2022

Airport Relief Plan

MELBOURNE AIRPORT

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Introduction

Emergency Relief is a function of Emergency Management that begins at the same time as an incident. At Melbourne Airport, to be consistent with Victorian arrangements, Emergency Relief is defined as:

> 'The provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency.'

Depending on the classification, scale and impact of the emergency and in accordance with the Civil Aviation Safety Regulation, the Manual of Standards, the Airport Emergency Plan and the Emergency Management Act 2013, the coordination of emergency relief may be activated at the municipal, region or state level.

Aim

The aim of the Melbourne Airport AEP Relief sub-Plan (the "Plan") is to support individuals and communities to successfully deal with the immediate impacts and consequences of an emergency within the Melbourne Airport boundary. It includes emergencies that occur at the airport precinct, as well as people who have experienced an emergency at another location and who have been considered in need of access to relief services at the airport.

While the Plan is weighted towards terminal and airline related emergencies, it intends to be applied to all emergencies within the Melbourne Airport boundary (see map in Appendix 13.5).

Scope

Relief requires collaboration and coordination between individuals and communities, non-government organisations, businesses, all levels of government and other partners. For the purposes of this plan that includes;

- All agencies with a role or responsibility within this plan
- Airlines and Ground Handling Agents
- Border Protection and Immigration
- Biosecurity
- Tenants and business owners within the Melbourne Airport Precinct

This Plan provides a framework for emergency relief services to be available for people who are both;

- affected by an emergency, and;
- are located within the Melbourne Airport boundary.

Emergency Management at Melbourne Airport

This plan is a sub-plan of the Melbourne Airport Emergency Plan (AEP) and should be read and used together with the AEP. It has been developed in accordance with the requirements of the Civil Aviation Safety Regulation and the Manual of Standards (Part 139), which sets out the requirements for emergency planning in aerodromes.

This Plan has been developed to be consistent with the Emergency Management Act, 2013and the arrangements described in the Victorian State Emergency Management Plan.

For particular emergencies at an airport, legislation requires that certain plans are carried out which may not normally have to be considered during other emergencies. It is with that consideration the following may need to be considered when planning for relief;

- An airlines Emergency Response Plan;
- The Family Assistance Code of the Commonwealth Department of Infrastructure and Regional Development; and
- The Australian Government Aviation Disaster Response Plan (AUSAVPLAN);
- The Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (AUSRECEPLAN2017); and,
- The Biosecurity Act, 2015

Family Assistance Code

The Family Assistance Code (FAC) sets minimum standards regarding airlines operating to, from and within Australia in rendering assistance through an airlines Family Assistance Plan (FAP) to victims and the family of victims. The adoption of the code by airlines is voluntary.

In the case of an airline emergency, this Plan outlines relief arrangements in support of an airlines FAP and does not aim to replace it.

The Airport Emergency Committee (AEC) advocates that all airlines operating from Melbourne Airport will address the requirements of the FAC either through a FAP or their emergency plan.

The Australian Government Aviation Disaster Response Plan (AUSAVPLAN 2014)

This Plan is designed to support the roles and responsibilities outlined in the AUSAVPLAN which includes detail primarily on response, administrative activities, financial arrangements and media and public communications.

In relation to human relief, the AUSAVPLAN reflects the following roles and responsibilities:

- Airports provide facilities for passenger and relative reception and reunification at ports of origin and destination;
- Airlines provide services consistent with the Family Assistance Code; and
- Airports and airlines combined provide humanitarian support to passengers and their families, employees, and everyone directly affected, including providing timely and accurate information.
- State Police (Victoria Police) provide disaster victim identification capability and accept transfer of overall coordination from other agencies by mutual consent.
- The State Jurisdiction (Victoria) is not provided with roles or responsibilities specifically in relation to human relief services.

Where an aircraft incident occurs beyond the Melbourne Airport perimeter the APAM will still activate the Emergency Reception Centre (ERC) and relief services at Melbourne Airport to support the needs of people who have arrived at or come to Melbourne Airport in response to the incident.

By request APAM can also support relief efforts and in particular ERC facilitation in other municipalities if affected by an aircraft incident.

Activation of Emergency Relief

Emergency relief is based on a scalable system that could see relief services provided for small through to large scale emergencies. The number of functions and resources provided should be determined by the ERC Manager in consultation with the IMT. Guidance is provided in the Standard Operating Procedures for ERC.

This Plan will be activated under the AEP for an Aircraft Crash and for other emergencies at the direction of Airport Commander or Incident Controller.

When emergency relief services are considered by another agency or party to be necessary for people at Melbourne Airport the following should be determined prior to activation of this Plan:

- The need to activate the Airport Emergency Plan
- The control agency and their authority to activate the Plan.
- The intent of this Plan, and the Emergency Relief Principles stated in this Plan; and
- Logistical and financial arrangements for Plan activation.

Activation under the AUSRECEPLAN 2017

The Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (AUSRECEPLAN), details the coordination arrangements for the reception of persons evacuated into Australia following an overseas incident and requires each State to prepare a reception plan.

The Australian Government Attorney General's Department (AGD) may notify and engage Victoria during the three phases of a response to establish facilities and provide services under the AUSRECEPLAN:

- Standby (monitor and prepare)
- Alert (evacuation is probable)
- Active (evacuation is authorized and imminent or underway)

This Plan is not Victoria's reception plan however will be used to inform the types of support, responsibilities, and control arrangements to be established for relief services and should be adopted as much as practical in such a reception plan, where Melbourne Airport is selected as a reception point.

It is likely that when significant catastrophes occur in other jurisdictions where affected people are being repatriated through Melbourne Airport, the AUSRECEPLAN will be activated.

Relief Activation

Due to the significance of Melbourne Airport infrastructure a regional level response will be activated in the event of an aircraft crash. The Department of Families, Fairness and Housing (DFFH), the Relief Coordinator (RelCo) as per the SEMP will deploy resources to fulfil this role. They will be supported by other agencies as required.

The functional services that support emergency relief at the Melbourne Airport Precinct are coordinated jointly between the airline, APAM and DFFH, under the direction of the Incident Controller. Appendix D outlines the organisational structure of relief efforts.

Initial Relief Deployment – Airport Personnel

In the first instance, personnel who are appropriately skilled, available and located at the airport will be deployed to undertake key functions in the initial stages of relief led by the ERC Manager, including;

- Initial assessment of relief requirements
- Setting up relief facilities, transport, and safety (APAM and Security staff)
- Establishing and providing initial registration processes
- Airport Chaplaincy team will be activated by the Airline or APAM through the Senior Chaplain to provide initial support services

Municipal Emergency Relief Support

Melbourne Airport is located within the municipality of Hume. When Melbourne Jet Base is not a suitable facility and municipal emergency relief services are required to support relief efforts, Hume City Council may activate their Municipal Relief Plan including Municipal ERCs and Relief Staff Staging Locations. Requests for assistance can be made through the Victoria Police Regional Emergency Management Inspector (REMI).

Functional Roles

Due to the complexity of relief requirements for an aircraft incident, and the unique environment the airport presents, some functions normally provided by state agencies, or the municipal council are provided, at least initially, by APAM, airlines or other agencies. Appendix D outlines any pre-planned relief functions for an emergency at Melbourne Airport.

Public Information and Warnings

Responsibilities for public information rest with the Control Agency who will work in consultation with the airline and APAC to ensure messaging is consistent.

Relief and recovery messaging should be integrated with response messaging, and it should inform the community among other things about relief centres, impacts on critical infrastructure and how to get assistance.

If an emergency grows to regional or state level, Public Information becomes the responsibility of the Emergency Management Commissioner (EMC) – through the State Control Centre (SCC)

Language Services

Access to language services may be important to the provision of information to people affected by the emergency, and to the effective delivery of key relief services.

The ERC Manager should work with the relevant airline or Ground Handing Agent (GHA) to provide language services where possible. Hume City Council can support with additional services where the airline and APAM cannot meet the needs.

Emergency Shelter

Emergency shelter is required to protect affected people from exposure to the elements and provide a place from which other relief services may be provided.

EMERGENCY RECEPTION CENTRE ACTIVATION

Melbourne Jet Base is the primary location of the ERC.

FIELD SHELTER

Where there is a requirement to activate a Relief Centre outside of the airport precinct, the Control Agency will engage Hume City Council.

Field shelter refers to temporary outdoor shelter near an incident site. If required, temporary shelter can be arranged by the Victorian State Emergency Service (VicSES). Field shelter, if required, should be used only where shelter within the ERC, terminals or an alternative location are not practical or safe.

Buses arranged by APAM may also be used for field shelter when deemed necessary.

EMERGENCY ACCOMMODATION

Emergency accommodation can be provided to those who cannot access their own accommodation. This can be for a number or reasons including being displaced from their home or unable to get home, unable to stay with family or friends, or being passengers in transit. The agency responsible depends on these circumstances.

Transport

Depending on the nature of the emergency, assistance with transport may be required for affected people. The responsibility for arranging this transport depends on the situation.

Situation	Agency/Organisation Responsible
Transport from the airfield to the ERC during an aircraft related emergency	APAM
Passengers and crew requiring transport beyond the ERC	Affected Airline or their GHA
Transport to another relief centre or off-airport location	Control Agency
Transport for relief centre staff to and from the staging point	Control Agency
Transport outside of arrangements	Individual

Food and Water

The ERC Manager will coordinate food and water through the ERC for aircraft related emergencies. Costs for provisioning food and water in this instance is the responsibility of the airline. If the need for food and water exceeds the capacity of the ERC the unmet need for food and water should be communicated to the Incident Controller by the ERC Manager.

For non-airline related emergencies, appropriate food and drinking water will be made available by through the IMT where the Incident Controller deems necessary.

Psychosocial Support

Victorian Council of Churches Emergencies Ministry (VCC-EM) and Australian Red Cross (ARC) are the Relief Lead Agencies for Psychosocial support and their response will be coordinated by the Melbourne Airport Relief Coordinator (DFFH).

Initially, psychosocial support will be provided where possible by the Melbourne Airport Chaplaincy to support those most in need, particularly during an aircraft emergency.

PSYCHOSOCIAL SUPPORT FOR STAFF

Melbourne Airport Chaplaincy will support Airport and Airline staff in obtaining access to organisational psychosocial support and maintain ongoing contact as needed.

If support arrangements for affected airline or airport staff are not in place, the airline or airport should advise the Incident Controller so other arrangements can be made through the EMT.

Essential Material Aid

Following aircraft related emergencies, the airline is responsible for providing essential material aid as determined by the airline.

If the need remains unmet the request can be referred to the Incident Controller who can request the Hume City Council Municipal Recovery Manager (MRM) to activate the provision of immediate material needs for those impacted by the emergency in accordance with the MEMP.

Donations and Goods-in-Kind

Business and organizations with existing relationships with APAM and airlines (such as tenants) may offer to donate or be requested to provide food and non-food items in an emergency. Such requests will be managed through the normal business arrangements and informed to the Incident Controller.

Where members of the community offer to help those affected via the donation of material goods, these gestures should be politely refused or engaged through State arrangements.

Reception and Reunification

During an aircraft emergency, the ERC is activated for processing and registering passengers not requiring hospitalisation, prior to reuniting with friends/family, or prior to departing the airport. The ERC is activated as per the Airport Emergency Plan (AEP) or at the request of the Airport Commander.

The Reception and Reunification process is considered a primary response activity and is outlined in the Airport Emergency Plan (AEP).

Registration

By agreement, registration during an aircraft emergency is coordinated by the ERC Manager, working directly with Victoria Police, Red Cross and the affected Airline to ensure information is collected on once from passengers and inquirers. This information is then shared with all parties that are required to register passengers.

During other emergencies, Victoria Police have the responsibility to manage the State's Register.Find.Reunite processes as required.

Reconnecting (Register.Find.Reunite)

If delegated the registration task by Victoria Police, Red Cross will activate the Register.Find.Reunite process to reconnect family and friends.

Health and First Aid

The provision of Health and First Aid services are the responsibility of the Health Commander who be provided by Ambulance Victoria (AV). They will be supported by St John Ambulance.

APAM and Airlines may also have trained first aiders who can support where required.

Financial Assistance

A limited number of Automatic Teller Machines (ATMs) are located in the airport terminal. Where possible affected people are encouraged to use their own financial resources to provide for their immediate relief needs.

In some circumstances where the emergency involves an aircraft, and in accordance with the Family Assistance Code, the relevant airline may provide some assistance to affected people.

The Victorian Government's financial assistance through the Personal Hardship Assistance Program is limited to natural disasters. In extraordinary circumstances, an exception may be authorised by the Director Emergency Management DFFH Emergency Management Branch.

Animal Welfare

The responsibility for Animal relief is determined by the category the animal falls into and is listed as follows:

Category	Lead Agency	Responsibilities	Support Agencies
Coordination of Animal Welfare is the Responsibility of DJPR			
Domestic animals being transported within Australia	Airline	Reunite the animals with owners	RSPCA
Domestic animals being transported internationally requiring biosecurity regulations	DAFF	Manage the transport of animals to DAFF facilities or on to destination.	Airline RSPCA
Equine and exotic animals requiring biosecurity control measures	DAFF	Manage the transport of animals to DAFF facilities or on to destination.	Airline RSPCA
Displaced and unclaimed companion animals	Municipal Council	Provide accommodation	AVA

Recovery

Recovery activities begin as soon as is reasonably practical after an emergency occurs. It is APAMs priority to ensure that aircraft movements can continue to ensure the people of Victoria can continue to travel as planned. Where recovery activities need to continue after the response phase is complete, the arrangements for managing the emergency will transition to the arrangements for managing recovery, led by the appointed Recovery Coordination Agency.

The Melbourne Airport Recovery Plan outlines the role and responsibilities of APAM staff and agencies in recovery of the airport precinct.

Melbourne Airport Relief Plan

Reference

Melbourne Airport Documents
Melbourne Airport Emergency Plan
Melbourne Airport Recovery Plan
Establishing the Emergency Receptions Centre – Standard Operation Procedure

Other Documents
Australian Government - Aviation Disaster Response Plan 2017 (AUSAVPLAN)
Australian Government Plan for The Reception of Australian Citizens and Approved Foreign Nationals Evacuated From Overseas 2017 (AUSRECEPLAN)
Emergency Management Manual Victoria
Register, Find, Reunite
State Emergency Management Plan
State Health Emergency Response Plan, Ed. 4

Glossary

Term	Definition
ABF	Australian Border Force
AEP	Airport Emergency Plan
AFP	Australian Federal Police
AGD	Attorney General's Department (Commonwealth)
Airport Chaplain	A function contracted by APAM to the Salvation Army
APAM	Australia Pacific Airports (Melbourne)
ARC	Australian Red Cross
ARFF	Aviation Rescue Fire Fighting (Air Services Australia)
AUSAVPLAN	Commonwealth Aviation Disaster Response Plan
AUSRECPLAN	Plan for the reception of Australian Citizens and approved foreign nationals evacuated from overseas (2017)
AV	Ambulance Victoria
CASA	Civil Aviation Safety Authority
DAFF	Department of Agriculture, Fisheries and Forestry
DELWP	Department of Environment, Land, Water and Planning
DFAT	Department of Foreign Affairs and Trade (Commonwealth)
DJPR	Department of Jobs, Precincts and Regions
DFFH	Department of Families, Fairness and Housing (State)
DoT	Department of Transport (State)
EM	Emergency Management
EMJPIC	Emergency Management Joint Public Information Committee
EMT	Emergency Management Team

Term	Definition
ERC	Emergency Relief Centre
FAP	Family Assistance Plan
FAC	Family Assistance Code
First Point	Animal Transfer Facility at Melbourne Airport
GHA	Ground Handling Agents
HCC	Hume City Council
IC	Incident Controller
IEMT	Incident Emergency Management Team
IJPIC	Incident Joint Public Information Committee
MEMPlan	Municipal Emergency Management Plan
MEMO	Municipal Emergency Management Officer
MERC	Municipal Emergency Response Coordinator
MRM	Municipal Recovery Manager
POCTA	*Prevention of Cruelty to Animals Act 1986*
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SEMP	State Emergency Management Plan
SES	Victorian State Emergency Service
SHERP	State Health Emergency Response Plan, edition 4
VCC-EM	Victorian Council of Churches Emergencies Ministry
VITS	Victorian Interpreting Service – Language Loop
VSA	Victims Support Agency

Further Information

For further information regarding this document, please contact:
Melbourne Airport Business Resilience Team
resilience@melair.com.au

Aepcoordinator@melair.com.au

APPENDIX A

Emergency Relief Agency Contacts

Agency	Number
Melbourne Airport Coordination Centre – Emergency Line	03 9297 1601
Australian Border Force	Via Melbourne Airport IOC
Australian Federal Police	131 237
Australian Red Cross (24/7)	1800 232 969
DA – Biosecurity Duty Controller	0408 250 600
Department of Health and Human Services (DHHS) Regional Duty Officer	1800 765 149
Department of Transport (DoT Vic) State Duty Officer	0409 858 715
Department of Jobs Precincts and Regions – State Duty Officer	0428 863 564
Hume Municipal Emergency Resource Officer (MERO) 24/7	03 9356 6918
Victorian Council of Churches Emergency Ministry (24/7)	03 9356 6190
Hume Municipal Recovery Manager (MRM)	03 9439 5274

Relief Organisation Structure

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                        │    Incident     │
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    ┌─────────────────┐          │
    │     Airport     ├──────────┤
    │    Commander    │          │
    └────────┬────────┘ ┌────────┴────────┐
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             ┊──────────┤  Coordination   │
             │          │     Agency      │
             │          └────────┬────────┘
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    │   ERC Manager   │          │
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             ┊──────────┤   Relief Lead   │
                        │    Agencies     │
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                        │ Relief Support  │
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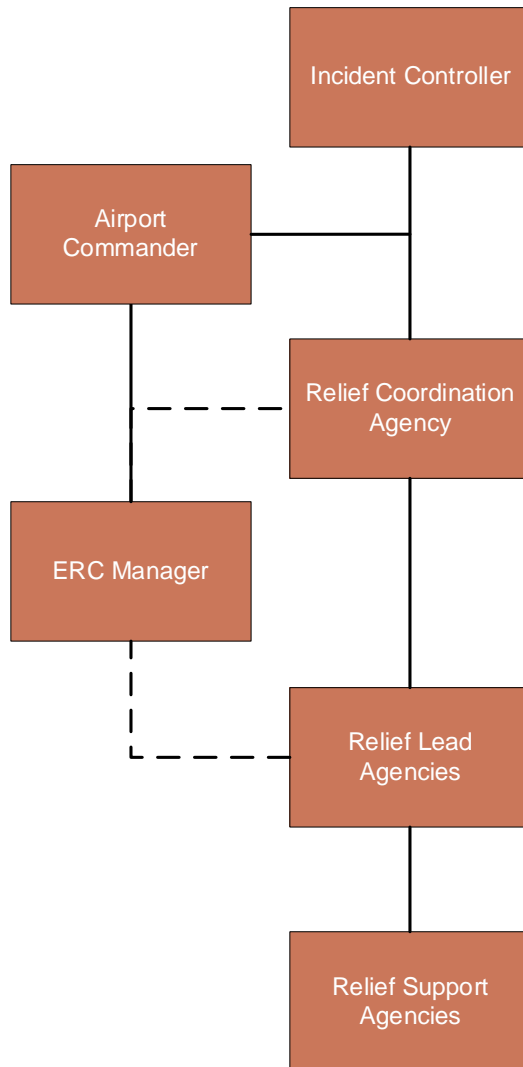
Functional Arrangements

Function	Function Description	Lead agency /entity	Support agencies/ entity	Activated by	Notes
Community information **Including language services**	*Community information in support of emergency operations* *Language and translation services for non-English speakers Community information* in support of emergency operations *Language and translation services* for non-English speakers	VicPol	Airline, APAM, SCC, ABF, HCC	Control Agency	
Information for Foreign Embassies - concerning foreign nationals	Provision of information to foreign embassies regarding foreign nationals	AFP	DFAT AGD	AFP	Foreign nationals protocol in place VicPol, AFP & DFAT to notify consulates.
Emergency Reception Centre	Activated for emergencies where it is needed relief to people at the airport at the direction of the Airport Commander if requested by the Control Agency. For aircraft emergencies, the ERC combines passenger and inquirer reception and a matching centre. The ERC also provides space for interviews and investigation and relief teams to operate.	Control Agency and APAM ERC Manager	Red Cross, VCC	Control Agency	See the AEP
Registration	A service that when activated registers affected people. A tool that may be activated for registration is (Red Cross) Register.Find.Reunite which also finds and reunites family, friends and loved ones after an emergency	Victoria Police and APAM ERC Manager	Airline or GHA, Red Cross (RFR)	Airline, VicPol	Refer to section 9.2.2.
Emergency Field Shelter **Off Airport Relief Centre**	Shelter near an incident site for people affected by an airport-based emergency	SES (field shelter) HCC (Off- Airport Relief Centre)	APAM (transport to field shelter	Control Agency	Off-airport relief centre through HCC if on airport not possible or a non-airfield event. Buses can be used in lieu of field shelter.

Melbourne Airport Relief Plan

Function	Function Description	Lead agency /entity	Support agencies/ entity	Activated by	Notes
Specialist Shelter and Support	Shelter and support for large scale HAZMAT	FRV			Base of Operations to assist in HAZMAT large scale response and initial relief
Food and Water	Food and water for people affected by an airport-based emergency	APAM (Costs rest with the airline for an aircraft emergency or the Control Agency otherwise)	Red Cross, Salvation Army - if activated under SEMP arrangements	Control Agency	Cost recovered from Control Agency where the airline is not involved.
Psychosocial support	Support to people affected by an airport-based emergency	Airline, DFFH	VCC-EM, Red Cross, Airport Chaplain	Control Agency	
Bereavement support	Support for the families of deceased	Airline, VicPol	Coroners Court, Victim Support Agency	Airline or Control Agency	
Essential material aid	Provide essential material aid to emergency affected persons including clothing, bedding and other personal requisites	Airline or GHA, HCC (for non-aircraft emergencies)	Salvation Army	Airline or Control Agency	
Temporary Accommodation	Provision of temporary accommodation	Airline or GHA, HCC (for non-aircraft emergencies)	DFFH	Airline or Control Agency	HCC activate through Control Agency
First aid and health assistance	Emergency health and first aid services to people affected by an airport-based emergency	AV	ARFF, St John Ambulance, Pharmacists, Health Services, First Aid Officers	Control Agency	
Financial Assistance	Emergency financial assistance for basic relief needs	Airline or GHA, DFFH (for non-aircraft emergencies)	HCC	Airline or DFFH (PHAP)	PHAP only for eligible events
Relief Staff Staging Area	An off-airport location where relief staff will meet, be briefed and from where transport to the airport will be arranged.	HCC	APAM, DFFH; VCC, Red Cross	Control Agency	Broadmeadows Global Learning Centre, 1093 Pascoe Vale Rd, Activated through MERO
Animal Welfare	Animal relief for animals affected by an airport-based emergency	Airline or GHA and DAFF, DJPR (for non-aircraft emergencies)	DAFF APAM HCC DELWP RSCPA	Control Agency	Activated through DJPR: Victorian Emergency Animal Welfare Plan
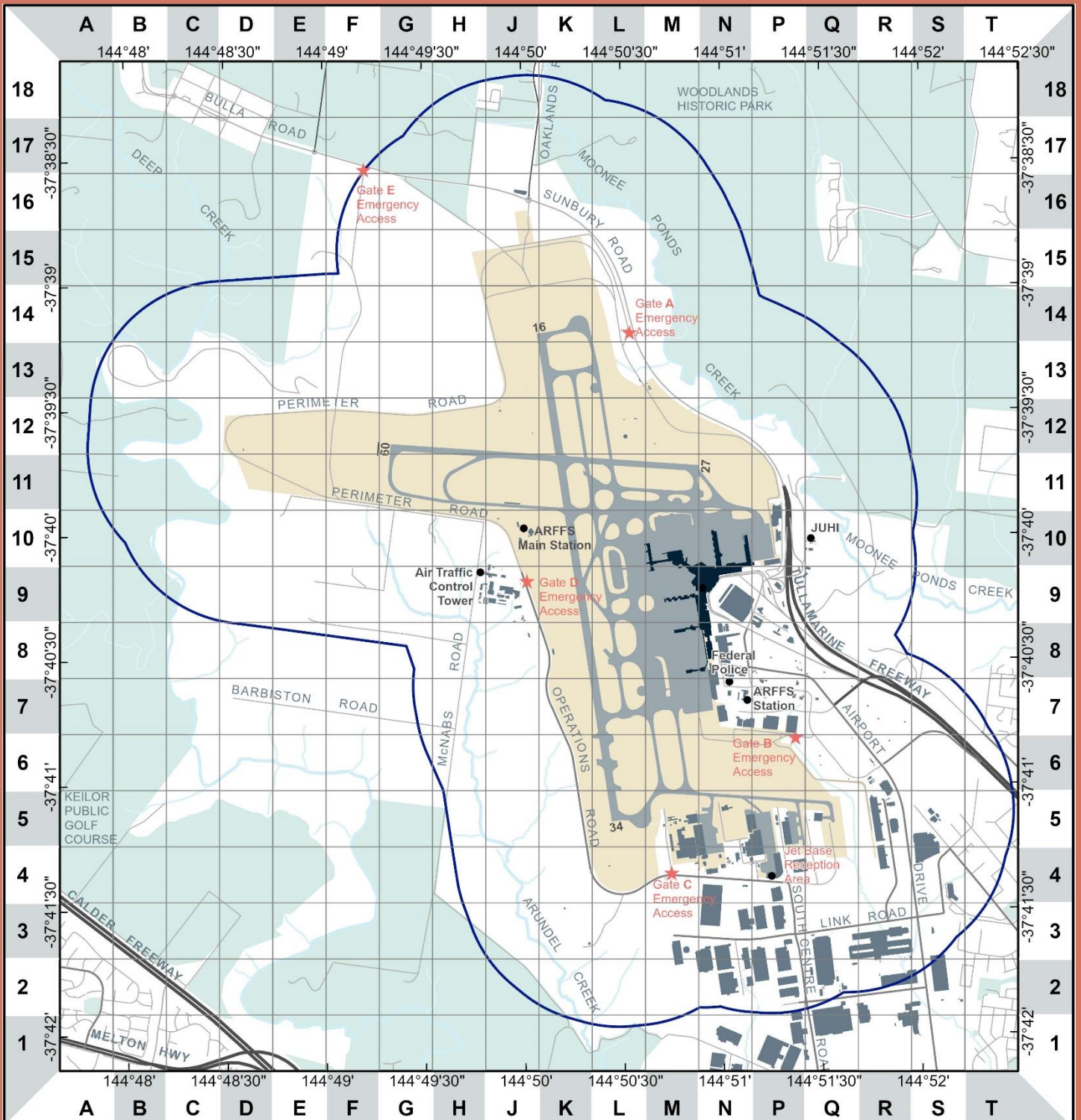
MELBOURNE AIRPORT

RESPONSE AREA
1000 metres from operational boundary

LEGEND

☐ ARFFS Response
☐ Security Restricted Area

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0   0.5   1 km