

A photograph of a city skyline at sunset, with several skyscrapers silhouetted against a warm, orange and yellow sky. The image is partially obscured by a white geometric shape on the left side.

HEATWAVES AND HOMELESSNESS

2014 - 15

For more information, contact City of Melbourne
Telephone: 03 9658 9962

melbourne.vic.gov.au



Introduction

The City of Melbourne aims to be a welcoming, inclusive, connected and engaging city. It is Victoria's hub of business, international trade, arts, entertainment and sporting activities and enjoys an international reputation as a growing and prosperous global city.

Metropolitan Melbourne is home to 3.2 million people from more than 140 countries and is a sophisticated world city. Over 100,000 residents now call the Municipality of the City of Melbourne home, making the city one of the state's fastest growing Local Government areas. The City has also enjoyed significant growth in employment and tourists continue to flock to its many attractions. As our City population continues to grow, the Council is ready to meet the many challenges of the years ahead. We are committed to working with our community, our businesses and visitors to ensure that we continue to meet their many and diverse needs. The City of Melbourne offers more than 400 services and activities from childcare, aged care, disability, housing and youth services to arts and sporting events, festivals, grants and awards. It is services such as these that have helped establish Melbourne as one of the world's most liveable cities.

The City of Melbourne adopted Pathways City of Melbourne Homelessness Strategy 2014-2017 in August 2014. The Homelessness Strategy provides Council with direction for future work and actions in responding to homelessness.

A key objective and theme of the strategy is to foster partnerships with health and wellbeing services to ensure improved health outcomes for people experiencing homelessness. A key action towards meeting this objective is to develop innovative solutions to ensure appropriate and inclusive support is provided to people experiencing homelessness in periods of extreme weather.

In order to plan and deliver initiatives within this action, a range of international, national, state and local government responses to supporting people experiencing poverty and disadvantage during periods of extreme heat have been reviewed. Working closely with our partners and key stakeholders, our response to the risks related to heatwaves for persons experiencing homelessness, particularly primary homelessness have been framed within two key areas – the need to be aware and the need to be prepared.

Our approach aims to ensure people are informed and updated with information to enable them to plan for periods of extreme heat and they are able to access appropriate resources to minimise the health risks and impacts associated with heat.

Periods of extreme heat and heatwaves have been shown to significantly contribute to:

- exacerbation of medical conditions including heart (cardiac) and kidney (renal) disease;
- falls and confusion due to dehydration;
- exacerbation of asthma and other respiratory illness.

Background and context

The City of Melbourne has a dedicated Heatwave Response Plan (HWRP) which was developed in consultation with relevant branches across Council in 2008.

During the months of January and February 2009, Melbourne and Victoria experienced extremely hot weather conditions. Over that period of time, weather alerts were forwarded by Department of Human Services and the Municipal Association of Victoria advising that the Bureau of Meteorology had forecast very high temperatures across the State and that the weather would be particularly difficult for vulnerable population groups in our community.

Between 14 January and Friday 17 January 2014 Victoria experienced a severe heatwave, with record temperatures across the state:

- first ever four-day period above 41°C (14-17 Jan 2014);
- hottest four-day maximum average temperature on record (14-17 Jan 2014);
- hottest maximum temperature four-day average: 43.1°C.

Due to the severity of the extreme weather warning, Councils were advised to:

1. Ensure all emergency management contacts were updated;
2. To be on 'standby for activation' of their emergency management arrangements.

City of Melbourne activated its Heat Wave Response Plan (HWRP) during the summer period of 2008-2009 and summer of 2013-2014.

During those summer periods, heat health alerts (HHA) were issued by Department of Health to councils. Further to the receipt of the HHAs, information was forwarded to City of Melbourne HHA stakeholders who serviced vulnerable members of the community. Heat health information was posted on the City of Melbourne website and social media platforms as part of the HWRP communication strategy:

Key messaging was forwarded to:

- All relevant internal City of Melbourne branches that had direct networking with service providers;
- External agencies and community groups identified as vulnerable to heatwave or at risk to extreme hot weather conditions.
- General members of the public (via social media)
- City of Melbourne staff

As a result of an internal review of the January 2009 HWRP communication strategy, networking with internal and external key stakeholders for heatwave alerts have been expanded and improved by developing a Heatwave Activation Sub-plan. This sub plan consists of an operational and communication strategy to support the activation of the Heatwave Response Plan.

The impacts from the January 2014 heatwave have been assessed by the Victorian Department of Health. Their report *The health impacts from the January 2014 heatwave in Victoria* was released in October 2014. The Report states that in Victoria there were:

- 621 heat-related presentations to emergency departments during the week of the January 2014 heatwave, higher than the number expected (105), representing an increase in heat-related presentations;
- 328 (53 per cent) presentations for dehydration;
- 140 (23 per cent) for heat stroke;
- 118 (19 per cent) for heat syncope;
- 35 (6 per cent) presentations for sunburn.

The deaths data indicate that there were 858 deaths, with 691 expected, during the week of the heatwave. This represents an estimated 167 excess deaths and corresponds to a 24 per cent increase in the number of deaths during the week of the heatwave.

Victoria's perspective

In March 2013 the Victorian Government launched its Climate Change Adaptation Plan which sets out how the Government is managing the risks of a changing climate to Victoria's assets, essential infrastructure and services such as waterways, transport systems, as well as healthcare and emergency response systems.

The plan acknowledges that climate impacts will be different for different groups, communities and regions, and that planning and decision-making should take into account that some Victorians may be more vulnerable to climate-related impacts and may require greater support. The plan states:

The elderly, people suffering from chronic health conditions and people on lower incomes or socially disadvantaged are likely to be more vulnerable to some climate risks. They also may be less aware and prepared for an extreme weather event like a flood or heatwave. In some cases, the impacts of climate change could worsen existing disadvantage. (Victorian Climate Change Adaptation Plan 2013)

It is within this context that specific heatwave planning for people experiencing homelessness is situated. This work is driven by both the City Of Melbourne Pathways: homelessness strategy 2014 - 2017 and the existing Heatwave Activation Sub Plan.

Climate Change in Cities

The world is warming, by 2030 Melbourne is expected to likely be significantly affected by warmer temperatures and heatwaves, lower rainfall, intense storm events and flash flooding (*Victorian Climate Change Adaptation Plan 2013*).

The Intergovernmental Panel on Climate Change reports:

Surface temperature is projected to rise over the 21st century under all assessed emission scenarios. It is very likely that heat waves will occur more often and last longer, and that extreme precipitation events will become more intense and frequent in many regions.

(Synthesis Report of the Fifth Assessment Report of the Intergovernmental Panel on Climate Change on Climate Change)

Urban heat islands

Temperatures within the CBD area can be up to 7°C higher than in less urbanised environments due to the urban heat island effect. (City of Melbourne and Climate Change - Risk Assessment and Adaptation Action Plan, 2008)

According to the Victorian department of Health:

The 'urban heat island' (UHI) effect occurs in urbanised environments where built areas become warmer (particularly at night) than the surrounding rural areas. This is due to common construction materials absorbing and retaining more of the sun's heat (Loughnan, Nicholls & Tapper 2009). Metropolitan Melbourne regularly exhibits a distinct UHI effect (Morris & Simmonds 2000), as illustrated in Figure 2. (Heatwave plan for Victoria, Protecting health and reducing harm from heatwaves 2011)

Heatwave and homelessness

The City of Melbourne has developed a set of homelessness specific responses to support the Heatwave Activation Sub-plan.

Within the City of Melbourne, the Health Services Branch has carriage of the Heat Wave Response Plan with the responsibility to:

- Coordinate
- Implement
- Review
- Report on the Plan to both Council and the community.

Scope

This document outlines the City of Melbourne's homelessness specific plan for responding to extreme heat periods. The initiatives and actions detailed below form part of the broader City of Melbourne Heatwave Activation Sub-plan and link to key operational and communication activities.

Aim

The aim of this document is to:

- Provide a coordinated process to guide the preparedness and activation of partner agency responses and flow of communication in relation to heatwave events.
- Minimise heat related illness and death by raising awareness of the hazards of heat and heat stress and the necessity for building community resilience.
- Minimise the impact of extreme heat events on people experiencing homelessness when required to activate the HWRP

Objective

This plan provides a response framework which will achieve the following objectives:

Identify the triggers that activate the Heatwave Response Plan and supporting operational sub-plan. Coordinate a communication process that will be activated upon receipt of a Heat Health Alert, issued by the Department of Health.

- Develop and implement a clearly articulated and structured process that engages, informs and supports people experiencing homelessness in the City of Melbourne during extreme heat events.
- Ensure future preparedness campaigns appropriately target people experiencing homelessness about heatwave or extreme heat events within the City of Melbourne. This includes people experiencing either primary, secondary and tertiary homelessness

Understanding heatwaves and their impacts on vulnerable communities

People experiencing (primary, secondary and tertiary) homelessness, are highly vulnerable during periods of extreme heat.

This is supported by recent reports from the Victorian Government Health Department and the Victorian Auditor General that state: heatwaves pose a significant risk to public health' and by the Department of Human Services who reported in 2009 that "*Heatwaves are known to increase the incidence of illness and death, particularly among vulnerable population groups...(including) homeless people*"

Defining Homelessness

When a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:

- Is in a dwelling that is inadequate; or
- Has no tenure, or if their initial tenure is short and not extendable; or
- Does not allow them to have control of, and access to space for social relations'.

(ABS, 4922.0, Information Paper 2012)

Primary homelessness

People without conventional accommodation such as people living on the streets, sleeping in derelict buildings, or using cars for temporary shelter.

Secondary homelessness

People who move frequently from one form of temporary shelter to another. This category covers people accommodated in homeless services, people residing temporarily with family and friends and those using rooming/boarding houses on an occasional basis.

Tertiary homelessness

People who live in boarding/rooming houses on a medium to long term basis. This type of accommodation typically does not have self-contained rooms and residents share bathroom and kitchen facilities. Rooming house residents do not have the security of tenure provided by a lease. (Chamberlain and Mackenzie 1992, p291.)

Homelessness Community profile

As outlined in the Pathways: Homelessness Strategy 2014-17 current data which provides a picture of homelessness in the City of Melbourne is derived from the available ABS 2006 Homelessness Census data and the Supported Accommodation Assistance Program (SAAP) usage data for 2008-09.

In addition data has been drawn from research projects undertaken by the City of Melbourne including the 2007 Homelessness Research Project - Needs and Aspirations; StreetCount 2008, 2009, and 2010, 2012, 2014 and the Rooming House Residents Research Project 2009.

The following data provides a snapshot of homelessness in Melbourne. Quantitative data is limited as some data sets are currently unavailable.

- 142 people on the street - Rough Sleepers/Improvised accommodation (StreetCount 2014 data)
- 118 people staying with family/friends (2001 ABS: 2006 census did not include this data)
- 872 people living in Rooming/Boarding houses (registered rooming house beds in Melbourne (May 2010)
- 211 people in SAAP accommodation (2001 SAAP)

Estimated Total: 1,343 people experiencing homelessness in the City of Melbourne.

What is a Heatwave

There is no single internationally accepted definition of a heatwave, however in Victoria, a heatwave is generally defined as a period of abnormally and uncomfortably hot weather that could impact on Human health, community infrastructure and services (***Heatwave plan for Victoria, Protecting health and reducing harm from heatwaves 2011***)

City of Melbourne is part of the Central weather forecast district (as defined by the CFA fire rating district and Bureau of Meteorology) For Melbourne, **a heat health alert is declared when a day or period where the average of the daily maximum temperature and the overnight minimum temperature of the following day is 30°C or greater.** This is known as the heat health temperature threshold.

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

Once received, this heat health alert is forwarded on by City of Melbourne Health Services that is charged with primary responsibility of disseminating the heat health alert information for the City of Melbourne.

This information is also forwarded on by the City of Melbourne, City People team who take a leadership and coordination role in responding to homelessness in collaboration with their partners and key stakeholders.

Heatwaves and health

According to the Department of Health *'Both mortality and morbidity have been shown to increase in Victoria during extreme heat events (department of Human Services 2009)*

How the human body is affected by heat

In a hot environment:

- The skin becomes flushed as blood vessels open
- Sweating increases
- Breathing is more rapid
- The appetite is suppressed automatically by the brain to reduce heat from the metabolism of food
- Individuals become lethargic to reduce heat-producing muscle activity.

Important factors contributing to regulation of body temperature in hot environments include:

- Fatty tissue conducting heat poorly, leading to greater heat build-up for obese people
- Older people's bodies have reduced capacity to thermo-regulate and feel heat
- Heat from the skin may be trapped by excessive layers or thick clothing
- The rate of heat loss is increased by wind or fanning
- Water conducting heat away from the body better than air
- Sun burn damages the skin and inhibits the ability to sweat and cool the body

Homeless people and Heatwave

People who are homeless and or sleeping rough may be especially vulnerable in heatwave due to:

- Heat stress from spending extended periods of time outdoors
- Social isolation
- Substance use
- Existing mental health problem
- Living in a poorly insulated rooming house
- Falling asleep and lying for extended periods of time in the sun
- Sleeping in the sun with many layers of clothing on
- Sleeping in cars
- The risk of dehydration which may be exacerbated by substance use or prescribed medication
- Difficulty in self- regulating body temperature
- Sever sunburn and blistered feet from walking on hot bitumen or tarmac
- Being bitten extensively by mosquitoes and other insects
- Being mistaken for sleeping peacefully when they are in a situation of sever heat stress or ill health

Heatwave plan Activation

Heatwave Trigger

The Bureau of Meteorology (BoM) forecasts weather events such as a potential heatwave or period of extreme heat and advises Department of Health. The Department of Health determines appropriate warning and advice to councils and stakeholders.

For the Melbourne metropolitan region, a mean threshold temperature of 30°C is considered the trigger temperature for a heat health alert to be issued from Department of Health.

The Municipal Association of Victoria (MAV) and Office of Emergency Services (OESC) may also notify Councils to be on standby for activation of their emergency management arrangements during forecast extreme heat weather conditions.

Depending on the time given for the prediction of an extreme heat event and the duration of the predicted heat event, the following phases of escalation may be implemented:

Heatwave Alert: Be aware and Be prepared messaging

The City of Melbourne will disseminate the below messaging in the event of a heatwave alert.

Heatwave Alert System	Pre- heatwave and Onset	Short Event	Long Spell/Extreme
Conditions	1 - 4 days prior / onset >Temperature < Air Quality > Humidity < Rainfall	> 30°C Max > 24°C Min	3 Days plus > 30°C
Key Messaging <i>Be aware</i> <i>Be Prepared</i>	<ul style="list-style-type: none"> Schedule or reschedule appointments to avoid extreme heat Identify potential local cool public places to visit if necessary Drink water (provide warning for those with particular medical conditions) Take water with you Plan contingencies around very physically demanding activities Alert others and advise precautions 	<ul style="list-style-type: none"> Dress appropriately for heat protection Call for assistance if necessary Visit a cool public place if necessary Reduce activity levels Maintain hydration Use cooling techniques 	<ul style="list-style-type: none"> Reschedule appointments to avoid extreme heat Dress appropriately Cool showers / swimming Wet scarves around the neck Seek respite from heat in cool public places Visit or stay with family /friends if home environment is not a cool option Low activity Maintain hydration
Communication	<ul style="list-style-type: none"> Disseminate alert to all registered homelessness agencies Ensure contracted service providers undertake actions to enhance monitoring Provide fact sheets and other information via website Work with key partners to determine if the extension of operation hours is required Refer to weather warnings and weather reports via webpage, print media, social media and/or radio <p>Refer to CoM heatwave webpage www.melbourne.vic.gov.au/heatwave</p>	<ul style="list-style-type: none"> Maintain communication messaging. 	<ul style="list-style-type: none"> Maintain on-going communication messaging and updates Monitor capacity of service providers to respond and assist community members vulnerable to heat

Heatwaves and Homelessness Actions Summer 2014-2015

Working closely with our partners the planned heatwaves and homelessness response aims to strategically build awareness and preparedness amongst the cities diverse homelessness population.

We will do this by piloting a number of initiatives that aim to ensure people experiencing homelessness - **across the homelessness spectrum** - have access to important heat health information and a range of appropriate heat respite options during the day and at night.

The City of Melbourne will work with 6 participating agencies to deliver the pilot heatwaves and homelessness action plan 2014-15. These agencies offer a range of differing services and programs and separately engage with particular cohorts of people who experience homelessness in Melbourne

Participating agencies

Salvation Army 614

- Located central CBD
- Engages with rough sleeping men and women
- After hours programming and capacity extend after hours operations
- Assertive Outreach
- A range of co-located services
- Provides food and material aid
- Air-conditioned and has showers

WIRE - Women's Information and Referral Exchange Inc

- Located West Melbourne
- Women specific agency -engages and supports any woman
- Provides material aid
- Has expertise in supporting women experiencing family violence and homelessness
- Can care for dogs within the building
- Kitchen and fridges
- Air conditioning and showers

Frontyard Melbourne City Mission

- Centrally located close to the CBD
- Engages young people 12-25 years
- Has a broad range of co-located services
- Is Air-conditioned
- After hours capacity
- Provides material aid

Youth Projects

- Located Central CBD
- Engages with substance users and rough sleepers
- A range of co-located services
- Assertive Outreach
- Onsite health professionals
- After hours capacity
- Is Air-conditioned
- Provides material aid

Cohealth – Central City Community Health

- Centrally located close to the CBD
- Engages with substance users, rough sleepers, rooming house residents and vulnerable women and children
- Assertive Outreach
- A broad range of co-located services
- Onsite health professionals
- Shower and laundry facilities

Lazarus centre

- Centrally located close to the CBD
- Engages with male and female rough sleepers
- Operates 7 days a week, every day of the year
- Provides food and material aid



Heatwave and Homelessness Action Plan 2014-15.

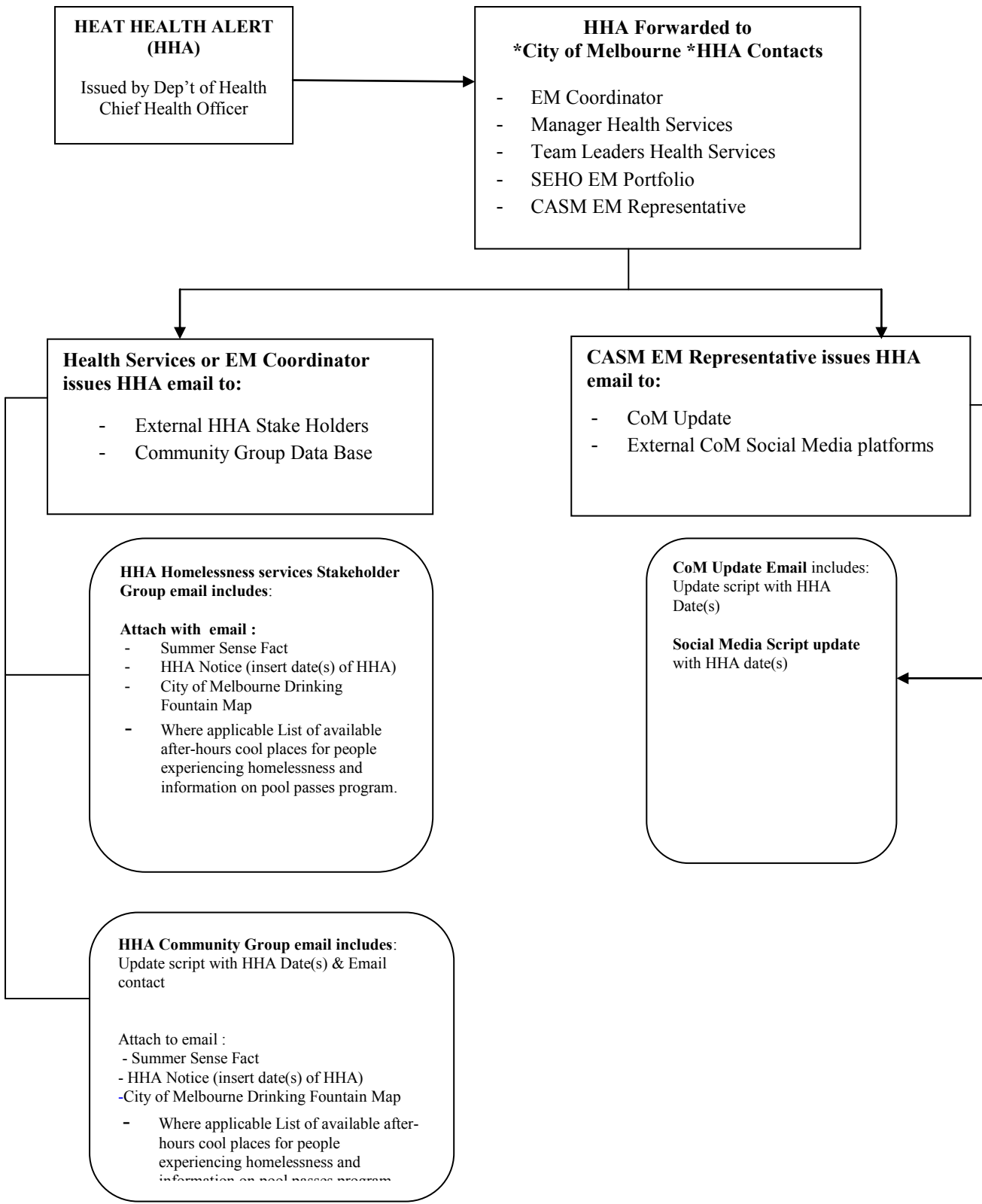
*denotes pilot

CoM Pool pass program	Participating agencies distributing passes
<p>Free swim and locker passes for use at any of the City of Melbourne's four aquatic facilities between. 1 December and 31 March.</p> <p>Melbourne City Baths melbourne.vic.gov.au/mcb</p> <p>North Melbourne Recreation Centre melbourne.vic.gov.au/nmrc</p> <p>Carlton Baths melbourne.vic.gov.au/carltonbaths</p> <p>Kensington Community Recreation Centre melbourne.vic.gov.au/kcrc</p> <p>North Melbourne Community Centre melbourne.vic.gov.au/nmcc</p>	<ul style="list-style-type: none"> • Salvation Army 614 • WIRE - Women's Information and Referral Exchange Inc • Frontyard • Youth Projects • Cohealth • Lazarus centre
*Movie Pass program	Participating agencies distributing passes
<p>The City of Melbourne has purchased complimentary movie passes for distribution during periods of prolonged extreme heat. These are provided to ensure people are able to access cool, safe, welcoming, inclusive environments after hours and on weekends.</p>	<ul style="list-style-type: none"> • Salvation Army 614 • WIRE - Women's Information and Referral Exchange Inc • Frontyard • Youth Projects • Cohealth • Lazarus centre
*The City of Melbourne brokerage and afterhours cool places program	Participating agencies
<p>The City of Melbourne brokerage and afterhours cool places program provides resources to enable after-hour access to existing homelessness services in the event of a heatwave and or day of extreme heat.</p>	<p>Participating agencies have been enlisted based on the following criteria</p> <ul style="list-style-type: none"> ▪ Are based within a facility that can provide a suitable cool welcoming environment during extreme heat ▪ capacity to extend operational hours ▪ target demographic within the homelessness population ▪ geographic location ▪ frontline capacity to administer the program ▪ Specialist staff e.g. qualified health practitioners <p>Participating agencies Salvation Army 614 Youth Projects</p>

*cohealth rooming house program	Available resources
<p>The program objective is to facilitate improved access to health, social, recreational and nutritional services for rooming house residents and to reduce isolation and marginalisation of vulnerable and homeless rooming house residents in the City of Melbourne.</p> <p>During the summer months this program will provide rooming house residents and operators information on how to prepare for periods of extreme heat.</p>	<ul style="list-style-type: none"> • Brokerage - for purchase of cooling aids for clients • Information Packs - including "Stay Healthy in the Heat" brochures, cool spaces, "Heat Stress" health information etc • Health Time sessions - targeted community education sessions at particular rooming houses with Dietician (RDNS nurse if available) • Weekly visits to rooming houses • Phone calls to clients or visits to rooming houses with Heat Wave Alert periods • Engagement with clients about what is needed, and follow up with clients following a heat wave period to see what else they might need.
Summer Sense	Available Resources
<p>Summer Sense is a communication strategy that is initiated each summer season by the City of Melbourne to educate and inform members of our support, prepare and take preventative action in readiness for extreme heat days</p>	<p>There is a range of practical resources and information kits available for order through the City of Melbourne Health Services branch and online via the City of Melbourne website. Resources include:</p> <ul style="list-style-type: none"> ▪ Summer Sense fact sheets ▪ Melbourne CBD drinking fountain map ▪ City of Melbourne drinking fountain map ▪ Reference links to other support services and resources ▪ Cool places CBD and Southbank map

(Excerpt from: City of Melbourne, Health services, Heatwave Activation Sub-plan)

What we will do – Heat Health Alert Flow Chart & Operations & Communications Strategy



***City of Melbourne HHA Contact 2014-2015**

For further information about planning for extreme heat days, you can call the City of Melbourne Health Services Branch on 03 9658 9658.

Cool Places - CBD & Southbank



Site ID	Category	Name
1	Cinemas	4D Cinema
2	Cinemas	Chinatown Cinema
4	Cinemas	Hoyts Cinema
5	Cinemas	IMAX Melbourne Museum
6	Cinemas	Kino Cinema
7	Cinemas	Midcity Arcade Cinema
8	Cinemas	Village Cinema Crown
9	Community Centres	Boyd Community Hub
12	Libraries	City Library
16	Libraries	Southbank Library
17	Libraries	State Library
18	Parks and Gardens	Alexandra Gardens
21	Parks and Gardens	Kings Domain
23	Parks and Gardens	Riverside Skate Park
25	Public Galleries	ACMI
26	Public Galleries	City Gallery
27	Public Galleries	Ian Potter Museum of Art
29	Public Galleries	National Gallery of Victoria
32	Recreation Services/Pools	Melbourne City Baths
34	Shopping Centres & Food Courts	Collins Place
35	Shopping Centres & Food Courts	Crown Casino
36	Shopping Centres & Food Courts	Crown Casino Retail Precinct
38	Shopping Centres & Food Courts	Emporium Melbourne
39	Shopping Centres & Food Courts	Galleria Shopping Plaza
41	Shopping Centres & Food Courts	Melbourne Central
42	Shopping Centres & Food Courts	QV Retail
43	Shopping Centres & Food Courts	Southbank
44	Shopping Centres & Food Courts	Southern Cross DFO
45	Travellers Aid	Flinders Street Station Office
46	Travellers Aid	Southern Cross Station Office
48	Visitor Centres	Melbourne Visitor Centre



0 125 250 500 meters



CITY OF MELBOURNE

Cool Places - City of Melbourne



Site ID	Category	Name
1	Cinemas	4D Cinema
2	Cinemas	Chinatown Cinema
3	Cinemas	Cinema Nova
4	Cinemas	Hoyts Cinema
5	Cinemas	IMAX Melbourne Museum
6	Cinemas	Kino Cinema
7	Cinemas	Midcity Arcade Cinema
8	Cinemas	Village Cinema Crown
9	Community Centres	Boyd Community Hub
10	Community Centres	North Melbourne Community Centre
11	Community Centres	The Hub at Docklands
12	Libraries	City Library
13	Libraries	East Melbourne Library
14	Libraries	Library at the Dock
15	Libraries	North Melbourne Library
16	Libraries	Southbank Library
17	Libraries	State Library
18	Parks and Gardens	Alexandra Gardens
19	Parks and Gardens	Carlton Gardens North
20	Parks and Gardens	Fitzroy Gardens
21	Parks and Gardens	Kings Domain
22	Parks and Gardens	Princes Park
23	Parks and Gardens	Riverside Skate Park
24	Parks and Gardens	Royal Park
25	Public Galleries	ACMI
26	Public Galleries	City Gallery
27	Public Galleries	Ian Potter Museum of Art
28	Public Galleries	Melbourne Museum
29	Public Galleries	National Gallery of Victoria
30	Recreation Services/ Pools	Carlton Baths
31	Recreation Services/ Pools	Kensington Recreation Centre
32	Recreation Services/ Pools	Melbourne City Baths
33	Recreation Services/ Pools	North Melbourne Recreation Centre
34	Shopping Centres & Food Courts	Collins Place
35	Shopping Centres & Food Courts	Crown Casino
36	Shopping Centres & Food Courts	Crown Casino Retail Precinct
37	Shopping Centres & Food Courts	DFO South Wharf
38	Shopping Centres & Food Courts	Emporium Melbourne
39	Shopping Centres & Food Courts	Galleria Shopping Plaza
40	Shopping Centres & Food Courts	Lygon Court
41	Shopping Centres & Food Courts	Melbourne Central
42	Shopping Centres & Food Courts	QV Retail
43	Shopping Centres & Food Courts	Southbank
44	Shopping Centres & Food Courts	Southern Cross DFO
45	Travellers Aid	Flinders Street Station Office
46	Travellers Aid	Southern Cross Station Office
47	Visitor Centres	Fitzroy Garden Visitor Centre
48	Visitor Centres	Melbourne Visitor Centre



Emergency agencies

- News centre providing up to date information on current emergencies and events.
Follow on Twitter @victoriapolice
Phone: 000
- **Metropolitan Fire Brigade**
Fire, medical assistance.
Phone: 000
- **Ambulance Victoria**
Emergency medical care and transport .
Follow on Twitter @AmbulanceVic
Phone: 000
- **Nurse on Call**
For life threatening emergencies call 000
For 24 hour health advice,
Phone: 1300 60 60 24
- **Victoria State Emergency Service**
Flood or storm assistance.
Phone 132 500
- **Red Cross REDIPlan**
Advice and guidelines on preparing for emergencies.
Follow on Twitter @redcrossau
Phone 03 8327 7700 or 1800 131 701 (free call)
- **Department of Health Victoria**
Heatwaves and influenza pandemics.
Follow on Twitter @vicgovhealth
Phone: 1300 761 874
- **Office of the Emergency Services Commissioner**
Establishes and monitors standards for the prevention and management of emergencies.
Phone: 03 8684 7900
- **Public Transport Victoria**
Guide to public transport in Melbourne including any disruptions / delays.
Follow on Twitter @MetroTrains
Phone: 1800 800 007
- **Bureau of Meteorology**
Information on Victorian weather forecasts and warnings.
Phone: 9669 4000

APPENDIX 1: Melbourne Heatwave

Heatwave Planning for Homeless People

The form below is designed to assist:

- City of Melbourne in the preparation of a heatwave response
- As a prompt for you to prepare for extreme heat events.

The information will be used to improve our understanding of what specific supports are currently available in your organisation for people experiencing homelessness in the event of a heatwave. Further, it will help to inform the City of Melbourne's homelessness heatwave planning.

Heatwave plan Activation

For Melbourne, a heat health **may** be declared when a day or period where the average of the daily maximum temperature and the **overnight temperature** of the following day is 30°C or greater.

This is determined by the Department of Health Victoria who monitors the weather forecasts from the Bureau of Meteorology and issues a 'Heat Health Alert' when the temperature threshold is reached.

This Alert is forwarded on to relevant agencies by City of Melbourne Health Services who are charged with the primary responsibility of disseminating extreme weather information for the City of Melbourne.

Heatwave Trigger

The Bureau of Meteorology (BoM) forecast weather events such as a potential heatwave or period of extreme heat and advises Department of Health. The Department of Health determines appropriate warning and advice to councils and stakeholders.

For the Melbourne metropolitan region, a mean threshold temperature of 30°C is considered the trigger temperature for a heat health alert to be issued from Department of Health.

The Municipal Association of Victoria (MAV) and Office of Emergency Services (OESC) may also notify Councils to be on standby for activation of their emergency management arrangements during forecast extreme heat weather conditions.

Depending on the time given for the prediction of an extreme heat event and the duration of the predicted heat event, the following phases of escalation may be implemented:

Heatwave Preparation and Planning			
Name of Agency			
Key Contact person(s) including after hours			
Postal address			
Suburb			Postcode
Phone	Mobile	Alternative Number	
Email			Fax
Days and hours of operation			Holiday and public holiday operation hours
Service Target Demographics e.g. age gender cultural background			
Plans and strategies			Details
Existing heatwave plan	Y	N	Please attach
After hours service and or plan	Y	N	
vulnerable persons register	Y	N	
Specialist staff e.g nurses on site			
Communications			
Do you receive Department of Health heat alerts?	Y	N	
Do you disseminate health alerts to clients, networks or staff e.g. social media	Y	N	
Furniture and fittings specifications, assets and furnishings			
Facility capacity .e.g . 80 people	Y	N	
DDA Compliant	Y	N	
Baback-up -power generator	Y	N	
Air-conditioned facility	Y	N	
Open space with seating	Y	N	
Showers	Y	N	
Provision for pets	Y	N	
Kitchen	Y	N	
Fridges and Freezer	Y	N	

Programs, provisions and supplies				
Outreach services	Y	N	Standard operation: Days Hours	Holiday Season operation hours
Brokerage resources	Y	N	Capacity to support people during a heatwave:	
Towels and swim wear	Y	N		
Sun smart information e.g.Tap map	Y	N	Resources provided:	
Hats	Y	N		
Water bottles	Y	N		
Sunscreen	Y	N		
Insect repellent	Y	N		
Relevant programs	Y	N		
Comments:				

APPENDIX 2: Bibliography

City of Melbourne

Council Plan 2013–2017; Homes for People City of Melbourne Housing Strategy 2014–18; Open Space Strategy Planning For Future Growth 2013–28;

Victorian local government

Macedon Ranges Shire Council, Heatwave Plan 2013

Victorian government

Department of Health 2014, The health impacts of the January 2014 heatwave in Victoria, State Government of Victoria, Melbourne;

Department of Human Services, January 2009 Heatwave in Victoria: an Assessment of the Health Impacts, State Government of Victoria, Melbourne;

Victorian protocol for people who are homeless in public places

2011 Victorian Homelessness Action Plan 2011–15

Victorian Climate Change Adaptation Plan 2013

Federal government

Australian Bureau of Statistics, Census data from 2006 & 2011 for City of Melbourne (unpublished);

Australian Bureau of Statistics, 2012 *Information Paper - A Statistical Definition of Homelessness*;

Research reports commissioned by the City of Melbourne

City of Melbourne, 2008, Maunsell report: City Of Melbourne, Heatwave Strategy;

City of Melbourne 2008, Maunsell report: City Of Melbourne Climate Change Adaptation Report;

City of Melbourne, 2014 *Pathways: City of Melbourne Homelessness Strategy 2014–17*;

City of Melbourne, 2013 *Safe Spaces and Activities for People who are Homeless in the City of Melbourne Feasibility Study Report*;

City of Melbourne, 2013 StreetCount Living Rough in Melbourne;

City of Melbourne, 2014 StreetCount Report City of Melbourne, 2012 Rooming House;

Residents in the City of Melbourne-Needs and Characteristics;

Other Research

Feeling the heat: Heatwaves and social vulnerability in Victoria, 2013 Victorian Council of Social Service

CLIMATE CHANGE 2014 Synthesis Report Summary for Policy makers, Intergovernmental Panel on Climate Change.