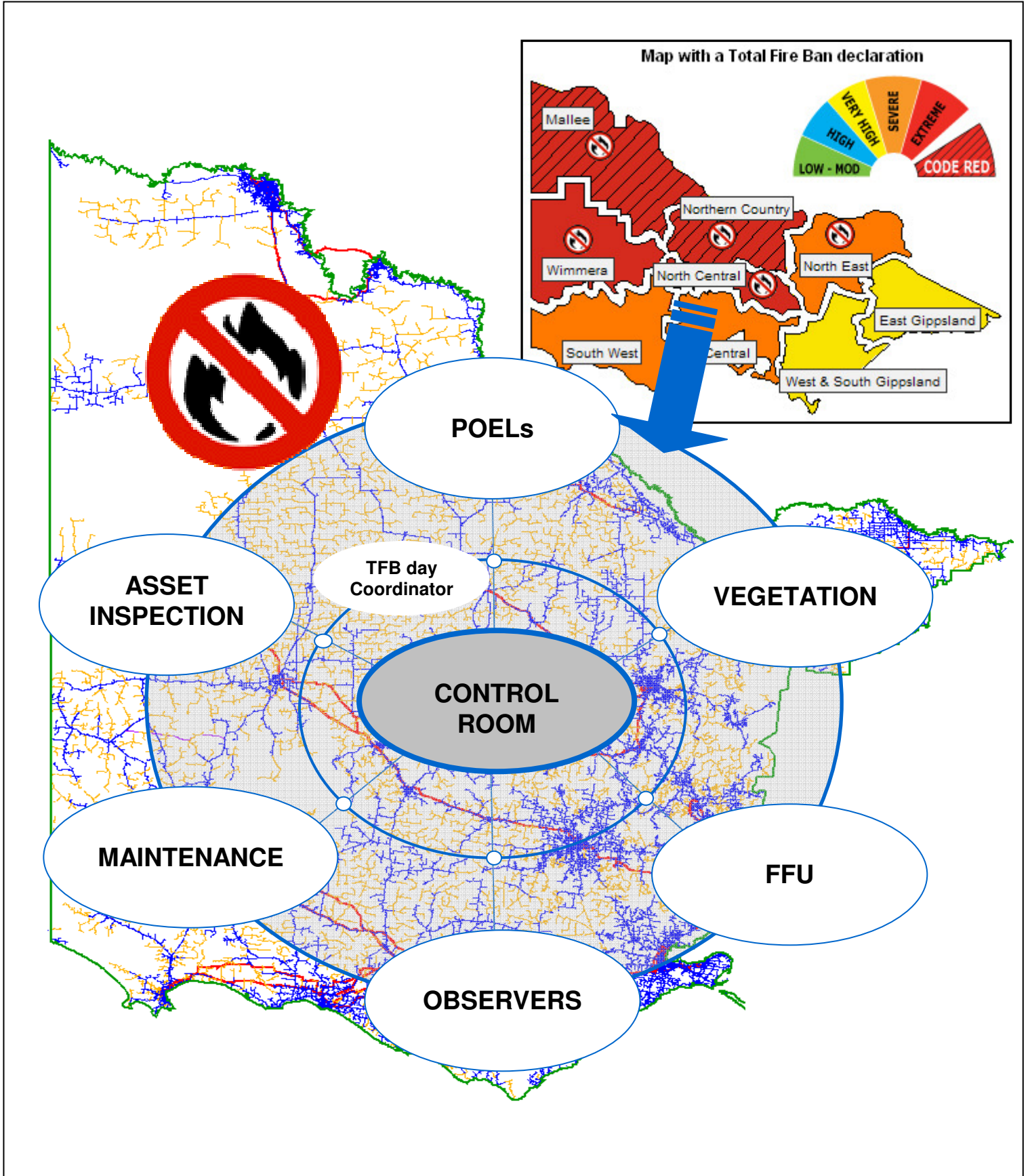


APPENDIX A



TOTAL FIRE BAN DAY
Action Plan - 2011/2012



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Appendix 2 *TFB Day Coordinator Roster*

Appendix 3 *Maintenance Coordinator Roster*

Appendix 4 *POEL Coordinator Roster*

Appendix 5 **TFB Day Observer Detail Sheet**

Appendix 6 **TFB Day Action Sheet**

KEY CHANGES FROM 2010/2011 PLAN

Section	Change	Comment
3.5	The Hierarchy of Required Actions table has been updated to include the current Risk Assessment Process for items outside policy.	Approved TFB Day actions for items outside policy integrated into the documented Risk Assessment.
4.3	Control Manager duties and delegation arrangements updated to include after hours situations.	After hours situations now covered.
4.7	Maintenance Coordinator duties updated to reflect the current Risk Assessment Process for items outside policy.	Approved TFB Day actions for items outside policy to be invoked.
4.8	Vegetation Coordinator duties updated to reflect the current Risk Assessment Process for items outside policy.	Approved TFB Day actions for items outside policy to be invoked.
4.9	Asset Inspection Coordinator duties updated to reflect the current Risk Assessment Process for items outside policy.	Approved TFB Day actions for items outside policy to be invoked.
5.4	Vegetation Works section updated to include reference to the "Managing Outstanding Spans During the Fire Season Action Plan".	This document is a management process for assessing fire risk on Hazardous Bushfire Risk Area vegetation inside the clearance space during the Declared Fire Danger Period and on days of Total Fire Ban.
5.11	Risk Assessments/Observer section updated to reflect the current Risk Assessment Process for items outside policy.	Approved TFB Day actions for items outside policy integrated into the documented Risk Assessment.
5.11.2	Observer guidelines updated to provide clarification on the timing of deployment.	Clarification provided for Observers regarding commencement of duties.

1. PURPOSE

This TFB Day Action Plan (TFBDAP) forms part of bushfire mitigation strategies established by Powercor to minimise the risk of fire ignition being caused by its electricity network. The plan encompasses strategies to be employed on days of extreme fire weather conditions as indicated by days of Total Fire Ban (TFB).

Personnel having responsibility for actions in accordance with this plan must be aware of the location of the plan on Powercor's Intranet site. The plan can be accessed by following this path:

Home > Our Organisation > CitiPower and Powercor > Electricity Networks > Network Asset Inspection and Maintenance > BushFire Mitigation >> BFM Strategy > 02 PAL APPENDIX A - TFB Action Plan 2011-2012

2. SCOPE

The Plan details the requirements and actions for assets located in hazardous bushfire areas, for days of Total Fire Ban (TFB) declared for any Total Fire Ban District within Powercor's geographic boundary.

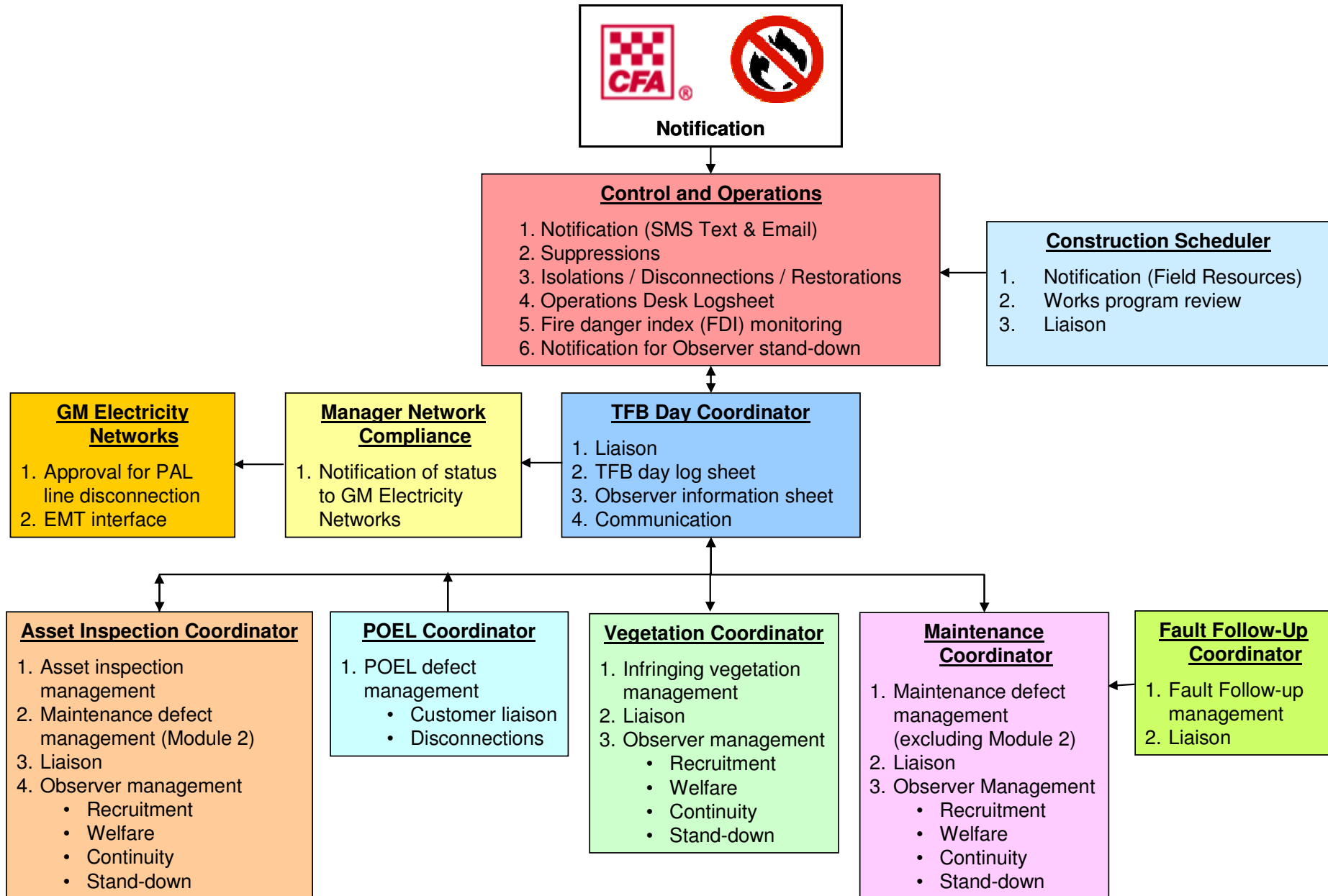
3. OVERVIEW

3.1 General

The strategies considered and/or contained in this plan include:-

- Fire Danger Rating – Hierarchy of Required Actions
- Communication and liaison actions
- Audit Program
- Emergency asset maintenance and replacement
- Emergency cutting, grinding, welding or use of flame
- Disconnection of Private overhead electric lines (POELs).
- Disconnection of Powercor overhead lines.
- Patrolling requirements before restoration following a fault operation.
- Guidelines in regard to planned works.
- Guidelines in regard to unplanned works.
- Fault level reduction switching.
- Auto-reclose suppression.
- Enabling of low set instantaneous overcurrent.
- Risk Assessments/Deployment of Observers
- Liaison with Country Fire Authority (CFA) regarding declaration of TFB days, or during bushfires situations.

3.2 Invoking the Plan



3.3 List of Persons with Responsibilities under this Plan

General Manager Electricity Networks	Mr Garry Audley
Manager Network Compliance	Mr Ross Irving
Control Manager	Mr Todd Andrews
Faults & Supply Quality Manager	Mr Gary Alexander
Network System Controllers	Various persons
Network Faults Officers	Various persons
Maintenance Coordinator	Availability Roster
System Planning & Secondary Systems Manager	Mr Neil Gascoigne
Construction Schedulers	Various persons
POEL Coordinator	Availability Roster
TFB Day Coordinator	Availability Roster
Vegetation Coordinator	Availability Roster
Fault Follow-Up Coordinator	Various persons
Asset Inspection Coordinator	Various persons

3.4 Appendices – Updating Information

The appendices contain vital information for implementation of the Plan.

Any changes to information contained in these appendices is to be forwarded by the responsible person, to the Bushfire Mitigation Manager.

Each of the Stream Coordinators are responsible for sourcing the latest information in regard to the current status for each Total Fire Ban Day.

3.5 Fire Danger Rating – Hierarchy of Required Actions

It is anticipated that Total Fire Ban days will be called for Fire Danger Rating levels of Extreme and Code Red, with the possibility of a Total Fire Ban being called for a Fire Danger Rating of Severe. The Total Fire Ban Day Action Plan will be invoked on any day of Total Fire ban irrespective of the Fire Danger rating.

Rating	Actions
<p style="text-align: center;">Code Red FDI 100+</p>	<p>Actions:</p> <ul style="list-style-type: none"> • Invoke TFB Day Action Plan • Invoke Electrical Network Action Plan for Hot Days • Invoke any approved TFB Day actions shown on each individual Risk Assessment for items outside policy. <p>Hierarchy of TFB Day actions shown on each individual Risk Assessment for items outside policy includes:</p> <ul style="list-style-type: none"> • Repair/Action item • Observer deployment (dependant on Risk Assessment). • Alternative power supply ie. generator • Disconnect PAL line.
<p style="text-align: center;">Extreme FDI 75-99</p>	<p>Actions:</p> <ul style="list-style-type: none"> • Invoke TFB Day Action Plan • Invoke Electrical Network Action Plan for Hot Days • Invoke any approved TFB Day actions shown on each individual Risk Assessment for items outside policy. <p>Hierarchy of TFB Day actions shown on each individual Risk Assessment for items outside policy includes:</p> <ul style="list-style-type: none"> • Repair/Action item • Observer deployment (dependant on Risk Assessment). • Alternative power supply ie. generator • Disconnect PAL line.
<p style="text-align: center;">Severe FDI 50-74</p>	<p>Actions: TFB Day</p> <ul style="list-style-type: none"> • Invoke TFB Day Action Plan • Invoke Electrical Network Action Plan for Hot Days • Invoke any approved TFB Day actions shown on each individual Risk Assessment for items outside policy. <p>Hierarchy of TFB Day actions shown on each individual Risk Assessment for items outside policy includes:</p> <ul style="list-style-type: none"> • Repair/Action item • Observer deployment (dependant on Risk Assessment). • Alternative power supply ie. generator • Disconnect PAL line. <p>Actions: Non TFB Day</p> <ul style="list-style-type: none"> • Review Temp triggers for Action Plan for Hot Days • Normal Business rules apply
<p style="text-align: center;">Very High FDI 25-49</p>	<ul style="list-style-type: none"> • Review Temp triggers for Action Plan for Hot Days • Normal business rules apply
<p style="text-align: center;">High FDI 12-24</p>	<ul style="list-style-type: none"> • Review Temp triggers for Action Plan for Hot Days • Normal business rules apply
<p style="text-align: center;">Low-Moderate FDI 0-11</p>	<ul style="list-style-type: none"> • Review Temp triggers for Action Plan for Hot Days • Normal business rules apply

4. RESPONSIBILITIES

4.1 General Manager Electricity Networks

(Note: In the absence of the GM Electricity Networks, the Manager Network Compliance shall assume the responsibilities under this Plan).

1. Approve the disconnection of Powercor overhead lines.
2. Provide communication interface to the Executive Management Team.

4.2 Manager Network Compliance

1. Liaise with TFB Day Coordinator regarding current status
2. Notify GM Electricity Networks of the TFB Day Action Plan deployment and status and seek relevant approvals.
3. Report any TFB Day Action Plan requirements not in place by 11:00am to the GM Electricity Networks.

4.3 Control Manager

(Note: In the absence of the Control Manager during normal hours, the Faults & Supply Quality Manager shall assume the responsibilities under this plan. For after hours situations, the Network System Controller shall assume the responsibilities under this plan)

1. Prior to the 23rd January 2012, confirm that the auto reclose is suppressed and status is annotated on the operational diagrams, for the SWER ACRs listed in Appendix 1 that have an action of reclose suppressed for 6 week Highest Risk Period.
2. Receive notification of TFB day from the Network Faults Officer.
3. If it is determined that a weather change will prevent the FDI from rising above 30, the suppression or enabling of control functions, as detailed in Appendix 1, may be deferred or cancelled.
4. Monitor the implementation of the operational strategies relevant to the TFB Day Action Plan.
5. Prior to disconnection of a Powercor Line, contact the media hotline (Ph. 9683 4342) and advise of affected areas.
6. Liaise with TFB Day Coordinator regarding disconnection of Powercor overhead lines.

4.4 Network System Controllers

1. When the FDI is > 30, suppress or enable control functions as detailed in Appendix 1. (Ensure this action remains in place until the Fire Danger Index (FDI) is <30 for the applicable area, as indicated on the Weatherzone website).
2. When the FDI is > 30, carry out fault level reduction switching as detailed in Appendix 1, when required. (Ensure this action remains in place until the Fire Danger Index (FDI) is <30 for the applicable area, as indicated on the Weatherzone website).
3. Receive Observer Information Sheet from TFB Day Coordinator
4. Record Observer movement as advised by the Observer in Operations Desk Log Sheet
5. After obtaining advice from the Network Control Manager, arrange for the disconnection of relevant Powercor overhead lines when required. Ensure this action remains in place until the Fire Danger Index (FDI) is < 30, for the applicable area as indicated on the Weatherzone Website.
6. In the event of a fault, follow the guideline for re-energisation of supply applicable for TFB days (Refer to section 5.7)
7. Notify the TFB Day Coordinator of Observer Stand-downs when Fire Danger Index (FDI) is < 30. (Refer to Crew Manager for TFB Day Coordinator contact details).

4.5 Network Faults Officer

1. Send out an SMS Text Message to nominated personnel notifying them of the TFB day.
2. Organise for any Trouble Orders created for POEL disconnections to be dispatched to field crews, to enable disconnection action to be completed before **10:00am** on the day of TFB. (*Note: This may include dispatching Trouble Orders the night before to relevant Team Leader(s).*)
3. Organise for any Trouble Orders created for reconnection of POELs to be dispatched to field crews. Ensure reconnection actions are not commenced until the Fire Danger Index (FDI) is < 30, as indicated on the Weatherzone Website.
4. On Code Red days, manage faults as per Section 5.3.

4.6 POEL Coordinator

1. Organise for Trouble Orders to be created for POEL disconnections.

2. The trouble orders should be raised in sufficient time for the Network Faults Officer, to arrange completion of disconnections by 10:00am on the first day of the TFB period.
3. Advise customer of pending POEL disconnection.
4. Notify TFB Day Coordinator of the details of POEL disconnections.
5. Upon advice of the continuation of the TFB period, involving consecutive days, contact disconnected POEL customers and advise them of the continuing disconnection.
6. Manage and escalate customer grievances associated with POEL disconnections and reconnections.

4.7 Maintenance Coordinator

1. Identify any Priority 1 & 2 maintenance items that are outside policy (excluding Module 2 items), as well as Fault Follow-Up fire risk items as advised by the Fault Follow-Up Coordinator.
2. For Priority 1 & 2 maintenance items outside policy and Fault Follow-Up fire risk items, arrange for:
 - Rectification of items outside policy (if possible)
 - Invoking any approved TFB Day actions shown on each individual Risk Assessment
 - Recruitment of Observers
 - Monitoring of Observer welfare
 - Continuity of Observers
 - Stand-down of Observers after notification from TFB Day Coordinator
3. Liaise with TFB Day Coordinator and complete the "TFB Day Observer Detail Sheet - Appendix 5 and send to the TFB Day Coordinator.

4.8 Vegetation Coordinator

1. Identify any Code 55 or Code 56 vegetation infringements and arrange for:
 - Cutting of vegetation infringements (if possible)
 - Invoking any approved TFB Day actions shown on each individual Risk Assessment
 - Recruitment of Observers
 - Monitoring of Observer welfare
 - Continuity of Observers
 - Stand-down of Observers after notification from TFB Day Coordinator
2. Liaise with TFB Day Coordinator and complete the "TFB Day Observer Detail Sheet - Appendix 5 and send to the TFB Day Coordinator.

4.9 Asset Inspection Coordinator

1. Identify any Poles outside inspection policy as well as any Module 2 maintenance items outside policy and arrange for:
 - Inspection of poles outside policy (if possible)
 - Rectification of items outside policy (if possible)
 - Invoking any approved TFB Day actions shown on each individual Risk Assessment
 - Recruitment of Observers
 - Monitoring of Observer welfare
 - Continuity of Observers
 - Stand-down of Observers after notification from TFB Day Coordinator
2. Liaise with TFB Day Coordinator and complete the "TFB Day Observer Detail Sheet - Appendix 5 and send to the TFB Day Coordinator.

4.10 Construction Scheduler

1. Notify all relevant Powercor Network Services personnel of the TFB day and the Total Fire Ban Day Action Plan deployment.
2. Review works program in accordance with Work Instruction **05-W446**.
3. Notify the Network System Controller with regards to cancellation of any planned works prior to 8:00am.

4.11 TFB Day Coordinator

1. Disseminate likely TFB day information.
2. Liaise with the various Stream Coordinators regarding current status.
3. Send the TFB Day Observer details to the Network System Controller.
4. Communicate TFB day status to the Manager Network Compliance.
5. Confirm with Network Operations that all TFB DAP requirements regarding suppressions have been activated.
6. Report any TFB DAP requirements not in place by 11:00am to the Manager Network Compliance.
7. Notify relevant Stream Coordinators of Observer stand-down.
8. Complete TFB day action log sheet

4.12 Fault Follow-Up Coordinator

1. Advise the Maintenance Coordinator of any fire risk Fault Follow-Up items.

5.SUPPLEMENTARY GUIDELINES

5.1 Communication and liaison actions

To effectively implement this plan when required, it is vitally important that communication and liaison actions are adequately covered. Throughout the plan the requirements for this are clearly defined in each of the responsibilities listed in the plan.

5.2 Audit Program

At the annual post season Bushfire Mitigation Review, the Total Fire Ban Day Action Plan (TFBDAP) is discussed and any improvement suggestions noted and implemented. The TFBDAP is also included in the BFM Internal audit program for review.

5.3 Emergency Asset Maintenance and replacement

Defective or damaged hardware identified by our inspection program, or unsafe situations reported by parties both internal and external to Powercor that have caused an ignition or has the potential to cause an ignition are assessed for the associated risk and prioritised for remedial action.

Any report of a network fault or ignition will be managed in accordance with the following procedure:

07-30- P0005 (Manage Network Faults).

For actioning Faults, see Section 5.7 for TFB days that are rated Low Moderate to Extreme.

For TFB days rated Code Red, a risk assessment is to be completed by the employee/contractor before entry into any area considered high risk. If the risk assessment indicates there is an unacceptable safety risk to employees/contractors then Network Operations will be notified. The Fault will then be parked by Network Operations and re-issued when the risk subsides to an acceptable level.

Any report of a potential fault or possible ignition will be managed in accordance with the following policy:

Policy No 05-C001.A- 025 (Priority Policy)

5.4 Vegetation Works

In the event that there are vegetation works outstanding on a day of TFB ie. Vegetation infringing the clearance space, these works will be managed in accordance with the document titled "Managing Outstanding Spans During the Fire Season Action Plan" (produced by Powercor's Vegetation Management Contractor – VEMCO).

This document is a management process for assessing fire risk on Hazardous Bushfire Risk Area vegetation inside the clearance space during the declared fire danger period and on days of Total Fire Ban.

5.5 Fire Emergencies

Fire emergencies are communicated by the CFA directly to Powercor's Network Control Centre via the direct contact number for emergency services organisations. Appropriate actions are then undertaken and if required, Fault Crews are then dispatched according to the information received.

5.6 Emergency cutting, grinding, welding or use of flame

For any works involving welding, cutting, grinding or use of naked flame, permits from the appropriate organisation (i.e. CFA, MFB, and DSE) are to be used and adhered to. An internally developed process is to be followed with regard to use of these permits. Copies of these Permits are available from the relevant Network Services Line Managers.

5.7 Re-energisation of supply following a fault - (HV or POEL)

In the situation involving the interruption of supply to a POEL through the operation of the POEL HV Fuse, the **Network Faults Officer** is required to organise an inspection of the line before supply is restored.

Should there be a high voltage fault causing an auto operation of a CB, ACR, or H.V. line fuse then it shall be necessary for the **Network System Controller**, before re-energisation, in addition to any checking requirements detailed in procedures, to:

- Contact the CFA and seek any information regarding fires that have been reported in the area off supply, irrespective if the cause of the fault has been identified or not and log contact details.
- Whilst the FDI is > 30 and where the cause is unknown wait at least **1 hour** before restoring any section of line which extends into a rural area (i.e. a Hazardous Bushfire Risk Area).
For sections fully patrolled, the 1 hour time lapse may be waived if no cause is found.

5.8 Planned Works

For pre-arranged work in Hazardous Bushfire Risk Areas, the daily works program is to be reviewed in accordance with Work Instruction **05-W446** (Minimising Field Risks on TFB days) and the Electrical Network Action Plan for Hot Days (**07-W151**).

5.9 Unplanned Works

For any unplanned works requiring action, normal business rules apply for TFB days that are rated Low Moderate to Extreme.

For TFB days rated Code Red, a risk assessment is to be completed by the employee/contractor before entry into any area considered high risk. If the risk assessment indicates there is an unacceptable safety risk to employees/contractors then entry is to be delayed until the risk subsides to an acceptable level.

5.10 Vehicle movement (off-road)

For vehicle movement (off-road) on TFB days, refer to **Appendix G** of the TFB Day Action Plan (TFBDAP).

5.11 Risk Assessments/Observers

In lieu of disconnecting Powercor lines on TFB days, due to vegetation clearance works outside policy or maintenance items outside policy or poles outside inspection policy, or any other outside policy risk that may exist, the use of personnel as 'Observers' may be employed.

The role of the 'Observer' may involve:

- Being stationed at a particular location where an outside policy item exists
- Undertaking periodic patrols of an outside policy item to undertake condition assessments
- Undertaking a one-off condition assessment of an outside policy item.

Documented Risk Assessments are required to be completed and submitted for approval to the relevant Responsible Person for all outside policy items. The Risk Assessments are required to include the proposed actions to be taken on a Total Fire Ban Day including any proposed alternative actions to be undertaken on "**Code Red**" Total Fire Ban Days.

If the approved Total Fire Ban Day actions involve the use of 'Observers' the following guidelines are provided for the deployment of 'Observers':

1. The Maintenance, Asset Inspection & Vegetation Coordinators are responsible for;
 - Recruitment of Observers
 - Monitoring of Observer welfare
 - Continuity of Observers
 - Stand-down of Observers after notification from TFB Day Coordinator.
2. Where observers are to be deployed, they must be stationed at a particular location, commence patrols or undertake one-off condition assessments by **10:00am** on the TFB day and conclude following advice from the relevant Stream Coordinator.
3. If the role of "Observer" is to be undertaken by a single person work party, then adherence to **Powercor's Working Alone policy is mandatory.** The role of "Observer" has been given a Level "B" monitoring control measure, which requires "Observers" to be monitored by an Employee Welfare Monitor.

For further information regarding Level “B” monitoring, refer to **Section 7.15** of the Health and Safety Manual.

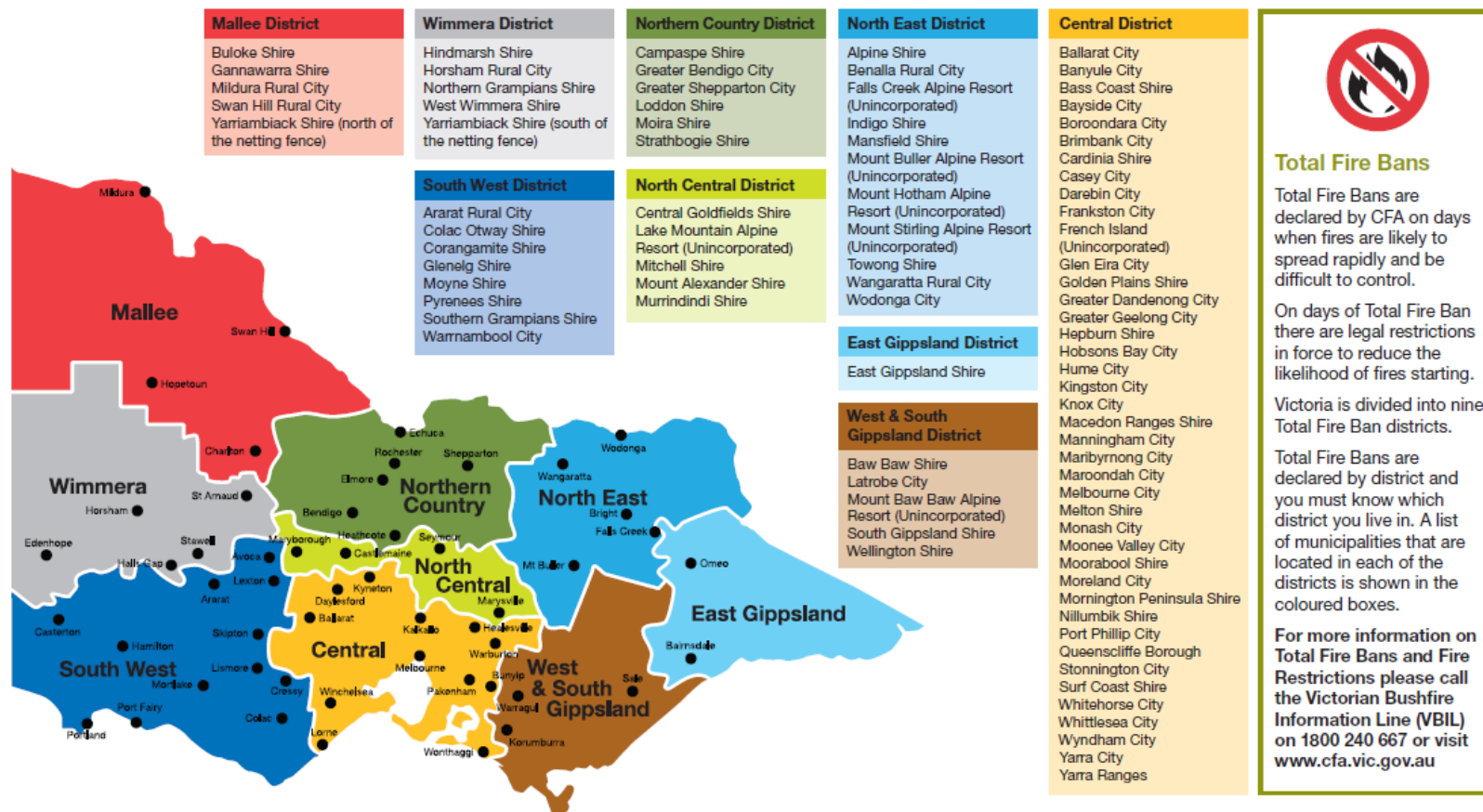
4. Observer details are to be recorded on the “TFB Day Observer Detail Sheet (05-F805) and send to the TFB Day Coordinator by the relevant Stream Manager.
5. Observers are to ensure they have the following items with them:
 - a. Mobile Phone or other adequate communication device (Make sure phones are charged.)
 - b. Suitable fire suppression equipment ie. Knapsack or stored pressure fire extinguisher of at least 9 litres capacity.
 - c. Adequate food and water
 - d. Full tank of fuel
6. Consideration should be given to the effect of temperature and humidity on “Observers” – (Refer section 7.6 – Thermal Environment, Health & Safety Manual).
7. If in the opinion of the “Observer”, there is likely to be any **contact between vegetation and power lines** or the line maintenance item or other outside policy item being observed, is about to **fail or provides an unacceptable risk**, then the details are to be immediately reported to the **Network System Controller**.

In the event that an “Observer” reports the likelihood of contact between vegetation and power lines or potential failure of maintenance items or other outside policy risk, the Network System Controller will determine a course of action to minimise the risk of a fire start. Such action should include consideration to isolating sections of the power line.

6. COUNTRY FIRE AUTHORITY INFORMATION

6.1 CFA TFB Districts

KNOW YOUR TOTAL FIRE BAN DISTRICT



Total Fire Bans

Total Fire Bans are declared by CFA on days when fires are likely to spread rapidly and be difficult to control.

On days of Total Fire Ban there are legal restrictions in force to reduce the likelihood of fires starting.

Victoria is divided into nine Total Fire Ban districts.

Total Fire Bans are declared by district and you must know which district you live in. A list of municipalities that are located in each of the districts is shown in the coloured boxes.

For more information on Total Fire Bans and Fire Restrictions please call the Victorian Bushfire Information Line (VBIL) on 1800 240 667 or visit www.cfa.vic.gov.au

CFA0008-07/2010

For more information please visit the CFA website at www.cfa.vic.gov.au or phone the Victorian Bushfire Information Line on 1800 240 667.

www.cfa.vic.gov.au



PREPARE. ACT. SURVIVE.

FireReady

6.2 CFA Contact Details

No.	Contact	Contact Details
1.	CFA 24-hour Headquarters Duty Officer	(03) 92628415
2.	CFA Headquarters 8 Lakeside Drive Burwood East Victoria 3151	(03) 9262 8444

6.3 Powercor Contact Details

No.	Contact	Contact Details
1.	Powercor 24-hour Emergency Contact	1300 653 598
2.	Life Support Customer Direct Access	1300 364 301

- **CFA HQ CFA Headquarters**
8 Lakeside Drive, Burwood East, Victoria Australia 3151
PO Box 701 Mount Waverley, Victoria Australia 3149
Phone: +61(3) 9262 8444
+61 (3) 9264 6200
- **District 2 Headquarters**
45 Chapel Street Bendigo, Victoria 3550
PO Box 3 Bendigo Central, Victoria 3552
Phone: (03) 5430 2200
Fax: (03) 5442 2246
- **District 4 Headquarters**
38 Henty Street Casterton, Victoria 3311
PO Box 207 Casterton, Victoria 3311
Phone: (03) 5581 1114
Fax: (03) 5581 2277
- **District 5 Headquarters**
Cnr Coleraine Road & Mt Bainbridge Road Hamilton, Victoria 3300
PO Box 389 Hamilton, Victoria 3300
Phone: (03) 5551 1500
Fax: (03) 5551 1582
- **District 6 Headquarters**
115B Bromfield Street Colac, Victoria 3250
PO Box 298 Colac, Victoria 3250
Phone: (03) 5232 1923
Fax: (03) 5231 1370
- **District 7 Headquarters and Barwon South West Region Headquarters**
61 Separation Street North Geelong, Victoria 3215
PO Box 586 North Geelong, Victoria 3215
Phone: (03) 5240 2700
Fax: (03) 5277 1515
- **District 8 Headquarters and Southern Metropolitan Region Headquarters**
120-122 Princes Highway Dandenong, Victoria 3175
Postal address is same as above address
Phone: (03) 9767 1800
Fax: (03) 9767 1880
- **District 9 Headquarters**
24 Normanby Street Warragul, Victoria 3820
PO Box 419 Warragul, Victoria 3820
Phone: (03) 5623 1180
Fax: (03) 5623 6061
- **District 10 Headquarters and Gippsland Region Headquarters**
Level 3, Port of Sale Business Centre Foster Street Sale, Victoria 3850
PO Box 1212 Sale, Victoria 3850
Phone: (03) 5149 1000
Fax: (03) 5149 1082
- **District 11 Headquarters**
130 Macleod Street Bairnsdale, Victoria 3875
Postal address is same as above address
Phone: (03) 5152 3048
Fax: (03) 5152 5007

- **District 12 Headquarters**
54 Tallarook Street Seymour, Victoria 3660
PO Box 369 Seymour, Victoria 3661
Phone: (03) 5799 1517
Fax: (03) 5792 3266
- **District 13 Headquarters and Eastern Metropolitan Region Headquarters**
18-22 Lakeview Drive Lilydale, Victoria 3140
Postal address is same as above address
Phone: (03) 8739 1300
Fax: (03) 8739 1382
- **District 14 Headquarters and Northern & Western Metropolitan Region Headquarters**
251 High Street Melton, Victoria 3337
PO Box 50 Melton, Victoria 3337
Phone: (03) 8746 1400
Fax: (03) 8746 1480
- **District 15 Headquarters and Grampians Region Headquarters**
19 Learmonth Road Wendouree, Victoria 3355
PO Box 222W Ballarat West, Victoria 3353
Phone: (03) 5329 5500
Fax: (03) 5329 5582
- **District 16 Headquarters**
390 Barkly Street Ararat, Victoria 3377
PO Box 16 Ararat, Victoria 3377
Phone: (03) 5352 5516
Fax: (03) 5352 5517
- **District 24 Headquarters**
1 Smythe Street Wodonga, Victoria 3690
Postal address is same as above address
Phone: (02) 6056 3022
Fax: (02) 6024 7821
- **District 17 Headquarters**
19 McLachlan Street Horsham, Victoria 3400
PO Box 419 Horsham, Victoria 3402
Phone: (03) 5382 6672
Fax: (03) 5382 2774
- **District 18 Headquarters and Loddon Mallee Region Headquarters**
120 Curlewis Street Swan Hill, Victoria 3585
PO Box 558 Swan Hill, Victoria 3585
Phone: (03) 5036 2800
Fax: (03) 5036 2882
- **District 20 Headquarters**
56 Fitzroy Street Kerang, Victoria 3579
PO Box 152 Kerang, Victoria 3579
Phone: (03) 5450 3406
Fax: (03) 5452 2531
- **District 22 Headquarters and Hume Region Headquarters**
195-205 Numurkah Road Shepparton, Victoria 3630
PO Box 932 Shepparton, Victoria 3630
Phone: (03) 5833 2400
Fax: (03) 5833 2482
- **District 23 Headquarters**
1 Ely Street Wangaratta, Victoria 3677
PO Box 565 Wangaratta, Victoria 3677
Phone: (03) 5721 4122
Fax: (03) 5721 3497