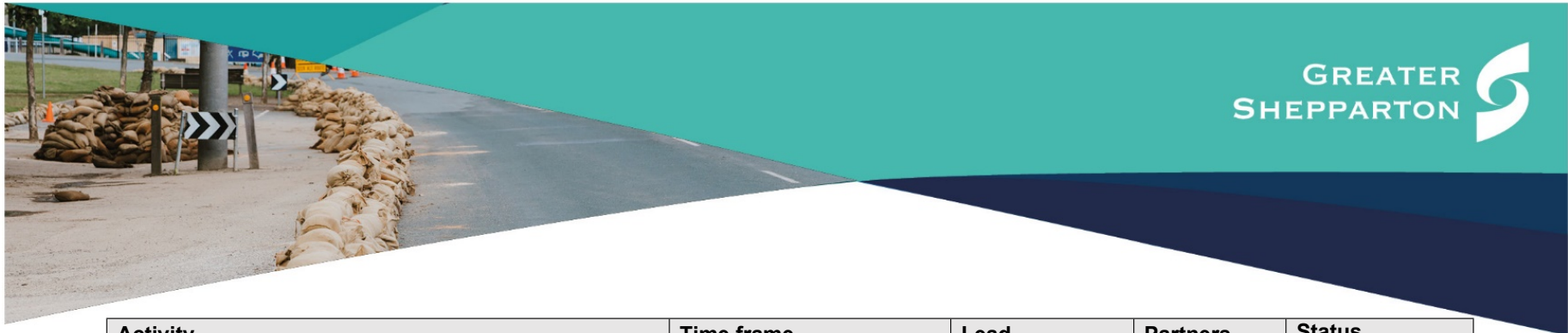
Activity	Time frame	Lead	Partners	Status
Support the Insurance Council of Australia virtual and in-person sessions for community	2023	GSCC	ERV	Completed

Greater Shepparton City Council flood recovery program will also consider:
- Transport Portfolio Aboriginal Self-Determination Plan (DTP)

Monitoring and evaluation of the built environment recovery is undertaken by the Built Environment Sub-Committee.

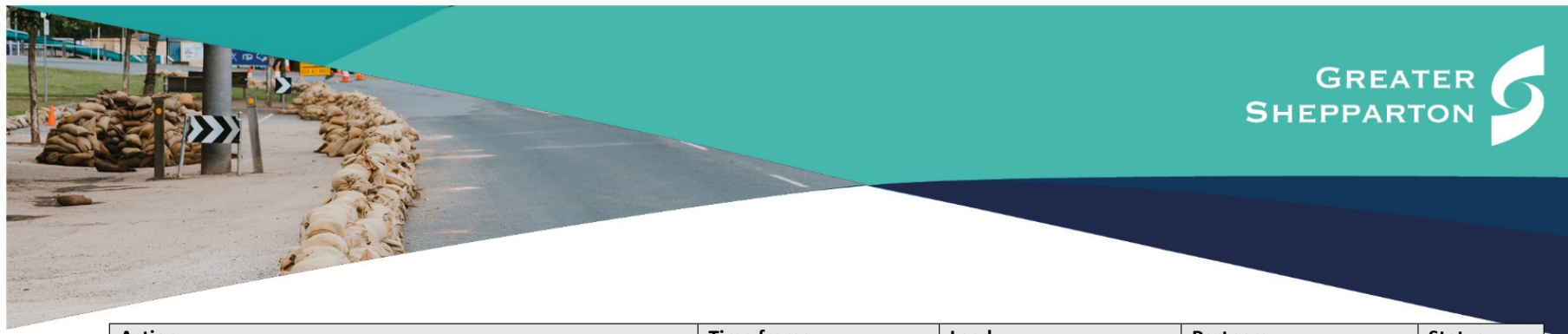| High-level Outcomes |
|---|
| **Sustainability objectives**
• Infrastructure that relates to the provision of services to the community by infrastructure owners/operators, including water, sewerage, electricity and gas, transport, telecommunications
• Infrastructure that relates to education, health, justice, welfare and any other community infrastructure/buildings that support the community (private or public owned assets)

Resilience objectives
• Infrastructure is rebuilt to reduce to a reasonable degree the impact of future disasters on communities |

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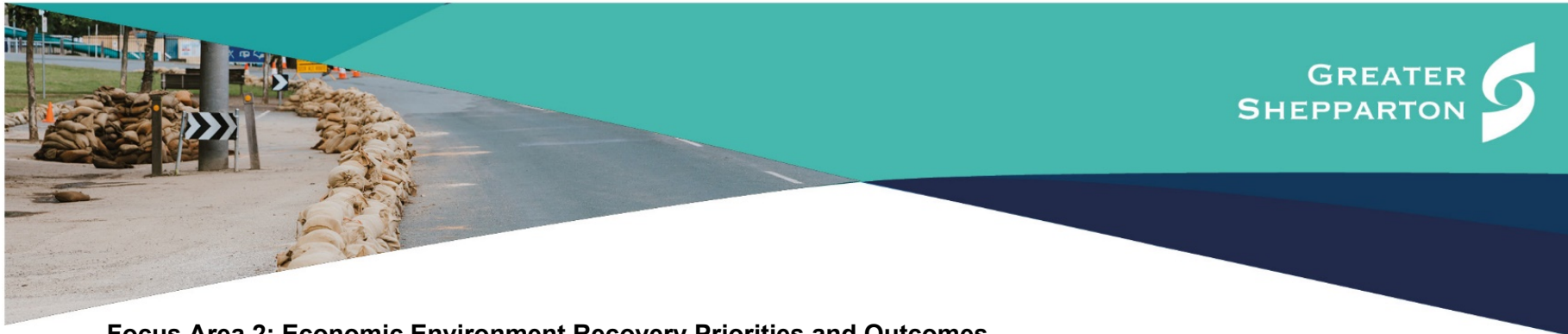
Focus Area 2: Economic Environment Recovery Priorities and Outcomes

The local economy is the system whereby the affected community's material and service needs are met through appropriate labour and employment, business development, land use, financial resources, and interaction with the broader economy. It sustains the livelihoods of the members of the community and contributes to the broader economy.

Areas of activity:
- Local economies
- Businesses
- Agriculture

Action	Time frame	Lead	Partners	Status
Support Agriculture Victoria to assess funding gaps, promotion and distribution of funding opportunities and information to farmers	Ongoing	Agriculture Victoria	GSCC	In progress
Council hosted annual Harvest Ball with a key focus on flood recovery and mental health support	2023	GSCC		Completed
Council to continue to advocate for hail netting to support horticulture industry	Ongoing	GSCC		In progress
Support initiatives to support the local economies, businesses and agriculture sectors with their flood recovery e.g. guest speakers, workshops, marketing campaigns	2024	GSCC		In progress
Implementation of new GMID investment prospectus platform	2023	GSCC		Complete
Continue to participate in Agriculture Victoria Hume working group and support its action plan	Ongoing	GSCC		In progress

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| Action	Time frame	Lead	Partners	Status
Development of national sporting associations flood recovery support program for events in 2023 onwards e.g.; AFL Community Camp, AFL VLine Cup, Melbourne Storm community round	2023City FC (Soccer) and Cricket Australia (Big Bash)	GSCC		Completed
Immediate flood recovery support to events: - Emerge Festival in partnership with GO TAFE - Fryers St Food Festival	2023	GSCC		Completed
Delivery of key large scale cultural events as major flood recovery initiatives i.e. - Converge on the Goulburn (March 19 and 20) now over two days - Illuminate (May 6 and 7) anticipate 20,000 attendees	2023	GSCC		Completed
Advocacy to Business Events Victoria for a flood recovery regional events incentive and grants program to encourage more business events to be held in regional areas affected by the floods	Ongoing	GSCC		In progress
Continue advocacy efforts on key transformational projects for the region including the GV Bypass in particular as well as securing more flood resilient river crossings - Murchison bridge, Toolamba bridge. Also, working with partners such as Committee for Greater Shepparton to assist where possible on strategic pieces of work highlighting the economic impact of the loss of the Causeway during the floods and how a GV Bypass is critical to future sustainability	Ongoing	GSCC		In progress

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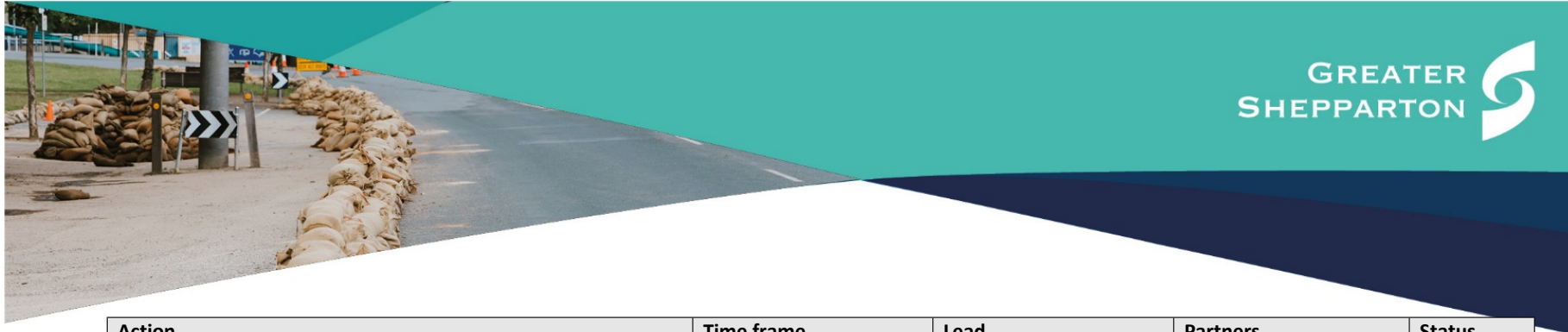
Action	Time frame	Lead	Partners	Status
Continue advocacy for the Shepparton Sports and Events Centre. This infrastructure will ensure that Greater Shepparton has a further facility for an emergency relief centre.	Ongoing	GSCC		In progress
Remediation of infrastructure losses such as rural fencing and future proofing activities.				
Council, in partnership with Goulburn Murray Water and Committee for Greater Shepparton, attended and held a stand at the Horticulture Connections trade show in Adelaide this year.	2023	GSCC GMW		Completed
Attended and held a stand at the Asia Fruit Logistica trade show in Hong Kong in September 2023.	2023	GSCC Fruit Growers Victoria		Completed

Greater Shepparton City Council flood recovery program will also consider:
- Yuma Yirramboi Victorian Aboriginal Employment and Economic Strategy (DJSIR)
- Goulburn Murray Regional Prosperity Plan

High-level Outcomes
Sustainability objectives • The economy as a whole is functioning • Community members can meet their material and service needs and participate in the economy • Businesses and industries in the local economy can operate and trade in line with broader economic trends **Resilience objectives** • Business and not for profits have in place adequate mitigation practices for risks and threats

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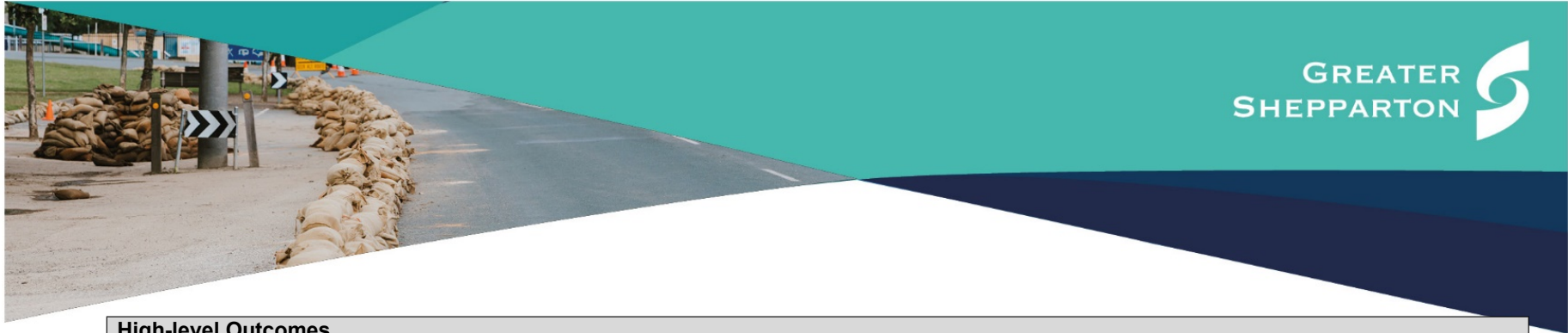
High-level Outcomes

- The economy is sufficiently flexible and adaptable to shocks

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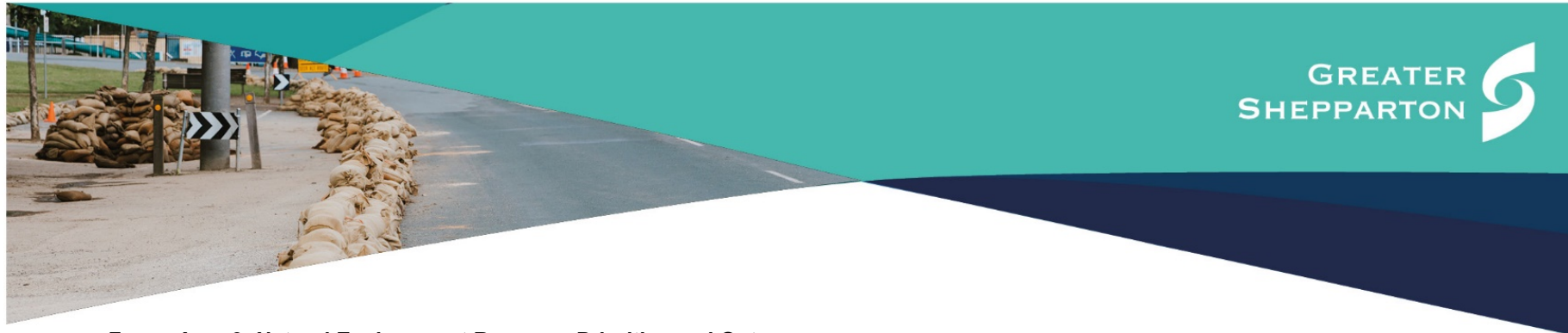
Focus Area 3: Natural Environment Recovery Priorities and Outcomes

The environment domain encompasses the natural and heritage resources of the community. Components of the natural environment that may be affected by a disaster include air and water quality, land (through degradation and contamination), plant and wildlife damage/loss, public parks and cultural heritage sites and assets (Community Recovery Handbook, 2011: 110).

Areas of activity:
- Natural environments, public land and waterways
- Threatened ecosystems and species

Action	Time frame	Lead	Partners	Status
Complete aerial and/or on-ground assessment of flood impacts on wetland and other sensitive areas		GSCC	YYNAC, PV, DEECA	Completed
Conduct surveys of wildlife, habitat (i.e. hollow bearing trees), and plants	Ongoing	GSCC DEECA	YYNAC, Parks Victoria	In progress
Strategies to identify and address contaminated land	Ongoing	EPA	GSCC, Parks Victoria	In progress
Restoring areas of revegetation and plant impacts with varying levels of impact and maximising revegetation of indigenous species	Ongoing	GSCC	YYNAC, Parks Victoria	In progress
Repairing civic asset fencing		GSCC	Parks Victoria	Completed
Community-led initiatives aimed at building connection to and respect of the natural environment	Ongoing	GSCC	YYNAC, Parks Victoria	In progress

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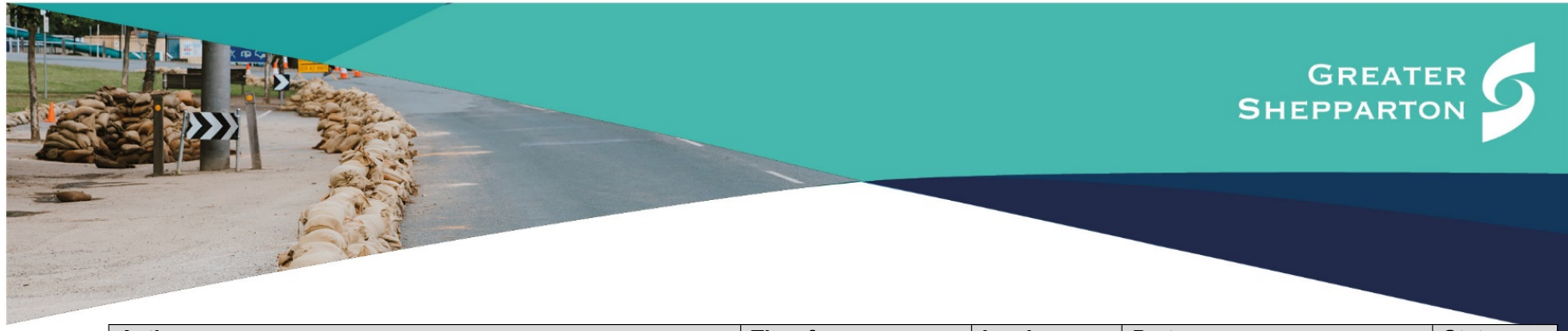
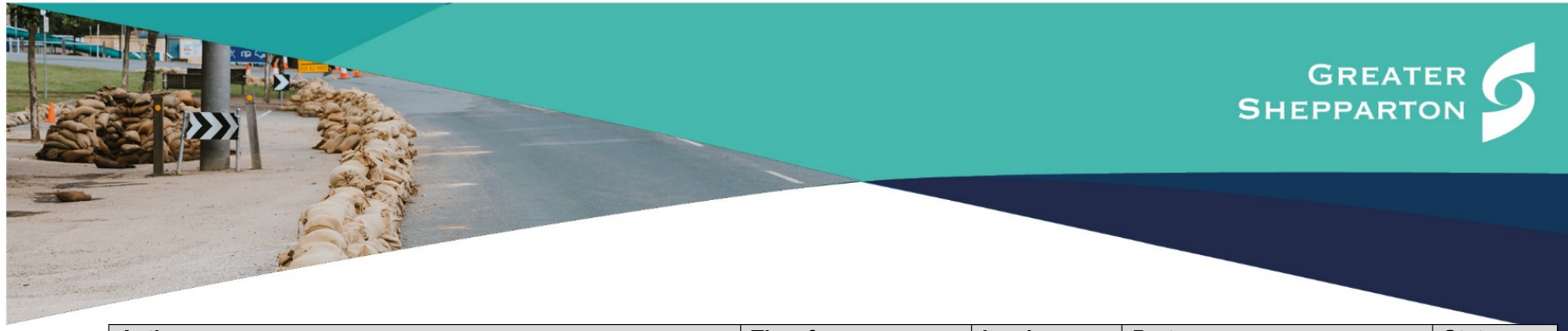| Action	Time frame	Lead	Partners	Status
Distribute information regarding the management of hazardous trees that explains requirements for different approvals and streamlined processes	Ongoing	GSCC		In progress
Municipal agencies to seek funding and create integrated effort	Ongoing	GSCC		In progress
Review internal processes/emergency management procedures with consideration to collaboration between agencies and the community	December 2023	GSCC		Completed
Formation of sub-working groups between agencies for efficient projects and communications	As required	GSCC		Completed
Continue the RiverConnect Communications Working Group	Ongoing	River Connect		In progress
Continue the RiverConnect Land Managers Working Group	Ongoing	River Connect		In progress
Advocate for financial assistance to Private Landholders to rehabilitate the natural environment	July 2023	GSCC	PV, DEECA, GBCMA, River Connect	Completed
Engage landholders in flooded areas to conduct biodiversity impact assessments	March 2023	GSCC	DEECA, GBCMA, TFN	Completed
Adapting programs and investigate different formats and locations for delivery of events and educational sessions	May 2023	GSCC	PV, RC, YYNAC	Completed

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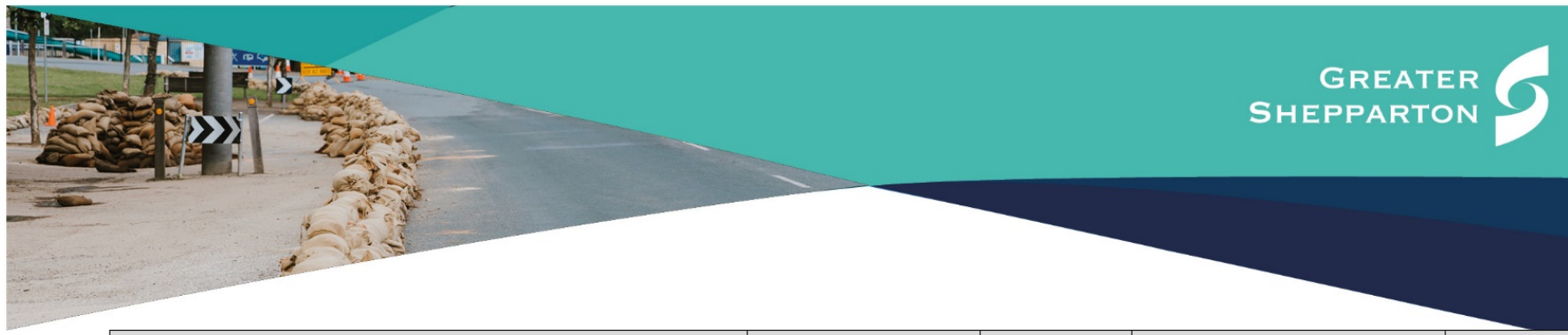
Action	Time frame	Lead	Partners	Status
Facilitate opportunities for community to participate in recovery efforts i.e flood-related rubbish clean-up	Ongoing	RC	GSCC, PV, YYNAC	Completed
Prioritise making safe and reactivation of high profile and high visitation areas of the natural environment	Ongoing	PV	GSCC, GMW	Completed
Agencies/landholders repair fences where damaged/missing	Ongoing		PV, GMW, GVW	Completed
Meet on country to identify issues and objectives	Ongoing	GSCC	YYNAC, WW, PV, GBCMA	In progress
Identify and facilitate opportunities for Yorta Yorta to work on country, Caring for Country commencing with the Mooroopna Sandhills	May 2023	GSCC	YYNAC, WW, PV, GBCMA	Completed
Supporting Traditional Owners reading and healing country including cultural burn for enhancing biodiversity and fuel load reduction	Ongoing	GSCC	YYNAC, WW, PV, GBCMA	In progress
Communicate parks and reserves closures to public	As required	GSCC	PV	In progress
Inspect assets and initiate remediation works		PV	GSCC	Completed
Inspect trees in and around public open space and assets	March 2023	GSCC	PV, GMW, YYNAC	Completed
Inspect ground in and around public open space and assets and isolate/repair as needed	March 2023	GSCC	PV, GMW, YYNAC	Completed

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GREATER SHEPPARTON
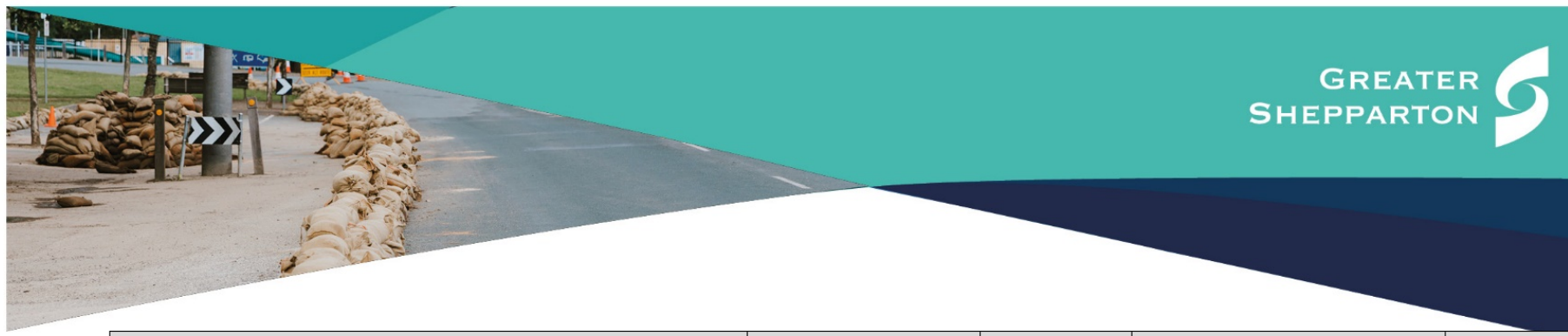
| Action	Time frame	Lead	Partners	Status
Monitor water quality and collaborate via the Blackwater Working Group	Ongoing	GBCMA	PV, GSCC, GMW	In progress
Monitor water quality and collaborate through the Regional Water Quality meetings	Ongoing	GMW	PV, GSCC	In progress
Coordinate short-term clean up response	June 2023	GSCC	EPA, PV, GMW, GVW	Completed
Respond to Water Quality Monitoring though environmental water release and option for electrofishing relocation	Ongoing	GBCMA	GMW, GSCC, VFA	In progress
Progress illegal dumping issues through Land Managers Working Group	Ongoing	RC	GSCC, PV	In progress
Monitor, and collaborate for remediation works	Ongoing	GBCMA	GSCC, PV	In progress
Inspect assets and initiate remediation works	May 2023	GSCC	PV, GMW, GVW, GBCMA	Completed
Ensure adequate resources for undertaking Biodiversity Impact Assessments	May 2023	GSCC	PV, GMW, GVW, GBCMA	Completed
Advocate to EMV that Biodiversity Impact Assessments funded for future natural disasters	Ongoing	GSCC	PV, GMW, GVW, GBCMA	In progress
Monitor and respond - move/herd fauna to area with adequate feed	As required	DEECA	GSCC, PV	In progress

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Action	Time frame	Lead	Partners	Status
Respond as reported/necessary	As required	DEECA	Wildlife Carers, GSCC	In progress
Record through Biodiversity Impact Assessments to identify impacts and actions	May 2023	GSCC	PV, RC, GMLN, GBCMA	Completed
Undertake Biodiversity Impact Assessments to determine works/resources for rehabilitation	March 2023	GSCC	TFN, DEECA, PV, GMLN, GBCMA	Completed
Ensure adequate processes/resources/funding	Ongoing	DEECA	River Connect	In progress
Record through Biodiversity Impact Assessments to identify impacts and actions and Monitoring and control programs	Ongoing	GSCC	DEECA, PV, GBCMA	In progress
Undertake monitoring and control programs	Ongoing	GSCC	DEECA, PV, GBCMA	In progress
Seek funding for further weed control as seedbank will be prevalent for many years	2023-24	PV	GSCC, GB CMA	In progress
Cultural heritage survey to assess level of disturbance of cultural artefacts by floodwaters.	Ongoing	YYNAC		
Cultural burns of flood impacted areas	Ongoing	YYNAC		

High-level Outcomes
Sustainability objectives
• The environment has returned to pre-disaster state, or to a state that is acceptable to the community
Resilience objectives
• The risk of adverse impacts of future disaster on the environment is minimised

Greater Shepparton City Council flood recovery program will also consider:
- Pupangarli Marnmarnepu 'Owning Our Future' Aboriginal Self-Determination Reform Strategy 2020-2025 (DEECA)

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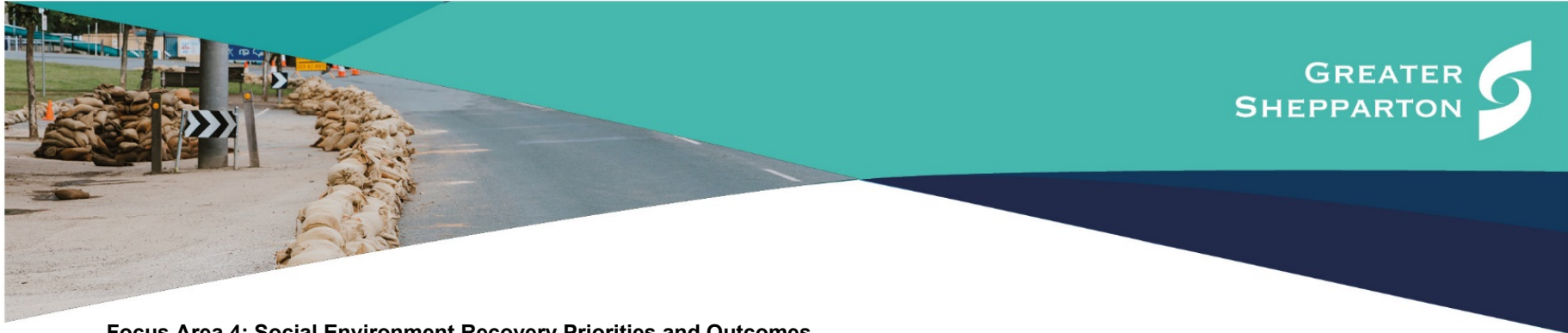
Focus Area 4: Social Environment Recovery Priorities and Outcomes

The social domain is defined by "relationships and connected by networks of communication… [it] consists of individuals, families and common interest groups that form whole communities" (Community Recovery Handbook, 2011: 73).

Areas of activity:
- Housing and accommodation
- Individual and household financial assistance
- Psychosocial support
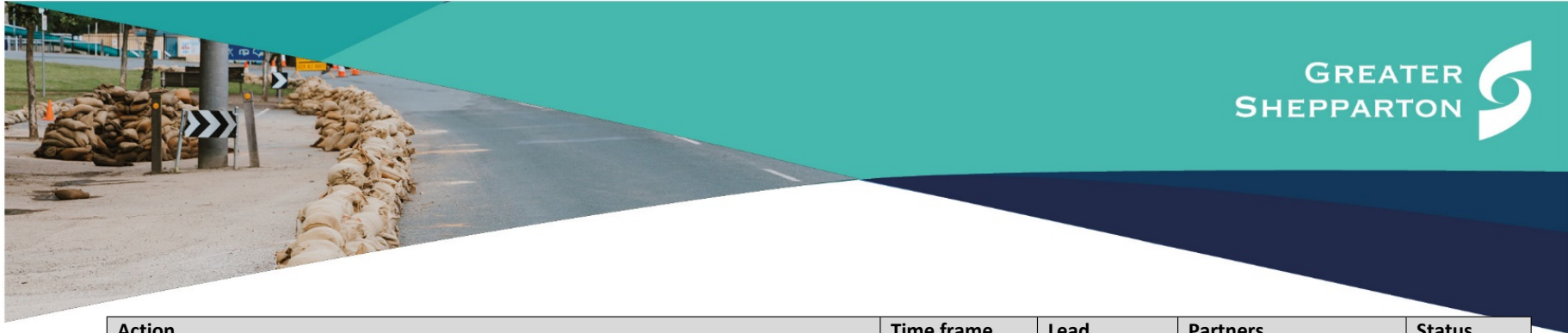- Health and medical assistance

| Action	Time frame	Lead	Partners	Status
Understand and communicate process for assessment with residents for application for temporary accommodation	Ongoing	GSCC	ERV DFFH Windermere	In progress
Advocate for adequate housing and accommodation for community members throughout the recovery process via various programs including 'Make Safe'.	Ongoing	GSCC	ERV DFFH	In progress
Coordinate and actively participate in place-based outreach programs to connect with flood affected community members and escalate where required	Ongoing	GSCC	ERV	In progress
Communicate and promote GIVIT as an external donation platform to meet individual and household needs	Ongoing	ERV	GSCC, GSF	In progress
Identify and report broader housing and accommodation issues to ERV	As required	GSCC	ERV	In progress

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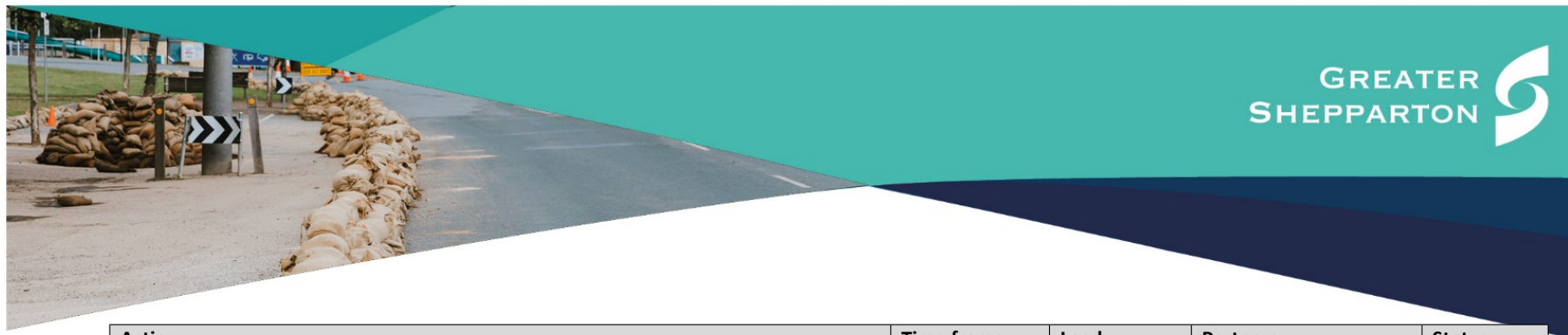
Action	Time frame	Lead	Partners	Status
Through internal and external partnerships, identify major events that may impact the availability of temporary accommodation for displaced individuals and households. Monitor individual and household financial needs	As required	GSCC	ERV	In progress
Investigate short-term accommodation options to address temporary accommodation shortage needs to support volunteers and trades supporting recovery projects	As required	GSCC	ERV	In progress
Map existing social services to identify support services	2022-23	GSCC		Completed
Advocate for the increased supply of social and affordable housing	Ongoing	GSCC	DFFH	In progress
Community members having access to psychosocial support including at recovery activities	Ongoing	GSCC	ERV, DFFH	In progress
Supporting community to build back and establish new social connections when, where and how they want	Ongoing	GSCC	DFFH	In progress
Coordinate training opportunities for community and organisational leadership within Greater Shepparton for Mental Health First Aid, Living Works programs and Psychological First Aid (all nationally evidenced-based programs)	2023-25	GSCC	DH, DFFHCC	In progress
Support Victorian Government initiatives to strengthen emergency management arrangements and support for identify individuals and groups requiring more intensive levels of support e.g. rough sleepers	Ongoing	DFFH	Parks Victoria, GSCC	In progress

Action	Time frame	Lead	Partners	Status
Develop consistent referral processes for timeliness and consistency of responses to community members by recovery support works across multiple agencies	Ongoing	ERV	GSCC	In progress
Empower and support young people to identify initiatives and programs that will support their recovery	Ongoing	GSCC		In progress
Raise awareness of child welfare and support parents, carers and teachers to identify disaster trauma	Ongoing	GSCC	DT	In progress
Financial support for community-led recovery initiatives for leisure, sport and artistic activities	Ongoing	GSCC	ERV	In progress
Deep engagement with vulnerable communities considering diversity across all initiatives	Ongoing	GSCC	DFFH	In progress
Assist individuals and households to engage in a two-way dialogue via accessible communication channels	Ongoing	GSCC	Australian Red Cross	In progress
Provide opportunities for creative expression that help the community recover from disaster	Ongoing	GSCC		In progress
Provide accessible in-person and digital platforms for community to celebrate and publicise good news recovery stories and achievements	Ongoing	GSCC	ERV	In progress
Provide support to individuals, groups and organisations to participate in community-led recovery initiatives and programs	Ongoing	GSCC		In progress

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Action	Time frame	Lead	Partners	Status
Collaborate with local community networks and organisations to increase awareness of recovery initiatives and programs	Ongoing	GSCC		In progress
Encourage and promote relevant funding opportunities to existing community groups	Ongoing	GSCC		In progress
Identify opportunities for a collaborative effort to coordinate volunteers in delivery of recovery initiatives and programs	Ongoing	GSCC		In progress
Improved Aboriginal cultural lens on all recovery and emergency management activities and arrangements.	Ongoing	GSCC	ERV	In progress
Engagement with community to support preparation for future events (community resilience) and the use of local knowledge experts to inform municipal planning and where appropriate, control agencies during an emergency. Connecting with local community leaders and key networks to support the dissemination of information.	Q1, 2024	GSCC	ERV	In progress
Participate in the Shepparton/Mooroopna housing taskforce and supporting its priorities e.g. Aspen Lodge	2022-23	DFFH	ERV, GSCCGSCC	Completed
Community-led initiatives aimed at supporting residents to return their gardens to pre-disaster state whilst increasing sustainable practices to reduce risks and threats of future disaster impact	Ongoing	GSCC		In progress
Investigate and implement initiatives to build creative arts into recovery.	Q1, 2024	GSCC		In progress

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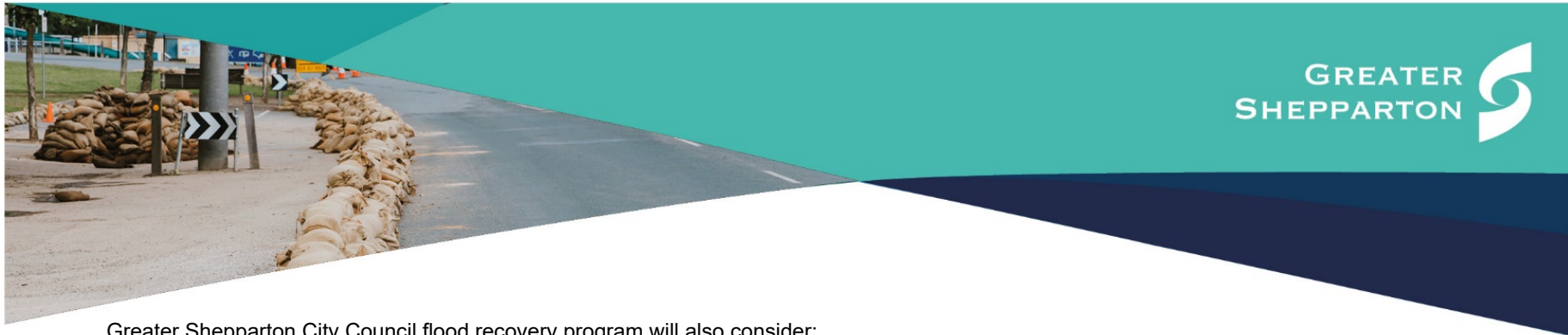
Greater Shepparton City Council flood recovery program will also consider:
- Korin Korin BalitDjak Aboriginal health, wellbeing and safety strategic plan 2017-2027 (DFFH)
- Balit Murrup Aboriginal social and emotional wellbeing framework 2017-2027 (DH)

| High-level Outcomes |
| --- |
| **Sustainability objectives**
• Adequate housing is available to community members at appropriate times in the recovery process
• Community members have access and can meet health needs (including mental health) arising from the disaster
• Community members have access to psychosocial support
• Households, families, and individuals can act autonomously to contribute to the recovery process
• Community members have access to education services
• Community members have access to appropriate and coordinated social services
• Community members feel sufficiently safe and secure following a disaster to engage in social activities and interactions with other members of the community

Resilience objectives
• The community has improved capacity and capability to respond to future disasters |

Aboriginal culture and healing

Areas of consideration:
- Aboriginal culture is valued and respected
- Aboriginal trauma is addressed, and healing is supported
- Aboriginal cultural safety is promoted
- Aboriginal participation and ownership are promoted

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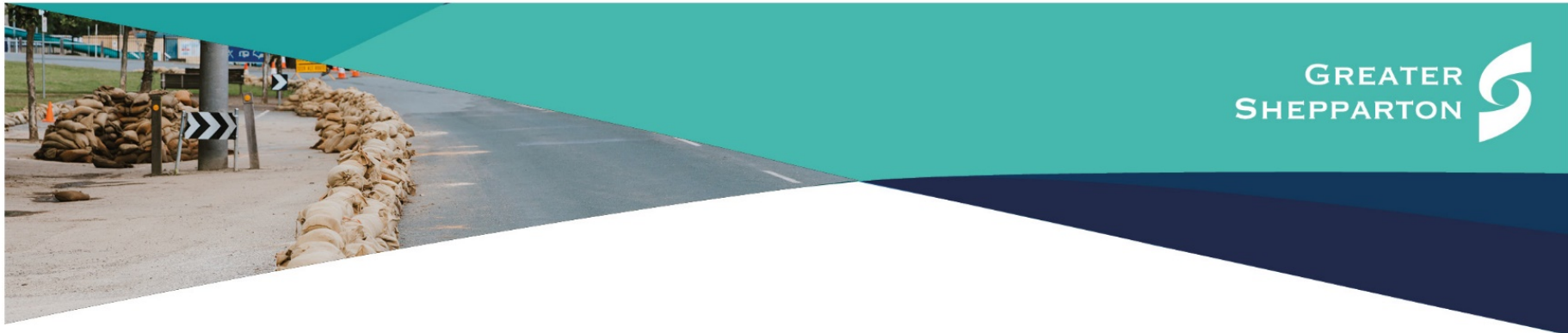
Greater Shepparton City Council acknowledge that Aboriginal and Torres Strait Islander (Indigenous) communities have their own beliefs and values around disaster events, how to respond to them and how to manage the reactions of others in their communities. Recovery and coronial processes and media reporting, including the approach to naming and identifying victims, requires consultation and diplomacy to protect the community from further trauma.

It is important that the needs and wishes of Indigenous communities are thoroughly canvassed and understood and a concerted effort is made to work with the community to support these needs.

The recovery team is aware of and respect the cultural and spiritual world views that shape many communities' views of the disaster. It will be important to ensure that all traditional Elders, community leaders and family are represented in the recovery consultation and engagement process. It will be critical to identify people with a comprehensive knowledge of the community and to seek their advice early in the recovery.

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CONTACT US

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Join the conversation:

Greater Shepparton City Council is NRS friendly. If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service:

TTY users: 133 677 then ask for (03) 5832 9700.

Speak & Listen users: (speech-to-speech relay) 1300 555 727 then ask for (03) 5832 9700.

Internet relay users: Connect to the National Relay Service via www.relayservice.com.au and then ask for (03) 5832 9700.

A hearing loop is also available at Council's customer service centre and Council meeting rooms.

Interpreter service available.