

Part 10.4 Heatwave Sub Plan

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14 Aug 2014	V1.2 Draft compiled
22 Aug 2014	Draft distributed for feedback to Heatwave Planning Sub Committee
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24 Nov 2014	Heatwave Sub Plan V1.3 submitted for final Sub Committee review
3 Dec 2014	Heatwave Sub Plan V1.3 submitted to MEMPC for endorsement
30 April 2015	Minor administrative changes made. Endorsement not required
17 Sept 2015	Minor edits made to acronyms. Endorsement not required

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1. *Activation of this Heatwave Sub Plan*

Victoria's emergency management arrangements promote the concept that emergency management arrangements are never formally activated, they simply respond and expand to meet the changing needs of an emergency. However, in the case of a heatwave there is likely to be some forewarning of an impending extended period of hot weather. At this time representatives of the control agency (Victoria Police) in conjunction with the MRM and MERO from Frankston City Council will determine the most appropriate strategy to implement the arrangements in this plan.

Heatwave is defined in Paragraph 3 of this plan (The need for a Heatwave Plan). However, in simple terms, a heatwave is an extended number of consecutive days where there are higher than average temperatures both during the day and at night.

Possible triggers for implementation of the mitigation arrangements in this plan include:

- Advice from the Bureau of Meteorology (BoM) or Department of Health and Human Services (DHHS) of an impending heatwave;
- The onset of above average warmer weather in the lead up to summer;
- A request from the control agency;
- A review of the risk of heatwave to the Frankston community.

Possible triggers for implementation of the response arrangements in this plan include:

- A request from the control agency;
- A request from the DHHS;
- Identification that a heatwave is imminent or occurring;
- Any other circumstance as agreed by the heatwave planning sub-committee.

Activation Process

Upon receipt of a request, the Manager Community Safety or Coordinator Environmental Health will:

1. Follow the initial actions detailed in Annex A of this plan.
2. Call an operational meeting of the planning committee.
3. Liaise with the MERO and MRM regarding the potential activation of the Frankston City Council emergency management arrangements as required.

The following table lists the two levels of response that will be implemented by Council when notified of a Heatwave by the DHHS.

Level	Trigger	Response
Alert	DHHS notification through the Health Alert System, when the BoM forecasts a heatwave for at least two consecutive days	<p>All members of the Council Heatwave Planning Sub Committee notified of the forecast Heatwave and expected temperatures.</p> <p>Each agency to determine the level of response required within their agency and report agency response activity to the Heatwave Sub Plan custodian (Manager Community Safety)</p> <p>Council's MERO to disseminate the Frankston Heatwave Plan to relevant Council staff, reminding them of their roles and responsibilities outlined in the Plan.</p>
Action	Activated when threshold temperatures have been reached and the BoM forecasts that threshold temperatures will continue for at least two consecutive days	Actions listed in the Heatwave Action Plan (Annex A) will be implemented dependent upon the length, severity and nature of the heatwave and impact on health.

2. *Aim and Objectives*

The aim of this heatwave sub plan is to document the agreed arrangements for the mitigation of and response to a heatwave that affects the Frankston City Council community.

The Frankston Municipal Emergency Management Plan sets out the roles and responsibilities of Council in the event of a public emergency such as a heatwave. This plan addresses the prevention of, response to and recovery from emergencies within the City of Frankston, and the strategies for mitigation of the effects of and response to a heatwave in the municipality. It is the result of cooperative efforts of the emergency management planning committee.

The Frankston Heatwave Plan is a sub plan of the Municipal Emergency Management Plan.

Municipal Emergency Management arrangements are coordinated by the Municipal Emergency Management Planning Committee. Any recovery assistance required following a heatwave will be managed using the recovery arrangements documented in the Frankston City Council Municipal Emergency Management Plan (MEMP).

Mitigation

Heatwave Planning aims to reduce the incidence of heat related illness and mitigate heat related risks during periods of extreme heat. This involves the education of the community about the dangers of heatwaves through:

- The promotion of heatwave awareness;
- The delivery of key health messages prior to the onset of extended hot periods such as summer, and;
- The delivery of key health messages and safeguarding actions in the immediate lead up to an identified heatwave period.

Response

This involves the implementation of agreed strategies to support and safeguard the most affected members of the Frankston community from the effects of a heatwave through:

- The provision of warning information;
- The activation of arrangements as documented in this plan to advise on appropriate means of shelter, respite and assistance to affected members of the Frankston community.

For the purpose of this plan, the most affected within the community are classified as people with the following characteristics:

- Older people (65 years and older)
- Children under five years old
- Pregnant or nursing mothers
- People with a pre-existing medical condition, such as diabetes, heart disease, kidney disease or mental illness
- People with a condition that impairs the body's abilities to regulate its own temperature like Multiple Sclerosis
- Those living alone with little social contact
- People taking certain medications, such as those for depression or insomnia
- People with a disability

3. *The Need for a Heatwave Plan*

The Victorian Government's *Our Environment Our Future Sustainability Action Statement 2006* sets out State policy in relation to heatwave planning and identifies the need for each local government to develop a heatwave plan.

The DHHS developed the *Victorian Heatwave Plan* to raise awareness about the impact of heatwaves and to assist local councils to develop and implement heatwave plans.

DHHS has also commissioned research to:

- better understand the current knowledge of heatwaves;
- map the vulnerability in metropolitan Melbourne;
- develop heat thresholds; and
- establish a heat alert system to inform local councils of impending heatwaves.

Heat and health

In recent years, heatwave conditions have been experienced in 2009 (26 January to 1 February) and 2014 (14-17 January). The effect of the heat on people's health during the 2009 and 2014 heatwaves has been researched and reported. Key impacts on the health system during these heatwaves were:

- A 46% increase in total emergency cases reported to Ambulance Victoria during the 2009 heatwave and a 25% increase during the 2014 heatwave;
- An almost 4 fold increase in attendances to locum GP's for direct heat-related conditions (65% in those 75 years or older) in 2009 and a 5 fold increase in the presentation of heat-related cases to public hospital emergency departments in 2014 (40% of people were 75 or older);
- A total of 374 excess deaths during Melbourne's heatwave in 2009, with 167 excess deaths during the heatwave in 2014. The greatest number of deaths occurred in persons 75 years or older.

(Sources: *January 2009 Heatwave in Victoria: an Assessment of Health Impacts*, DHS 2009 & The health impacts of the January 2014 heatwave in Victoria, DHHS 2014)

The potential impacts associated with heat can be very dangerous to people's health, and can result in illness, or in some circumstances, death. Heat related illness can occur when the body is unable to adequately cool itself. It can range from mild conditions such as a rash or cramps to very serious conditions such as heat stroke.

(Source: *Heatwave Planning Guide*, DHHS 2009)

What is a heatwave?

Heatwaves are typically described as a minimum temperature over a prescribed duration that is likely to impact on the health of a community. There is no single internationally accepted definition of a heatwave as factors such as humidity, demographics, urban or rural design issues and acclimatisation mean that similar temperatures might have a different impact in different environments or communities.

A heatwave threshold is forecast temperatures that are likely to impact on the health of the community. Research has been conducted using epidemiological studies on the relationship between temperature and health.

For metropolitan Melbourne the Department of Health has established a heatwave threshold as a daily average temperature of **30°C (mean of 'today's maximum' and 'tonight's minimum' temperature)**. The mean temperature for any given day is the average of the forecast daily maximum temperature and the forecast overnight minimum temperature for that day (which is the daily minimum for the following day). In these conditions, mortality rates in people aged 65 years and older might increase by 19 to 21 per cent. (Source: *Heatwave Planning Guide*, DHHS 2009)

Calculating the mean temperature

The mean temperature is calculated from the forecast **daily maximum** (in this case Tuesday) and the forecast overnight temperature, which is the **daily minimum for the following day** (in this case Wednesday).

An example of this calculation is demonstrated below:

Melbourne	
Tuesday	Mean calculation for Tuesday
Min: 20°C	
Max: 38 °C	$(38 + 25) / 2 = 31.5°C$
Wednesday	The threshold for Melbourne = mean of 30°C
Min: 25°C	The temperature forecast indicates that the threshold will be exceeded.
Max: 31°C	

This calculation will be repeated for each of the seven days included in the daily forecast.

Notification of a Heatwave

DHHS will monitor the Bureau of Meteorology forecasts and send heat health alerts to communicate forecast heatwaves to local councils.

Prior to a Heatwave	Heat Health Alerts will be issued by DHHS up to 6 days prior to the forecast heatwave. The Health Alert will advise local government to start planning the activation of the local heatwave response.
During a Heatwave	During a heatwave DHHS may issue a further heatwave alert. The Chief Health Officer and DHHS will make another public announcement or disseminate public health messages through the media regarding the current heatwave and how to stay safe and healthy. The alert will be issued as an e-mail, SMS or both.

4. Community Profile

The 2011 Australian Census of Population and Housing estimated the total population of the City of Frankston to be 130,055. This includes the age breakdown in Figure 1. (below)

Total Population: 130,055

Figure 1.

Service Age Group	Number	Percentage of Frankston Community	Percentage in Greater Melbourne
0-4 Years	8,675	6.9%	6.5%
5-11 Years	10,773	8.5%	8.4%
12-17 Years	10,003	7.9%	7.3%
18-24 Years	11,801	9.3%	10.1%
25-34 Years	17,111	13.5%	15.4%
35-49 Years	27,803	22.0%	22.0%
50-59 Years	16,057	12.7%	12.1%
60-69 Years	12,279	9.7%	9.0%
70-84 Years	9,675	7.7%	7.4%
85+ Years	2,280	1.8%	1.8%

5. Organisational Roles in a Heatwave

Role of the Department of Health

Before and during a heatwave, DHHS will:

- Monitor the BoM website for impending heatwaves;
- Provide heat alerts to local councils and departmental staff;
- Provide key health messages to the media and local councils;
- Provide communication material with key health messages;
- Update the State Heatwave Plan regularly.

Role of Local Council

The *Local Government Act 1989* requires Council to improve the overall quality of life of people in the community. The *Act* also requires Council to provide leadership and advocate the interest of the local community to other communities and governments.

The Department of Health has recommended that Local Councils should:

- Ensure the Heatwave Plan is implemented and adopted;
- Nominate two contacts to receive heat alerts from the department;
- Monitor the Bureau of Meteorology website for impending heatwaves;
- Activate their heatwave plan when necessary;
- Evaluate the actions taken during heatwaves at the end of each summer season;
- Update the heatwave plan regularly.

(Source: *Heatwave Planning Guide*, DHHS 2009)

Role of Emergency Management Organisations

In a heatwave emergency, Victoria Police is the nominated Control Agency. Victoria Police will play a key role in ensuring appropriate responses are being undertaken by responsible agencies such as health, infrastructure and transport.

Role of not-for-profit, community and commercial organisations

Council encourages all not-for-profit community groups, community and commercial service providers that deliver services to vulnerable people to develop their own Heatwave Plan.

There are many not-for-profit organisations and community service providers within Frankston that need to ensure that they monitor vulnerable clients during a heatwave and take necessary action in the event that clients suffer heat related illness.

These service providers must also ensure that their clients receive appropriate and timely information and advice in the event of a heatwave.

Other key stakeholders to play a role in mitigating the effects of a heatwave in Frankston include:

- Frankston Community Information Support Centre
- St John Ambulance Australia
- Ambulance Victoria
- Life Saving Victoria
- Department of Health & Human Services
- Neighbourhood Houses
- Senior Citizens Community Groups
- Local Childcare Centres and Kindergartens
- Medical Centres
- Red Cross
- State sporting associations

6. Heatwave Planning Management Arrangements

Heatwave Planning Sub Committee

A sub committee of the Municipal Emergency Management Planning Committee (MEMPC), comprising the following members, has developed this sub plan:

- Manager Compliance & Safety (Chairperson)
- Municipal Recovery Manager
- Municipal Emergency Resource Officer
- Municipal Emergency Response Coordinator (VICPOL)
- Coordinator Environmental Health
- Coordinator Community Relations
- Events Coordinator
- Manager Libraries & Learning
- Manager Family Health Support Services / Deputy MRM
- Manager Public Spaces & Leisure
- Ambulance Victoria
- St John Ambulance Australia
- DHHS
- Red Cross

The sub committee will meet at least annually in the lead up to summer to review and amend the plan as necessary. Any amendments identified prior to this meeting, are to be forwarded to the Manager Community Safety, as the custodian of the plan, for inclusion in the next round of amendments.

Evaluation of Plan

Upon completion of development and thereafter on an annual basis the plan will be practiced through a discussion exercise or similar process to evaluate its effectiveness. Following a debrief after the exercise any actions or improvements identified will be recorded including the allocation of a responsible officer and time line. The chair of the heatwave sub committee will report to the MEMPC on the outcomes of the exercise.

7. Frankston Heatwave Plan

In Frankston the effects of an impending heatwave will be managed by implementation of the following mitigation strategies. Once the heatwave commences, subject to its severity, the effects will managed by implementation of the response strategies listed below.

Mitigation Strategies

Promote heatwave safety information to the community

Communication strategies will particularly target the most affected members of the community. Strategies will include:

- Flyer distribution to local community groups, community care networks, children's centre networks and kindergarten networks.
- Pre-summer information in the Frankston City News.
- Information on the Frankston City Council website.

- Clauses included in tenancy documentation of sporting associations and other hirers of Council facilities requiring tenants to establish and implement their own heatwave strategies.
- Provide information on how to manage pets in a heatwave on the Council website.

Provide regular contact and support to the community through Council services, particularly vulnerable community members

- Active Ageing and Disability Services (AADS) mail out in October/November each year to all clients to advise on appropriate heat health measures;
- AADS Assessment Officers discuss heat health safety at all onsite assessments with clients.
- AADS refer all clients not eligible for HACC services to the Red Cross for emergency assistance.
- Advice and support to all AADS clients through ongoing reviews to assist in understanding how to prevent heat related illness.
- Child specific heat health resources available at all Council immunisation sessions.
- Heat safety flyers displayed on library notice-boards and within the Council Customer Service Centre.
- Reminders to sporting associations to refer to and adhere to their sporting association's code of conduct and policy in relation to heatwave.

Ensure Council staff are prepared to deal with a heatwave

- Prepare outdoor staff in the event of a heatwave through the provision of training and advice.
- Inform clients of possible changes to Council care services in the event of a heatwave (for example, earlier visit times or possible cancellation of some services).
- Review the Vulnerable Client List of existing HACC clients, which includes clients with poor mobility, cognitive impairment, chronic health conditions, the socially isolated and those who are significantly fragile.

Preparedness Strategies

- Promotion of heatwave safety information through existing Council services e.g. Immunisation and HACC services.
- Council website to provide heat safety information and links to State and Federal websites as appropriate.
- Develop promotional communications including key health messages to protect human health, including different languages.

In the pre-summer months, an increased awareness campaign will be implemented. The main aim of this campaign is to ensure the Frankston community are aware of the dangers of heat on their health, and are educated on mitigation techniques in preparation for the onset of possible heatwaves during the summer period. This includes promoting to the community risk characteristics, preventative measures, and appropriate behaviours during a heatwave and a general understanding of personal responsibility and preparedness.

Key heatwave safety messages delivered to the community will include:

- Look after yourself and keep in contact with sick or frail friends, neighbours and relatives.
- Drink plenty of water throughout the day.
- Keep yourself cool by using wet towels on your arms or neck, putting your feet in cool water and taking cool (not cold) showers or bath to cool your body down.
- Spend as much time as possible in air conditioned buildings, such as shopping centres, libraries, cinemas or community centres.

- Do not leave children, adults or animals in parked vehicles.
- Restrict the amount of tea and coffee you drink.
- Keep windows and doors closed to keep the cool air inside.
- Wear lightweight, loose-fitting clothing.
- Stay indoors as much as possible, or try to stay in shaded areas when outside.
- Avoid strenuous activity like sport, home improvements and gardening.
- Watch or listen to news reports that provide more information during a heatwave.
- A list of venues within the municipality to stay cool, including Council libraries and community centres.

If you become unwell:

- Stop any activity and sit quietly in a cool place.
- Increase your fluid intake.
- Wet the skin with cool water or with wet cloths.
- Seek medical advice (your local GP or ring an ambulance) if you continue to feel unwell.

Hot weather can affect all members of the community, particularly the most vulnerable elderly population. There are a number of areas in the Frankston municipality to keep cool and to seek assistance and medical help if required. A list of these centres can be found in Annex B - Where to keep cool. This information will be posted on the Council website and distributed to vulnerable groups.

The heat safety messages will be promoted by the following methods:

- Council articles in newspapers, including the Council newsletter.
- Media releases to Leader newspapers.
- Heat safety posters promoted in libraries, maternal and child health centres, senior citizen centres, childcare centres and Council's Service Centres.
- Messages available on Frankston City Council's website.
- Acting Ageing and Disability Services flyer mail-out to all clients.
- Promotional messages through various ethnic Senior Citizen's Clubs, which can provide support to culturally and linguistically diverse community members in a number of different languages.

Educate stakeholders on their roles and responsibilities in the event of a heatwave

Successful implementation of this sub plan is dependent upon key stakeholders understanding their role in the event of a declared heatwave in Frankston. Key stakeholders that deliver services to vulnerable members of the community should also develop their own heatwave plans. Prompt action by stakeholders will ensure the impacts of heat on the elderly and the very young are kept to a minimum.

The Frankston Heatwave Plan (see section 7) serves to detail the roles and responsibilities of Frankston City Council staff in the event of a heatwave. This plan will be distributed by the Municipal Emergency Management Officer upon notification of a heat health threshold breach.

External agency stakeholders have a responsibility to ensure that their agency's staff are made aware of specific duties and actions required as a response to heatwave events.

Register of Vulnerable Persons

Agencies servicing vulnerable persons and facilities where vulnerable persons are likely to be situated are listed at Parts 2.13 to 2.15 of this Plan

Business Continuity Planning

Frankston City Council's business continuity plan focuses on the critical business functions and services that should continue to be provided to the community and/or internally for the organisation. The activation of Council's Business Continuity Plan and decisions regarding cross-organisational deployment of staff will be coordinated by the Chief Executive Officer.

Response Strategies

On days where the heat health threshold has been breached the following actions will be implemented:

- Provide Frankston Customer Information Support Centre with heat safety advice to assist with enquiries.
- Distribute heat safety fact sheets/promotional material to Council departments, particularly libraries and customer service centres.
- Contact the vulnerable members on the Active Ageing and Disability Services database, prior to and after the Heatwave has occurred.
- Give consideration to opening the MECC

Heatwave Response Action Plan

The Heatwave Response Action Plan (Annex A) lists the actions that may be implemented by Council in the event of a heatwave. The decision to implement some or all of these actions will depend upon:

- The severity, length and nature of the heatwave;
- The community's ability to protect itself from the effects of the heatwave; and
- The success of the information dissemination activities in the lead up to the heatwave event.

Consideration may also need to be given to calling a meeting of the heatwave sub committee of the MEMPC if the predicted extent or intensity of the heatwave requires a coordinated approach.

8. *References and Resources*

- DHHS Heatwave website:
<http://www.health.vic.gov.au/environment/heatwaves.htm>
- Frankston City Council – Human Resources - Working in heat guidelines
- Frankston City Council – Family and Youth Services – Heatwave guidelines
- Frankston City Council – Active Ageing and Disability Services – Extreme heat guidelines

Annex A to Part 10.4 – Heatwave Response Action Plan

Service Area	Actions
Community Safety – Emergency Management	<ul style="list-style-type: none"> • Heatwave Alerts are directed to MERO@frankston.vic.gov.au email, and disseminated to all email addresses within the group. • MERO emails all FCC Managers advising of the alert and advising to activate Heatwave Plan. • MRM, MERO, Manager Community Safety and Environmental Health Coordinator to determine the need for a full meeting of Frankston MEMPC Heatwave Sub-committee or if notification to the group is sufficient. Consider phone hook up if necessary.
Community Safety - Environmental Health	<ul style="list-style-type: none"> • Liaise with the DHHS regarding current heatwave information. • Maintain heatwave information resources and provide to relevant Council service units. • Respond to public health issues including responding to concerns of power failure from food premises.
Human Resources	<ul style="list-style-type: none"> • Ensure all Managers are advised of Council’s working in heat guidelines for circulation to all Council staff. • Field workers roles are reduced and/or adapted to suit the cooler times of the day.
Community Relations - Media	<ul style="list-style-type: none"> • Update Council media channels (including website and social media) to ensure staff and community are provided with the latest information regarding weather, Council service closures and heatwave safety advice.
Family Health Support Services	<ul style="list-style-type: none"> • Staff to implement the Active Ageing and Disability Services extreme heat guidelines. • Make direct contact with all vulnerable clients listed on the Acting Ageing and Disability Services (AADS) database. This will comprise either a home visit or a telephone call during which advice on how to avoid heat stress will be provided. • All AADS clients will be provided with written information regarding heat health safety during heatwave conditions. • Where clients cannot be contacted, the client contact will be called immediately to ascertain the client’s welfare. If the client contact cannot be reached a visit to the client by an AADS staff member or a Victoria Police welfare check will be undertaken. • Staff to implement the Family and Youth Services Heatwave Guidelines • Modifications to appointment schedules to minimise contact during the hottest periods of the day. • Scheduling home visits where appropriate.
Arts and Culture - Library Services	<ul style="list-style-type: none"> • Posting of heat safety information on library notice boards. • Free water to be available to public • Promote Library facilities as places to go to escape the heat, especially for older residents. • Alter opening hours so that visits can occur before the main heat of the day. • Outdoor activities to be moved indoors where possible or cancelled if necessary. • Staff to monitor visitors for signs of heat stress and respond to issues as they arise.
Arts and Culture - Events	<ul style="list-style-type: none"> • Staff to implement Council’s Working in Heat guidelines. • Additional time provided to bump in/bump out of event locations.

Annex B to Part 10.4 – Places to Stay Cool

PLACE	ADDRESS	TELEPHONE	OPENING HOURS
LIBRARIES			
Frankston Library	60 Playne St Frankston	03 9784 1020	Monday 9:00am to 8:00pm Tuesday* 9:00am to 8:00pm Wednesday 9:00am to 8:00pm Thursday 9:00pm to 6:00pm Friday 9:00am to 6:00pm Saturday 10:00am to 4:00pm Sunday 10:00pm to 4:00pm * First Tuesday of each month, Library opens at 12:00 PM
Carrum Downs Library	203 Lyrebird Dve Carrum Downs	03 8773 9539	Monday 11:00am to 6:00pm Tuesday* 11:00am to 6:00pm Wednesday 11:00am to 6:00pm Thursday 1:00pm to 8:00pm Friday 9:30am to 4:30pm Saturday 11:00am to 4:00pm Sunday 12:00pm to 4:00pm * First Tuesday of each month, Library opens at 1:00 PM
SWIMMING POOLS			
Frankston North Swimming Pool (Pines Forest Aquatic Centre)	Forest Dve Frankston North	03 9786 4568 03 8786 6544	Monday 6:00am to 7:00pm Tuesday 6:00am to 7:00pm Wednesday 6:00am to 7:00pm Thursday 6:00am to 7:00pm Friday 6:00am to 7:00pm Saturday 8:00am to 6:00pm Sunday 8:00am to 6:00pm
PARC (Peninsula Aquatic Recreation Centre)	Cnr Cranbourne Rd & Olive Grove Frankston	03 9781 8444	Monday 5:30am to 9:00pm Tuesday 5:30am to 9:00pm Wednesday 5:30am to 9:00pm Thursday 5:30am to 9:00pm Friday 5:30am to 9:00pm Saturday 7:00am to 7:00pm Sunday 7:00am to 7:00pm

PLACE	ADDRESS	TELEPHONE	OPENING HOURS	
CINEMAS				
Village, Karingal	197 Karingal Dve Frankston	1300 555 400		
Hoyts, Frankston	21 Wells St Frankston	03 9026 9940		
Shopping Centres				
Bayside Shopping Centre Trading hours vary from store to store	2 Olsen St Frankston	03 9771 1700	Monday Tuesday Wednesday Thursday Friday Saturday Sunday	08:00am to 10:00pm 08:00am to 10:00pm 08:00am to 10:00pm 08:00am to 10:00pm 08:00am to 10:00pm 08:00am to 10:00pm 08:00am to 08:00pm
Karingal Hub Trading hours vary from store to store	330 Cranbourne Rd Frankston	03 9789 1192	Monday Tuesday Wednesday Thursday Friday Saturday Sunday	9:00am to 5:30pm 9:00am to 5:30pm 9:00am to 5:30pm 9:00am to 9:00pm 9:00am to 9:00pm 9:00am to 5:00pm 10:00am to 5:00pm
Carrum Downs Shopping Centre Trading hours vary from store to store	100 Hall Rd Carrum Downs	03 9782 6000	Monday Tuesday Wednesday Thursday Friday Saturday Sunday	9:00am to 5:30pm 9:00am to 5:30pm 9:00am to 5:30pm 9:00am to 9:00pm 9:00am to 9:00pm 9:00am to 5:00pm 10:00am to 5:00pm
Gateway Langwarrin Trading hours vary from store to store	230 Cranbourne - Frankston Rd Langwarrin	03 5977 8202	Monday Tuesday Wednesday Thursday Friday Saturday Sunday	9:00am to 5:30pm 9:00am to 5:30pm 9:00am to 5:30pm 9:00am to 9:00pm 9:00am to 9:00pm 9:00am to 5:00pm 10:00am to 5:00pm

Annex C to Part 10.4 – Heatwave Glossary

Cooling Centres	A cooling centre is a temporary air-conditioned public space set up to deal with the health effects of a heatwave. Usually situated at a number of locations throughout a city, they are intended to reduce the risk of extreme heat to vulnerable people, especially those who do not use or have access to air conditioning, especially among older people without air conditioning at home, or homeless people.
Heat cramps	Usually muscle pains or spasms, commonly occurring in the abdomen, arms or legs and may be a symptom of heat exhaustion. Heat cramps may occur after strenuous activity in a hot environment, when the body gets depleted of salt and water.
Heat exhaustion	A serious condition that can develop into heat stroke. Someone experiencing heat exhaustion may appear pale and sweating. They may have a rapid heart rate, muscle cramps, weakness, dizziness, headache, nausea, vomiting or fainting.
Heat islands	Heat islands form in urban and suburban areas because many common construction materials absorb and retain more of the sun's heat than natural materials in less developed rural areas. The temperature difference is normally more pronounced at night than during the day.
Heat stroke	A life-threatening emergency. It occurs when the body is unable to prevent its temperature rising rapidly. The symptoms may be the same as for heat exhaustion, but the skin may be dry with no sweating, and the person's mental condition worsens. They may stagger, appear confused, have a fit or collapse and become unconscious.
People susceptible to extreme heat	<p>People with the following characteristics are considered vulnerable to heatwave:</p> <ul style="list-style-type: none"> • older people (65 years and older) • children under 5 years old • pregnant or nursing mothers • people with pre-existing medical conditions, such as diabetes, heart disease, kidney disease or mental illness • people with a condition that impairs the body's abilities to regulate its own temperature like Multiple Sclerosis • people with heat intolerant conditions such as Multiple Sclerosis • people living alone with little social contact • people taking certain medications, such as those for depression or insomnia • people with a disability <p>People in the following circumstances are considered vulnerable to heatwave:</p> <ul style="list-style-type: none"> • people without air-conditioning or who decide not to use it • homeless people • low income earners • people with limited access to transport • people outdoors for any reason, especially doing strenuous activity, working or playing sports • residents in the upper floors of multi-storey buildings • some people from culturally and linguistically diverse backgrounds who cannot access health services or information