Agency roles in an Emergency

Many agencies and organisations have a role in the management of emergencies in Victoria. These roles and responsibilities are designated through legislation and are detailed in the Emergency Management Manual of Victoria (EMMV).

During an emergency, an agency may have control responsibilities, undertake coordination or provide support to other agencies.

- **Control** agency is the agency that is nominated to control the response activity for a specific type of emergency. Depending on the severity of the incident, the control agency may set up an Incident Control Centre.

  For example the Country Fire Authority (CFA) and the Department of Sustainability and Environment (DSE) are control agencies for fire response and the State Emergency Service (SES) is the control agency for storms and flood. The Department of Primary Industries (DPI) is also an important control agency for rural communities. DPI is the control agency for agricultural emergencies, like animal disease outbreaks.

- **Coordination** is the bringing together of agencies and resources to ensure effective response to an emergency. Victoria Police have this coordination responsibility during the response phase of all emergency types. The Department of Human Services is responsible for state and regional co-ordination of emergency relief and recovery.

- **Support** agencies provide services, personnel or materials to support or assist control agencies or affected persons. For example, the Red Cross undertakes the registration of affected people at relief centres. They assist the Police in managing evacuations and to reconnect families separated during the emergency. The Victorian Council of Churches Emergency Ministries provide Personal Support Workers (PSW’s) to assist with support of affected people and in the Alpine Shire there is a large team of trained PSW’s available.