Sydney & North Sydney Central Business Districts Evacuation Management Subplan (SCBDEP)

Public Version

March 2015

A subplan of the NSW State Emergency Management Plan
1. Authorisation

The Sydney and North Sydney CBD Evacuation Management Subplan has been prepared on behalf of the State Emergency Operations Controller.

Approved:

N. Kaldas
Deputy Commissioner
Field Operations

State Emergency Operations Controller

4/5/15

Date

This document is endorsed as a Subplan to the NSW State Emergency Management Plan (State EMPLAN) by the Chairperson, State Emergency Management Committee in accordance with the State Emergency and Rescue Management Act 1989 (as amended), Section 15 (e).

Endorsed:

[Signature]

Chairperson, State Emergency Management Committee

27/5/2015

Date
1. Authorisation

The Sydney and North Sydney CBD Evacuation Management Subplan has been prepared on behalf of the State Emergency Operations Controller.

Approved:

_________________________________
State Emergency Operations Controller

___________
Date

This document is endorsed as a Subplan to the NSW State Emergency Management Plan (State EMPLAN) by the Chairperson, State Emergency Management Committee in accordance with the State Emergency and Rescue Management Act 1989 (as amended), Section 15 (e).

Endorsed:

_________________________________
Chairperson, State Emergency Management Committee

___________
Date
## 2. Contents

1. Authorisation.................................................................................................................. 1  
2. Contents .......................................................................................................................... 2  
3. Administration.................................................................................................................. 5  
   3.1 Authority to Plan ......................................................................................................... 5  
   3.2 Short Title .................................................................................................................. 5  
   3.3 Amendments .............................................................................................................. 6  
   3.4 Distribution ................................................................................................................. 6  
   3.5 Exercising and Review ............................................................................................... 7  
      3.5.1 Exercising ............................................................................................................. 7  
      3.5.2 Maintenance and Review ..................................................................................... 7  
   3.6 Expenditure and Recovery of Funds .......................................................................... 7  
4. Introduction..................................................................................................................... 9  
   4.1 General ....................................................................................................................... 9  
   4.2 Aim ............................................................................................................................. 10  
   4.3 Scope .......................................................................................................................... 10  
      4.3.1 General ............................................................................................................... 10  
      4.3.2 Area of Operation ............................................................................................... 10  
      4.3.3 Operational Application ...................................................................................... 10  
   4.4 Relationship to other Plans and Planning Arrangements .......................................... 10  
      4.4.1 Other Relevant Legislation, Plans and References ............................................ 11  
   4.5 Planning Assumptions & Limitations ....................................................................... 12  
5. Overview of Evacuation Strategies & Processes ......................................................... 13  
   5.1 Evacuation .................................................................................................................. 13  
      Decision .......................................................................................................................... 13  
      Warning ........................................................................................................................ 13  
      Withdrawal (self-evacuation and controlled evacuation) .............................................. 14  
      Shelter .......................................................................................................................... 14  
      Return ........................................................................................................................... 14  
   5.2 Key Messaging .......................................................................................................... 15  
      Evacuate to a Nominated Location .............................................................................. 15  
      Shelter-in-Place ........................................................................................................... 15  
      Stay at Work / Delay your Journey ............................................................................. 16  
      Business as Usual .......................................................................................................... 16  
      Pathways for Message Delivery .................................................................................. 16  
6. Authority to Evacuate and Take Other Safety Measures ........................................... 17  
7. Activation and Operational Objectives ......................................................................... 18  
   7.1 Activation ................................................................................................................... 18  
   7.2 Operational Objectives ............................................................................................... 18  
8. Roles & Responsibilities ............................................................................................... 19
Sydney & North Sydney CBD Evacuation Management Subplan

8.1 General ................................................................................................................. 19
   8.1.1 Liaison Officers and Arrangements ................................................................. 19
   8.1.2 Education, Training and Exercising ............................................................... 20

8.2 Roles and Responsibilities .................................................................................. 20
   8.2.1 General ........................................................................................................... 20
   8.2.2 State Emergency Operations Controller (SEOCON) ........................................ 20
   8.2.3 Police Evacuation Controller (PEC) ............................................................... 20
   8.2.4 NSW Police Force (NSWPF) .......................................................................... 21
       Police Operations Commander ........................................................................... 21
       Movement and Assembly Areas ........................................................................ 21
       Disaster Victim Registration .............................................................................. 22
       Other .................................................................................................................. 22
   8.2.5 City of Sydney Council ................................................................................... 22
   8.2.6 Fire & Rescue NSW (FRNSW) ........................................................................ 22
   8.2.7 North Sydney Council .................................................................................... 22
   8.2.8 NSW Ambulance (NSWA) ............................................................................. 22
   8.2.9 Public Information Services Functional Area .................................................. 23
   8.2.10 Sydney Harbour Foreshore Authority (SHFA) ............................................... 23
   8.2.11 Transport for NSW (TfNSW) ....................................................................... 23
   8.2.12 Other agencies and functional area support .................................................. 24

8.3 Obtaining Additional Resources or Functional Area Assistance ......................... 24
   8.3.1 Response Agencies May Obtain Additional Resources .................................... 24
   8.3.2 Further Resources and Functional Area Assistance ......................................... 24

9. Operations and Coordination Centres, Staging Areas, Communications Systems
   Considerations ........................................................................................................ 25
   9.1 Control and Coordination Centres ..................................................................... 25
       9.1.1 General ...................................................................................................... 25
       9.1.2 State Operations Centre (SOC) ................................................................... 25
       9.1.3 State Emergency Operations Centre (SEOC) ............................................. 25
       9.1.4 Police Operations Centre (POC) ................................................................. 26
       9.1.5 Transport Joint Operations Centre .............................................................. 26
       9.1.6 Other Coordination or Operations Centres .................................................. 26
   9.2 Communications Systems Considerations ......................................................... 27
   9.3 Staging Areas ...................................................................................................... 27

10. Assembly Areas, Evacuation Centres and Termination Inbound Transport Services ... 28
    10.1 Assembly Areas ............................................................................................... 28
    10.2 Evacuation Centres ......................................................................................... 29
    10.3 Disaster Victim Registration (DVR) ................................................................. 29
    10.4 Termination of Inbound Transport Services .................................................... 31

11. Vulnerable Facilities, Groups and Individuals Considerations ............................. 32
    11.1 Vulnerable Facilities and Groups ................................................................. 32
## 11.2 Vulnerable Individuals

## 12. Annexes

<table>
<thead>
<tr>
<th>Annex A1 (Unrestricted)</th>
<th>Map and Area Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sydney CBD Area Map (Sub-Precinct B, C, D, E, F)</td>
</tr>
<tr>
<td></td>
<td>North Sydney CBD Area Map (Sub-Precinct G)</td>
</tr>
<tr>
<td></td>
<td>Boundaries</td>
</tr>
<tr>
<td></td>
<td>Area Description</td>
</tr>
<tr>
<td></td>
<td>Population Statistics</td>
</tr>
</tbody>
</table>

| Annex A2 (Unrestricted) | Abbreviations & Acronyms |
| Annex A3 (Unrestricted) | Definitions |
3. Administration

3.1 Authority to Plan

The Sydney and North Sydney Central Business District (CBD) Evacuation Management Subplan (SCBDEP), being this document, has been prepared by the Sydney and North Sydney CBD Evacuation Management Planning Sub-Committee in accordance with New South Wales’ emergency planning arrangements.

This document is a subplan to the New South Wales State Emergency Management Plan (State EMPLAN). It details special control and coordination arrangements for an evacuation management framework for the Sydney and North Sydney Central Business Districts.

The SCBDEP is authorised under the provisions of the State Emergency and Rescue Management Act 1989 (as amended) and it replaces any previous versions of the Sydney CBD Emergency Subplan.

3.2 Short Title

The short title of the document is Sydney CBD Evacuation Plan. The abbreviation to be used when referring to this document is SCBDEP.

This title and its abbreviation can be used as an alternate reference to the full title. Other documents should only refer to the full title, in the first instance. Thereafter, with due reference to the change in title, the short title may be use. Where there might be any chance of confusion, the full title must be used.
3.3 Amendments
Proposed amendments or additions to this document are to be forwarded to:

The Chairperson
State Emergency Management Committee
Ministry for Police and Emergency Services
GPO Box 5434
Sydney NSW 2001

Amendments promulgated are to be certified in the undermentioned table.

<table>
<thead>
<tr>
<th>Amendment</th>
<th>Version</th>
<th>DATE</th>
<th>Version</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.0</td>
<td>6th July 2005</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.1</td>
<td>8th December 2005</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.0</td>
<td>xx March 2015</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3.4 Distribution
Sections of this document are Security-in-Confidence. Those sections are for restricted distribution only. A public unrestricted version will be hosted on the Internet via the Ministry for Police and Emergency Services’ website.

The State Emergency Operations Controller (SEOCON) has given approval for the restricted version of this document to be distributed electronically to relevant emergency management organisations. It is the responsibility of each recipient agency to maintain the security of any electronic files and printed copies. Any further distribution is not permitted without the approval of the SEOCON.

This document is current only at the date of endorsement and is subject to regular review by the relevant planning sub-committee. It is the responsibility of each person, having printed copies of this document, to ensure they have the most current version.
3.5 Exercising and Review

3.5.1 Exercising
The capability of participating organisations and functional areas to respond effectively to emergencies needs to be regularly exercised.

The SEOCON is responsible for ensuring all or part of this subplan, and its annexes, are tested and evaluated. He or she is to arrange for an exercise to be designed and conducted, at least annually, to ensure all relevant agencies are familiar with:

a) their roles and responsibilities;

b) control and coordination arrangements;

c) the contents and operational concepts of this document.

The method and style of an exercise shall be determined by the SEOCON.

3.5.2 Maintenance and Review
The SEOCON is responsible for the maintenance and review of this document. This subplan is to be reviewed:

a) following operational implementation;

b) following an exercise to test its arrangements;

c) where planning deficiencies are identified;

d) when relevant legislation, roles or responsibilities change; or,

e) at least, every three years.

3.6 Expenditure and Recovery of Funds
Expenditure of funds by agencies or functional areas during emergency response or recovery operations is to be met in the first instance by the providers of resources from within their normal operating budgets.

Should the expenditure be of such a magnitude as to prevent the providing agencies/functional areas from continuing their normal operations for the remainder of the financial year, the Treasurer may provide supplementation. However, departments cannot be guaranteed funding supplementation.

The Treasurer may reimburse certain expenditures incurred during emergency response or recovery operations following natural disasters. These are generally limited to expenditures for services provided under the New South Wales Disaster Assistance Guidelines (NSWDAG).

Agencies and functional areas are required to implement adequate control procedures for disaster expenditures and to maintain appropriate supporting documentation. Treasury engages the Audit Office to conduct an audit of these expenditures as a requirement under Natural Disaster Relief and Recovery Arrangements (NDRRA).
Sydney & North Sydney CBD Evacuation Management Subplan

Public Trading Enterprises with clear commercial objectives such as the State Owned Corporations are generally not eligible for funding assistance except under extraordinary circumstances.

Note: Generally, any funding supplementation from the Treasurer only relates to government departments. NSWDAG and NDRRA funding arrangements only relate to natural disasters with the exception of terrorist events. While not specifically mentioned in the NDRRA Determination 2012, terrorist events are included as an eligible NDRRA event as per an announcement by the Commonwealth Attorney-General on 2 July 2010.
4. Introduction

4.1 General

The Sydney Metropolitan Area is a significant metropolis. It has several large central business districts with the two most significant being the Sydney and the North Sydney Central Business Districts (CBD) (refer Annex A1).

Emergency response operations in major central business district environments present additional complexities owing to the compact nature of a cityscape consisting of:

- high-rise buildings;
- heavy vehicular and pedestrian traffic;
- numerous transport nodes in reasonably close proximity to each other;
- significant populations consisting of residents, travellers, tourists;
- daily influx of a workforce servicing commercial, governmental, educational, leisure and tourist sectors.

Historically, numerous hazards have affected the CBD. A number of those hazards have required a significant response due to the scale of the impact or because the situation needed an enhanced level of coordination as a result of flow-on effects over a wider footprint than the immediate area of the affected site. Actions taken have included applying exclusion zones, access restrictions and issuing special instructions to evacuate or shelter-in-place. These actions are part of a well-established evacuation management process.

For evacuations to be truly effective in any environment, CBD or otherwise, it requires all participants - individuals, property managers and responders alike - to be prepared by:

- knowing their roles and responsibilities;
- maintaining situational awareness before, during and after an event;
- being aware of the messaging distribution mechanisms and their limitations,
- understanding shelter-in-place as being a protective strategy,
- having an awareness of movement options and restrictions.

Planning is part of preparedness.

This document serves as but one component of an integrated preparedness and response posture for dealing with emergency events affecting the community.
4.2 **Aim**
The aim of this subplan is to detail the arrangements for an integrated evacuation management framework for responding to an event, which falls within the operational application at 4.3.3, occurring within the CBD.

4.3 **Scope**
4.3.1 **General**
This document does not restate information mentioned in other plans concerning combat agency control arrangements, other emergency management or legislated roles and responsibilities, or other emergency management frameworks unless it specifically relates to evacuation management or the provision of support applicable to this subplan.

4.3.2 **Area of Operation**
The area of operation of this subplan is the Sydney and North Sydney Central Business Districts (CBD) as defined by the area and sub-precinct maps in Annex A1.

4.3.3 **Operational Application**
All or part of this plan may be used:

a) to support emergencies in the CBD, which are under the control of a combat agency or an emergency operations controller (EOCON), requiring an elevated evacuation management response;

b) if the State Emergency Operations Controller (SEOCON) thinks it is proper that activation of this subplan is necessary for the safety of persons in the CBD;

c) to support any other emergency operation as directed by the SEOCON.

Subject to sections b) and c) above, arrangements detailed in this document should not be implemented for the evacuation management of streets, open areas, a single premises or a small number of premises for occurrences, being either an incident or an emergency, that can be adequately managed with local resources or similar level emergency management arrangements.

4.4 **Relationship to other Plans and Planning Arrangements**
The State of New South Wales’ emergency management arrangements are explained in numerous documents: the State Emergency and Rescue Management Act 1989 (SERM Act), the NSW State Emergency Management Plan, its subplans and its supporting plans. There are also other standing emergency response provisions and arrangements in other legislation, memorandums of understanding and inter-agency agreements.

Certain documents have been written with specific application to this subplan, these shall form part of this document’s annexes. Other documents having a generic emergency management application, which may be relevant to supporting the evacuation management process generally, will simply be mentioned for referencing purposes.
Documents specific to this subplan (refer restricted annexes):

<table>
<thead>
<tr>
<th>Warning and Public Information Arrangements</th>
<th>Dissemination of warnings, advisories and public information through various delivery pathways.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pedestrian Movement and Assembly Area Arrangements</td>
<td>Management of pedestrian movement and pre-identified assembly areas in this subplan.</td>
</tr>
<tr>
<td>Transport Management Arrangements</td>
<td>Management of transport services to facilitate egress of persons from the CBD. It will also encompass the management of disruptions to transport networks and systems with a view to restoration of standard services or circumvention strategies.</td>
</tr>
<tr>
<td>Traffic Management Arrangements</td>
<td>Management of public and responder vehicular traffic using multiple traffic control points to control access and egress, and staging areas.</td>
</tr>
</tbody>
</table>

**4.4.1 Other Relevant Legislation, Plans and References**

- State Emergency & Rescue Management Act 1989 (SERM Act)
- State Agriculture and Animal Services Supporting Plan
- NSW Health Services Functional Area Supporting Plan
- NSW Public Information Services Functional Area Supporting Plan
- NSW Telecommunications Services Supporting Plan
- Transport Services Supporting Plan
- Welfare Services Functional Area Supporting Plan
- City of Sydney Local Emergency Management Plan
- NSW Evacuation Management Guidelines
- NSW Major Evacuation Centre Guidelines
4.5 Planning Assumptions & Limitations

While the chance of a complete evacuation of the CBD is considered remote, this document seeks to cater for a worst-case scenario. Emergency events are likely to include occurrences such as major disruption to transport networks, terrorist events, earthquakes, extreme weather events and other significant occurrences with a potential for large-scale damage or service disruption.

This subplan is based on a presumption that the resources, upon which it relies, will be available when required.
5. Overview of Evacuation Strategies & Processes

5.1 Evacuation
Evacuation is a risk management strategy, which may be used to mitigate the effects of an emergency on a community. It uses distance as a protective measure. Another risk management strategy is Shelter-in-Place. This strategy uses shielding as a protective agent against the effects of a hazard by having people remain inside a building. One or both may be applied to an affected area depending on the type of hazard and its characteristics: for example, being inside a building on fire; being outside in a hazardous chemical plume; or, the exact location and nature of the threat is unknown and, therefore, it is probably safer to remain inside (in-situ).

These explanatory notes are in context of this subplan. In accepted practice, there are five (5) stages in the evacuation process.

Decision
A decision is made regarding which protective strategy will be used: either to evacuate an area or to shelter-in-place. The decision is based on the nature of a hazard and balancing the risks of potentially exposing people to the hazard versus the risks of leaving them in place. A decision might involve several determinants including the amount of time available to leave safely. Sheltering in place may require taking additional protective measures based on the situation (eg; turn off ventilation systems, stay away from windows, etc).

Warning
Warnings are intended to achieve two primary outcomes. First, inform the community of an impending or current threat. Second, promote appropriate protective actions of which evacuation could be an option.

The content of warnings and advisories might include instructions like:
- evacuate to a nominated location or leave the area entirely;
- shelter-in-place (which includes seeking shelter); or
- stay-at-work or delay your journey until advised.
Withdrawal (self-evacuation and controlled evacuation)

Withdrawal is the orderly movement of people from a dangerous or potentially dangerous area to one that is safer. The optimal mode of movement is dependent on a variety of factors; for example, to allow use of vehicles; or, will traffic congestion delay a timely withdrawal? The latter situation is very likely in a CBD environment where walking would be quicker and more effective for potentially large numbers of people. In fact, use of vehicles by evacuees may not be permitted at all in the CBD.

Depending on the circumstances and available transport system options, people may be asked to attend an assembly area until the hazardous situation is resolved or the transport system can be reset to facilitate the workforce travelling to their own home, family or friends. In a worst-case scenario, pedestrian movement may be directed along corridors leading away from the CBD with travelling distances being several kilometres or more.

Alternately, if the hazard permits, delaying the movement of people could assist in managing the entire process. In that case, advice to remain at work or to delay an outgoing journey is appropriate option. This is especially so where there is no immediate danger to a particular area but the transport system has been severely impacted and time is needed for the restoration of services.

Shelter

Shelter is the provision of the basic needs for affected people away from the immediate or potential effects of the hazard. Generally, shelter would include temporary respite for evacuees and provision of some basic services. Such services might normally be provided at an evacuation centre. Because of the potential for a large number of evacuees, CBD evacuation centres will be reserved specifically for use in providing shelter for vulnerable groups where transport to a suitable facility cannot be immediately facilitated.

A proportion of displaced persons will be residents. This fact requires special consideration as to the potentials for their basic needs and additional welfare services being required. Another consideration is that some of those residents may attend with companion animals.

Return

Any decision to allow evacuees to return will depend on a number of factors. In particular, it will be necessary to assess an evacuated area to determine if it is safe to return including advice on any special conditions that may need to be imposed. This means, in some cases, some people will be able to return to ‘business-as-usual’ whereas access to some evacuation zones or parts of them may not occur for a period depending on circumstances and damage.
5.2 Key Messaging

Warning is a key element in evacuation process. As previously mentioned, it is the provision of information about a hazard and what actions people who may be at risk need to take. Messages also need to ensure recipients understand that they are potentially at risk and that non-compliance could possibly result in death or injury to the recipient and others for whom they care about or persons who are in their care.

The four key messages likely to be issued are listed below. However, those shown do not preclude other messages from being issued.

**Evacuate to a Nominated Location**

This instruction will be used when it is assessed an area within the CBD requires evacuation for safety and control reasons. While it is always the intent to keep an evacuation zone to a minimum, it needs to be understood that some emergencies may require the evacuation of large areas of the CBD.

An identified assembly area in this sub-plan is likely to be the nominated location. However, alternate instructions may be given subject to information known at the time.

**Shelter-in-Place**

This direction will be used when it is assessed that for the safety of the occupants of a building(s) or for control reasons, it is safer for occupants to remain in the building than to be on the streets.

The period of time for which people will be required to shelter in place will depend on the nature of the emergency. Public transport availability may also influence the decision to evacuate thus leading for a need to Shelter-in-Place.

Sheltering in place may require additional protective measure be taken. For example, those measures may include, to:

- actually seek shelter, if outside;
- close windows and shut off ventilation systems;
- stay away for windows and move to a more protected room, area or a stairwell or go to a ‘Lock Down’ posture;
- monitor media for updates.
Stay at Work / Delay your Journey
This message will be issued to areas of the CBD and surrounds where the public are not directly threatened by the emergency. It also implies that public transport is affected and may not be available for some time. This message is intended to stop people rushing to transport nodes, thus allowing time for these services to be stabilised or re-established. Stay at Work assists in achieving the desired response from businesses and residents in areas of the CBD unaffected by the emergency, which is to:

- carry on their normal business;
- advise their staff and any other persons on their premises that an emergency has resulted in a disruption to public transport; and
- monitor the media for updates.

Business as Usual
This notification will be used when it is assessed that it is safe to return to the CBD.

Some caveats on this may be required if areas remain restricted. This advice recognises the economic, political and social importance of the CBD, and the need to return the area to normal function as quickly as possible.

This message will assist the public to return to the CBD, either from an assembly area, from a place of shelter or from home in the days that follow an event.

Pathways for Message Delivery
- CBD Emergency Warning System (CBD-EWS)
- SydneyALERT
- Emergency Alert
- Broadcast Media
- Social Media (Twitter, Twitter Emergency Alert Service, Facebook, etc);
- Establishment of special ‘Hotline’ telephone numbers;
- Agency websites

When mobile (cellular) networks are used for message delivery, due consideration needs to be given as to the guarantee of receipt in a timely fashion because those networks are susceptible to significant congestion during emergencies and mass crowd gathering events, which can lead to service degradation.
6. Authority to Evacuate and Take Other Safety Measures

Several agencies may evacuate persons, under conditions of necessity, for protecting those persons from death or injury. Numerous authorities have a range of powers to take certain actions under their day-to-day functions or in emergency circumstances.

For example, under Section 13(1) and (1A) of the Fires Act 1989, the officer in charge at the scene of a fire or at the site of a hazardous material incident “may take such measures as the officer thinks proper for the protection and saving of life and property...”. Other various actions available to those authorities may include the closure of roads, places or premises; a requirement to leave a premises or place; an authority to enter premises; and, alike.

Two agencies have specific, legislated powers with regard to evacuation as well as the taking of other safety measures.

Under the State Emergency Service Act 1989 (SES Act), Emergency Officers under Section 22 (for evacuation) and Senior Emergency Officers, under Section 22A through 22F (for other measures), may do certain things when so authorised by the Commissioner of the NSW State Emergency Service. For the most part, those powers apply to flood, storm and tsunami events.

A senior police officer of the NSW Police Force, being an officer at the rank of Sergeant or above, has authority to evacuate and take other safety measures - if satisfied that there are reasonable grounds for doing so - under Section 60L and 61 of the State Emergency and Rescue Management Act 1989 (SERM Act). These police powers may be exercised for any emergency, as defined in the SERM Act.

A declaration of a State of Emergency is not required to execute powers under the SES Act nor the SERM Act. However, during a declared State of Emergency, emergency powers may also be extended, by the Minister, to the personnel of certain ranks or holders of particular positions in other agencies under the provisions of Part 2, Division 4, SERM Act.
7. **Activation and Operational Objectives**

7.1 **Activation**

The State Emergency Operations Controller (SEOCON), with due consideration to effect and resources requirements, may activate the arrangements in this subplan:

a) at the request of a combat agency or the emergency operations controller in control of an emergency in the CBD;

b) when the SEOCON determines that implementation of this subplan is necessary for the safety of persons within the CBD;

c) to support any other emergency as the SEOCON reasonably deems necessary.

The above is subject to Section 7 of the SERM Act in that it does not authorise the taking of measures directed at:

a) bringing an industrial dispute to an end, or

b) controlling a riot or other civil disturbance (other than a riot or civil disturbance resulting from and occurring during a State of Emergency).

Once a decision is made to activate this subplan, the SEOCON will nominate a senior police officer to control and coordinate evacuation management operations.

The SEOCON will activate the State Emergency Operations Centre (SEOC) to an operational level commensurate to the situation.

7.2 **Operational Objectives**

Evacuation management of the CBD has several key objectives to be achieved. Those objectives are to:

a) protect members of the public and responders from death or injury;

b) promptly facilitate the safe movement of people away from a Danger Area;

c) issue timely, regular and consistent warnings messages, public advisories and information;

d) minimise or delay the number of persons required to be moved;

e) minimise disruption caused to unaffected areas by using the minimum number of sub-precincts, as is practicable;

f) maximise availability of transportation assets;

g) allow return of evacuees and displaced persons in the earliest possible timeframe;

h) provide responding organisations with the necessary strategy and information to allow them to effectively implement their roles and responsibilities in support of an evacuation.
8. Roles & Responsibilities

8.1 General
This part describes the primary roles and responsibilities of each response agency.

Roles and responsibilities nominated in this plan should generally not conflict with agreed roles and responsibilities of the same entities as nominated in higher-level emergency management plans, subplans and supporting plans.

Each agency mentioned within this document has agreed, within their capabilities, to the roles, responsibilities and control arrangements detailed herein. This does not preclude flexibility to adjust roles, responsibilities and tasks, as circumstances demand, in consultation with the SEOCON and other affected agencies.

8.1.1 Liaison Officers and Arrangements
A Liaison Officer means a person, nominated by an organisation or functional area, to represent that organisation or functional area at a control centre, an emergency operations centre (EOC), a coordination centre, a site control point or elsewhere as required.

A liaison officer maintains communication with and conveys directions or requests to, their organisation or functional area, and provides advice on the status, capabilities, actions and requirements of their organisation or functional area. Where appropriate, liaison officers have the authority to commit their agency’s resources. Liaison Officers also serve as a source of gathering intelligence from within their agency during emergency operations.

Liaison officers should have the capability to contact their own resources or hierarchy, which includes access to organisational communications equipment, contact directories and documentation, as appropriate.

In this subplan, at the request of either the SEOCON or the Police Evacuation Controller, in consultation with the SEOCON, agencies will provide and maintain a liaison officer at a nominated location or nominated locations for the duration of the evacuation; or, as otherwise required. This may require an agency to provide a liaison officer on a continuous basis. In the event a Liaison Officer cannot be deployed but an agency is directed to participate in EOC operations, that agency must ensure reliable communications are available between the EOC and the commanders of the respective agency.

For the purpose of this subplan, either the SEOCON or the Police Evacuation Controller, in consultation with the SEOCON, may also consider it appropriate to embed a liaison officer from their operations centre into an agency’s control centre or control point for maintaining continuous communications. Such arrangements may need to be determined during an event for operational management reasons or to circumvent any degradation in communications networks, which may interfere with an operation.
8.1.2 Education, Training and Exercising

All agencies will, where possible and within their capacity to do so, endeavour to:

a) educate relevant staff about the arrangements in this plan;
b) allow personnel, having a role or function in this plan, attend emergency management training and exercises; and,
c) assist in such matters with personnel, facilities, resources including equipment and information.

8.2 Roles and Responsibilities

8.2.1 General

Under the State’s emergency management arrangements, various agencies have agreed roles and responsibilities. Those arrangements and role statements are contained in the State Emergency Management Plan. Unless specific to this subplan, they are not further explained in this document. Support service provision is on the premises of it being appropriate to the assisting agency’s capability and capacity.

8.2.2 State Emergency Operations Controller (SEOCON)

The State Emergency Operations Controller is responsible for:

a) maintaining, exercising and reviewing this subplan;
b) activating the arrangements of this subplan including the appointment of a senior police officer, who will be the Police Evacuation Controller, to control and coordinate evacuation management operations;
c) overseeing operations.

The nominated Police Evacuation Controller will be directly responsible to the SEOCON.

Note: Nothing precludes the SEOCON from nominating the Police Operations Commander for an event from also being the Police Evacuation Controller. However, due consideration needs to be given to the span of control and the amount of tasks required for managing the overall police operation and the overall evacuation operation.

8.2.3 Police Evacuation Controller (PEC)

The Police Evacuation Controller is responsible for evacuation management operations under this subplan once activated by the SEOCON including:

a) control and coordinate evacuation management processes;
b) in consultation with the combat agency, determining which evacuations zones or sub-precincts are affected and deciding on which evacuation strategies are to be implemented;
c) liaising closely with the Police Operations Commander, if existent;
d) declaring a Danger Area under Section 60KA, SERM Act;
e) selecting and activating appropriate assembly areas;
f) in consultation with the SEOCON, deciding if the Disaster Victim Registration is to be implemented;
g) communicating to the Public Information Services Functional Area Coordinator and other agencies regarding which:-
i. evacuation management strategies will be implemented,
ii. evacuation zones those strategies will apply, and
iii. assembly areas have been selected;
h) coordinating with the Police Operations Commander with regard to scarce or shared resources to minimise duplication of effort or resource shortfalls;
i) identifying vulnerable facilities with assistance from local government;
j) identifying evacuation centres with assistance from local government;
k) advising Welfare Services Functional Area of locations, holding capacity of, and expected time of arrival of evacuees to those evacuation centres;
l) notifying the Department of Education and NSW Health with regard to relevant vulnerable facilities;
m) If not already implemented, implementing the Traffic Management Arrangements and consulting with the NSWPF Traffic Coordinator;
n) providing situation reports to the SEOCON.

8.2.4 NSW Police Force (NSWPF)

Police Operations Commander

a) where a staging area is nominated, appoint a Staging Area Manager for each site;
b) provide support to the Police Evacuation Controller.

Note: locations of staging areas are contained in Traffic Management Arrangements Annex. Arrangements for their management are also noted in that annex {refer Staging Areas in Section 9}.

Movement and Assembly Areas

a) managing movement of pedestrian and vehicular traffic;
b) delivering and arranging for delivery of street level or direct warnings;
c) establishing perimeters to control both access and egress of pedestrian and vehicular traffic;
d) controlling and managing assembly areas;
e) evacuation intelligence gathering.

Note: Door-to-Door delivery of warnings is a commonly used mechanism in evacuation management. However, because of the significant number of high-rise buildings, this delivery method would be resource intensive and should be reserved for those premises in immediate threat or at high risk. Preferably, a premises’ warden structure and its Emergency Warning Information System (EWIS) should be used unless there is a pressing need to deliver a warning internally.
Sydney & North Sydney CBD Evacuation Management Subplan

**Disaster Victim Registration**
- a) managing the Disaster Victim Registration (DVR) process;
- b) attending hospitals to DVR injured persons.

**Other**
- a) establishing and operating the Public Information and Inquiry Centre;
- b) policing or evacuation related functions, as are necessary.

**8.2.5 City of Sydney Council**
Provide support and resources under Local EMPLAN arrangements, in particular:
- a) providing council staff to assist as guides and assisting police in establishing and controlling assembly areas;
- b) identifying vulnerable facilities within the evacuation zone;
- c) identifying and, if council owned, opening of evacuation centres;

**8.2.6 Fire & Rescue NSW (FRNSW)**
Provision of personnel and equipment to assist with:
- a) establishing assembly areas;
- b) evacuating vulnerable facilities;
- c) general evacuations;
- d) providing and erecting tents, if required.

**8.2.7 North Sydney Council**
Provide support and resources under Local EMPLAN arrangements, in particular:
- a) providing council staff to assist as guides and assisting police in establishing and controlling assembly areas;
- b) identifying vulnerable facilities within the evacuation zone;
- c) identifying and, if council owned, opening of evacuation centres;

**8.2.8 NSW Ambulance (NSWA)**
Providing personnel and equipment for:
- a) pre-hospital care coverage at assembly areas;
- b) assisting with evacuation of health care related vulnerable facilities.
8.2.9 Public Information Services Functional Area
The Public Information Coordinator, Public Affairs Branch, NSW Police Force is the lead agency for the Public Information Services Functional Area. As lead agency, it issues warnings and public information during emergencies controlled by the SEOCON. Their responsibility includes the coordination of this function across a multi-agency spectrum. The Public Information Services Functional Area role, in general, is subtly distinct from the Public Affairs Branch’s day-to-day role in the provision of media information to broadcast and print media outlets on behalf of the NSW Police Force.

In accordance with the Warning and Public Information Arrangements {refer Annex B3}:
   a) identifying all available methods of communication that are appropriate for use in disseminating warnings and advice to the residential and transient population in the CBD;
   b) provision and coordination of warning and advisory messages and other public information, in consultation with the Police Evacuation Controller, for distribution via, but not limited to:
      i. SydneyALERT;
      ii. CBD Emergency Warning System;
      iii. Emergency Alert;
      iv. Broadcast Media (radio and television);
      v. Agency Websites;
      vi. Social Media (Twitter, Twitter Emergency Alert Service, Facebook, etc);

8.2.10 Sydney Harbour Foreshore Authority (SHFA)
a) within SHFA regulated areas, providing SHFA Rangers to assist as guides and assisting police in establishing and controlling assembly areas.

8.2.11 Transport for NSW (TfNSW)
Transport for NSW has two roles with regard to transport services during emergencies. Firstly, it is the peak body for transport services in NSW and, secondly, it is the lead agency of the Transport Services Functional Area.

In this subplan, TfNSW will coordinate the efforts of transport related agencies, manage all matters for the provision of transport services and support the NSW Police Force with traffic management services, in accordance with the Transport Management Arrangements {refer Annex B5} and the Traffic Management Arrangements {refer Annex B6}, respectively.

Specifically, this includes the:
   a) reconfiguring transport systems and services to attempt to accommodate and circumvent disruptions;
   b) providing advice with regard to alternate transport options;
   c) publishing public information, within its own right as the peak transport body though its own agencies, in close consultation with the Public Information Services Functional Area Coordinator.
8.2.12 Other agencies and functional area support

All other emergency services organisations, functional areas and support agencies will assist the Police Evacuation Controller commensurate with general emergency management arrangements as detailed in legislation, plans and other agreements appropriate to the assisting agency’s capability and capacity.

Tasks to be performed may include, but are not limited to, assisting with, or supplying:

- management of assembly areas, staging areas and evacuation centres;
- in-the-field delivery of warnings;
- general evacuations and evacuation of vulnerable facilities;
- facilitating movement of evacuees;
- evacuation intelligence gathering;
- mapping and spatial information systems;
- traffic control equipment, devices or traffic barricade duties;
- Welfare Services Functional Area will attend assembly areas to assess welfare needs of evacuees, where possible;
- welfare services for evacuated residents;
- general equipment needs - tents, stretchers, barricades, radios and other communications devices, variable messaging signs, etc;
- operations centre administrative staff;
- Disaster Victim Registration (DVR);
- other tasks as appropriate to the organisation providing assistance.

8.3 Obtaining Additional Resources or Functional Area Assistance

8.3.1 Response Agencies May Obtain Additional Resources

Response agencies may obtain out-of-area resources from within their own organisations, or from other agencies where there are inter-agency understandings or agreements for the provision of assistance. However, the SEOCON is to be advised of such matters where use of those resources may affect overall operations.

8.3.2 Further Resources and Functional Area Assistance

Requests for resources not available to an agency will be referred to the SEOCON. Functional area support will be coordinated at State level. Where functional area support is required, those requests will be referred to the SEOCON.
9. Operations and Coordination Centres, Staging Areas, Communications Systems Considerations

9.1 Control and Coordination Centres

9.1.1 General

Several operations or coordination centres are likely to activate in support of an evacuation operation. It is highly likely the same centres will be also activated for supporting management of the initiating event.

If fully committed to the emergency operation, the agency responsible for managing such centres is to arrange for the opening and staffing of an alternate location for supporting the evacuation operation. Where possible, the alternate centre should be in close proximity to the primary centre.

All agencies should be mindful to the amount of staff and liaison personnel that would be required to sustain a protracted operation across multiple centres. Where possible and if appropriate, it may be more effective and economical to co-locate centres; especially, centres operating in multi-tiered levels that are performing the same or a similar function.

9.1.2 State Operations Centre (SOC)

In the cases where the NSW Counter Terrorism Plan is activated, the SOC will be established.

The SOC is the consolidation of the Police Operations Centre (POC) and the State Emergency Operations Centre (SEOC). This unique arrangement is designed to effectively control both crisis and consequence management operations. The SOC will be under the control of a nominated Police Commander for the terrorist event.

All other events will generally have the SEOC and the POC as stand-alone centres.

9.1.3 State Emergency Operations Centre (SEOC)

The SEOC has the necessary staff and communications equipment to control an emergency operation. When an emergency occurs that is under the control of a combat agency, the SEOC may support that agency in controlling the emergency.

At the direction of the SEOCON, the SEOC will open and provide such support as determined necessary by the SEOCON. This will include the provision of support to any evacuation operation. In any event, the SEOC is to ensure notification is distributed to appropriate agencies and functional areas regarding the activation of this subplan.
9.1.4 Police Operations Centre (POC)
In addition to its ability to direct large-scale policing operations, the POC has the capability to monitor and control the RMS Traffic Camera system, monitor the City of Sydney’s and Sydney Trains’ Closed Circuit Television systems. It also has designated positions for several operational liaison officers from emergency services organisations, transport, city-centric agencies and others.

If not already activated for the initiating event, the Police Operations Centre will be opened to a level commensurate for managing a CBD evacuation.

Where a Police Operations Commander has been appointed to manage the NSW Police Force’s response to an event, the Police Evacuation Controller will closely liaise with that person to determine an operating structure to facilitate both the policing operation and the evacuation operation.

9.1.5 Transport Joint Operations Centre
As the peak body for transport in this State, Transport for NSW has within its portfolio access to, and coordination of: CBD, regional and state-wide transport systems information; government and private service providers; and, traffic management systems and resources. During times of emergency, coordination of those various sectors can be consolidated and managed from the Transport Joint Operations Centre.

Transport for NSW will activate the Transport Joint Operations Centre to control and coordinate the management of transport services and, where appropriate, support traffic management operations in consultation with NSWPF Traffic Coordinator.

9.1.6 Other Coordination or Operations Centres
Other agencies and functional areas are likely to activate various facilities to manage consequences of the initiating event or to support operations for its management, or both.

Each emergency operations centre, agency operations centre or coordination centre is to advise the SEOC of their activation, either directly or indirectly through its emergency management hierarchy, as to:-

a) centre’s location;
b) primary contact numbers, manager’s name and their direct contact details;
c) operational status and a confirmation of function;
d) other information as the SEOC deems appropriate, such as operating hours, etc;

That information shall be refreshed in a timely manner as changes occur.
9.2 Communications Systems Considerations

Telecommunications systems infrastructure is used by all emergency services organisations; rail, bus and ferry operators; local governments; other city authorities; and, various facility security and maintenance staff. All organisations incorporate voice and data across mobile (cellular) technology and landline (hard-wired) across their communications platforms with some also using two-way radios or radio networks.

Agencies should not rely on mobile telephones as their primary means of communications. Mobile networks are susceptible to significant congestion during emergencies and mass crowd gathering events. Landlines and well-maintained, quality two-way radios are less susceptible to disruption.

When necessary, alternate strategies might need to be implemented until telecommunications services can be restored, for example:

a) landlines in nearby buildings are co-opted to form a communications point;
b) agencies with two-way radios form a common or shared relay point.

9.3 Staging Areas

The purpose of a staging area is to minimise convergence by providing a place, not too distant from an event, where the resources of response agencies may be held in reserve for deployment as required. They also can provide a single, rationalised infrastructure to rotate or rest personnel, provided refuelling facilities and centralise stores away from an impact site in either a single agency or multi-agency environment. Alternately, specific agency or common-function sites can be chosen depending on response needs.

These areas are set aside for supporting an entire emergency operation and not just an evacuation. Therefore, consultation between the combat agency, the State Emergency Operations Controller and the Police Operations Commander is paramount. The need for consultation is because very clear instructions need to be given to all agencies regarding which resources attend a staging area, once established, or which resources proceed direct to the area of operation. This includes response agencies such as utilities, repair crews, engineering and heavy equipment assets, etc.

Several staging areas have been identified for the marshalling of incoming response resources to avoid convergence. Nomination of a site (or sites) for a staging area (or areas) is the combat agency’s responsibility. Once a site is nominated, the Police Operations Commander will appoint a Staging Area Manager for each nominated site, who will establish and manage that staging area. The Staging Area Manager is to be a police officer. Other agencies may be asked to assist with staging area management.

Staging area locations and information concerning their management are detailed in the Traffic Management Arrangements (refer Annex B6).
10. Assembly Areas, Evacuation Centres and Termination Inbound Transport Services

10.1 Assembly Areas
The purpose of these areas is for the temporary retention of evacuated and displaced persons until on-movement can be facilitated or a return is permitted. They are large outdoor, mostly unsheltered areas such as squares, parklands and sporting fields. Being outdoors, assembly areas will be subject to the elements of the weather and offer very limited services, if any.

The NSW Police Force will manage identified assembly areas. It is likely policing resources of the local police command will be committed to managing initiating event, which prompted the evacuation process. Police from surrounding police commands have been allocated one or more assembly areas to manage. Those allocations and management responsibilities are listed in the Annex B5.

Several locations in the CBD have been identified as assembly areas for use as part of this subplan. Those locations are:

For Sydney CBD
- Cook & Phillip Park
- Darling Harbour
- Hyde Park (North)
- Hyde Park (South)
- Moore Park Golf Course
- Moore Park playing fields
- Moore Park precinct
- Prince Alfred Park
- Royal Botanic Gardens
- The Domain
- Victoria Park

For North Sydney CBD
- Anzac Park, Cammeray
- St Leonards Park (North Sydney Oval), North Sydney

During an event, assembly areas will be selected based on the situation with a view, as is reasonably practicable, to minimising risk to persons. Criteria for selection may include type of hazard; proximity to the hazard and weather conditions especially with regard to wind direction and an area’s holding capacity.
Sydney & North Sydney CBD Evacuation Management Subplan

Sudden impact events prompting a significant CBD evacuation will likely see a significant number of persons, in an affected area, being directed to an assembly area. It should be expected that a certain number of people will attempt to proceed directly to transport nodes or other places, bypassing assembly areas entirely, or they may attempt to do so after attending an assembly area for only a short time. Individuals tend to behave en masse, that being: to follow what other crowd members do. This type of behaviour should be closely watched as it could cause an unwanted or untimely mass movement away from assembly areas. People may inadvertently move towards danger or that movement may have downstream effects at transport nodes, etc.

In a worst-case scenario, involving significant interruption to transport systems, on-movement may actually require displaced persons to walk from an assembly area a distance of some kilometres to well outside the CBD where alternate transport pick-up points can be arranged. Some people may actually be in a position to, or may elect to walk directly to their homes regardless of distance.

10.2 Evacuation Centres
Evacuation centres are identified and listed in Local Emergency Management Plans. Such centres are normally used for the provision of respite to evacuees during the Shelter stage of an evacuation. However, their capacity to accommodate very large numbers of evacuees is very limited in the context of this subplan.

Therefore, it is intended to use local evacuation centres specifically for vulnerable groups or individuals, who cannot be readily transported to other more appropriate facilities.

CBD residents may initially be directed to an assembly area for temporary holding. Depending on circumstance, those residents may be requested to attend a local evacuation centre or they be moved to evacuation centres in other suburbs. It is to be expected that some people attending evacuation centres may be accompanied by companion animals.

Where the numbers of shelter placements are beyond the capacity of existing local or regional arrangements, consideration will be given to the establishment of a Major Evacuation Centre (MEC).

Establishing a MEC requires consultation between the State Emergency Operations Controller, the State Emergency Recovery Controller, State Functional Area Coordinators and other representatives of the State Emergency Management Committee. This level of consultation is required because establishing a MEC represents significant resource implications for both government and non-government agencies.

10.3 Disaster Victim Registration (DVR)
DVR is a process for registering persons who are visiting, living or working in an emergency affected area. An impacted area may be reported, by various means including broadcast and social media, in such a way as to raise concerns for persons known to be usually in that area. Those concerns may prompt friends and relatives to make inquiries via various channels.
DVR’s purpose, as much as is humanly possible, is to ensure inquiries can be dealt with expeditiously. It may also assist in determining the identity of any persons not accounted for within a danger or affected area.

DVR is generally activated for events where there are numerous injuries or fatalities. In such events, a hotline number is often activated to provide a single point of inquiry and, thus, relieve the 000 (Triple Zero) emergency line, emergency services organisations’ facilities and hospitals from unnecessary telephone inquiries.

The NSW Police Force (NSWPF) is responsible for initiating and managing the DVR process and the hotline facility. Other agencies can assist in the registration process, if requested and available, for example:
- NSW State Emergency Service
- NSWPF Volunteers-in-Policing
- Australian Red Cross

The Police Evacuation Controller will determine if DVR is to be initiated.

DVR can be a resource intensive process, as it requires personnel and time to complete the details of displaced or impacted persons on to a DVR Form. Where there are large quantities of registrations, the DVR process requires the activation of the Disaster Victim Registration Coordination Centre, where the displaced person’s details are entered into a database. The data can be then accessed by the Public Inquiry and Information Centre. In the case of a very large number of registrations, activation of the Australian Red Cross’ State Inquiry Centre is also likely.

Therefore, in cases of very large numbers of displaced persons, a balance between the need to capture information for DVR purposes, which will certainly delay on-movement, against not gathering details needs to be considered. It may be best to concentrate on only obtaining the details of injured persons.

Considerations for not initiating DVR might include, for example:

a) a functioning telephony infrastructure where affected persons can contact friends and relatives directly;

b) relatively low number of injuries or fatalities;

c) where the details of those injured or deceased are readily known or determined.

Note: DVR is not compulsory. A person does not have to submit their details or of any person in their care.
10.4 Termination of Inbound Transport Services

If implemented, the strategy of terminating inbound transport services has two objectives. The first is to stop people from entering the CBD and, the second, is to utilise the emptied transport assets (trains, buses, ferries), which would then proceed directly to the CBD to complement outward passenger carrying capacity, if safe to do so.

Alighting passengers from terminating services will be held at or near the termination point until transport assets are available with the intent of returning those off-loaded passengers to their point of origin.

Each police command containing a termination point will be responsible for the management of persons at that location. Police in-charge of the process at each location will provide regular situation reports to their local police commander for transmission to the Police Evacuation Controller.
### 11. Vulnerable Facilities, Groups and Individuals Considerations

#### 11.1 Vulnerable Facilities and Groups

The relevant Local Emergency Management Plan should have a list of vulnerable facilities and their locations. Not every facility will be listed, as some do not require registration nor are some covered by regulation and, therefore, are not easily identifiable.

During an emergency or imminent threat of an emergency, special consideration must be given to the evacuation of vulnerable facilities within the community. People within such facilities and those who care for them, are likely to need more time, resources, support and assistance to evacuate safely. Such facilities and groups include:

<table>
<thead>
<tr>
<th>Type of Facility (Group)</th>
<th>Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitals (Infirm persons)</td>
<td>Highly likely to require special transport arrangements and, in some cases, medically assisted or critical care.</td>
</tr>
<tr>
<td>Disability or assisted living homes (Persons with varying levels of situational awareness, mental capacity or, in some cases, reduced ability for self-care)</td>
<td>May require assisted withdrawal, guidance, special care or supervision. The range varies greatly from those who require very little assistance to those who require substantial assistance.</td>
</tr>
<tr>
<td>Aged Care (Infirm persons including dementia suffers or other mental incapacities)</td>
<td>Highly likely to require special transport arrangements and, in some cases, medically assisted or critical care.</td>
</tr>
<tr>
<td>Schools and pre-schools (Children and youths)</td>
<td>Likely to require special arrangements for transport or movement, protective supervision, and require special pick-up and reunion arrangements.</td>
</tr>
<tr>
<td>Police Stations and Courts (Persons in custody)</td>
<td>Highly likely to require contained, secure transport arrangements and appropriate supervision.</td>
</tr>
<tr>
<td>Hotels and Traveller Accommodation (Tourists and other travellers)</td>
<td>Generally, unlikely to require assisted withdrawal. However, likely to be unfamiliar with required emergency actions, be of a non-english speaking background and not have any immediate social support infrastructure by way of family or friends.</td>
</tr>
</tbody>
</table>

Page 32
Sydney & North Sydney CBD Evacuation Management Subplan

| Miscellaneous (Itinerants or Street Dwellers) | Likely to have no specific place of abode. In some cases, may have reduced mental capacity, exhibit anti-social behaviour or have alcohol or drug dependencies. |

These types of facilities will require early advice and may need to be evacuated in advance due to the complexity of the process and the duty of care borne by the provider. Generally, they should have evacuation plans in place to undertake an evacuation when it is recommended.

Facility plans should ensure alternate accommodation and transport is available to meet the needs of individuals in their care. Some facilities may not require any assistance in the evacuation or movement. Nonetheless, contact with these types of facilities should be attempted.

11.2 Vulnerable Individuals
Some residents living in the CBD may fall within the definition of vulnerable individuals.

These people may have a high degree of personal independence but some may be totally under the care of family and other carers. Some may require varying degrees of care but are just as reliant on reliable power and water supply for their well-being.

Many will be registered with a home care agency, health affiliate, community group or utility provider depending on circumstance but not all. While many will be resilient enough to have plans and support mechanisms in place, some may be unable to activate their own evacuation plan without support.

Responders need to be mindful of the possibility of encountering such persons during the evacuation process, receiving direct requests for assistance or requests from concerned relatives.
## 12. Annexes

<table>
<thead>
<tr>
<th>Annex A1 (Unrestricted)</th>
<th>Map and Area Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sydney CBD Area Map (Sub-Precinct B, C, D, E, F)</td>
</tr>
<tr>
<td></td>
<td>North Sydney CBD Area Map (Sub-Precinct G)</td>
</tr>
<tr>
<td></td>
<td>Boundaries</td>
</tr>
<tr>
<td></td>
<td>Area Description</td>
</tr>
<tr>
<td></td>
<td>Population Statistics</td>
</tr>
<tr>
<td>Annex A2 (Unrestricted)</td>
<td>Abbreviations &amp; Acronyms</td>
</tr>
<tr>
<td>Annex A3 (Unrestricted)</td>
<td>Definitions</td>
</tr>
</tbody>
</table>
Sydney & North Sydney CBD Evacuation Management Subplan

Annex A1 (Unrestricted) Map and Area Description

Sydney CBD Area Map (Sub-Precinct B, C, D, E, F)

Note: Precinct A is the entire area of Sydney & North Sydney CBDs

The total area has been divided into sub-precincts simply for the purpose of appropriate management of both impact affected and unaffected zones.

Unrestricted Annex
Map and Area Description
Note: Precinct A is the entire area of Sydney & North Sydney CBDs

The total area has been divided into sub-precincts simply for the purpose of appropriate management of both impact affected and unaffected zones.
Sydney & North Sydney CBD Evacuation Management Subplan

**Boundaries**
The Sydney CBD (sub-precinct B, C, D, E, F) is bounded by:

<table>
<thead>
<tr>
<th>Boundary</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern</td>
<td>Botanic Gardens</td>
</tr>
<tr>
<td></td>
<td>Domain</td>
</tr>
<tr>
<td></td>
<td>Eastern Distributor</td>
</tr>
<tr>
<td></td>
<td>Flinders Street</td>
</tr>
<tr>
<td></td>
<td>Moore Park Road</td>
</tr>
<tr>
<td></td>
<td>Driver Avenue</td>
</tr>
<tr>
<td>Southern</td>
<td>Lang Road</td>
</tr>
<tr>
<td></td>
<td>Cleveland Street</td>
</tr>
<tr>
<td></td>
<td>City Road</td>
</tr>
<tr>
<td>Western</td>
<td>City Road</td>
</tr>
<tr>
<td></td>
<td>Broadway</td>
</tr>
<tr>
<td></td>
<td>Wattle Street</td>
</tr>
<tr>
<td></td>
<td>Pyrmont</td>
</tr>
<tr>
<td></td>
<td>Barangaroo</td>
</tr>
<tr>
<td>Northern</td>
<td>Walsh Bay</td>
</tr>
<tr>
<td></td>
<td>Circular Quay</td>
</tr>
<tr>
<td></td>
<td>Opera House</td>
</tr>
<tr>
<td></td>
<td>Botanic Gardens</td>
</tr>
<tr>
<td></td>
<td>Mrs Macquarie’s Chair</td>
</tr>
</tbody>
</table>
The North Sydney CBD is bounded by:

<table>
<thead>
<tr>
<th>Boundary</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Boundary</td>
<td>Warringah Freeway</td>
</tr>
<tr>
<td></td>
<td>Bradfield Highway</td>
</tr>
<tr>
<td></td>
<td>Milsons Point</td>
</tr>
<tr>
<td>Southern Boundary</td>
<td>Milsons Point</td>
</tr>
<tr>
<td></td>
<td>Lavender Bay</td>
</tr>
<tr>
<td></td>
<td>Lavender Street</td>
</tr>
<tr>
<td></td>
<td>Union Street</td>
</tr>
<tr>
<td>Western Boundary</td>
<td>Bank Street</td>
</tr>
<tr>
<td></td>
<td>Railway line</td>
</tr>
<tr>
<td></td>
<td>Carr Street</td>
</tr>
<tr>
<td></td>
<td>Bay Road</td>
</tr>
<tr>
<td></td>
<td>Pacific Highway</td>
</tr>
<tr>
<td>Northern Boundary</td>
<td>Falcon Street</td>
</tr>
</tbody>
</table>
Area Description

General
This subplan encompasses an area of approximately 9.8 square kilometres: Sydney CBD at 8.4 km² and North Sydney CBD at 1.4 km². These two central business districts are separated by Sydney Harbour to a distance of three (3) kilometres but are connected by the extensively used Sydney Harbour Bridge and Sydney Harbour Tunnel.

In combination, both CBDs account for a significant amount of New South Wales’ and Australia’s commercial activity accounting for 7% ($110.6 Billion) of Australia’s Gross Domestic Product (2013-2014). The number of commercial, governmental, shopping, tourist and leisure facilities within these areas is extensive. This ensures the ‘hustle and bustle’ of city living is well and truly active where the influx of daily workforce, student and visitor numbers is significant.

Resident numbers may appear low in comparison to other metropolitan suburbs but the population density is high because of the number of high-rise apartment towers within relatively small geographic areas. In common in other large internationally recognised cities, downtown traveller accommodation is also significant.

Transportation modes are networked across railway, omnibus, ferry and surface roads, which funnel into both areas. Road congestion is generally classed as high during non-peak period and very high at peak hours. Any disruption to those network elements tends to have a flow-on effect to the other modes.

In general, services and infrastructure are robust. Both areas are quite resilient and service restoration is usually quite prompt in context. But each CBD area has its own characteristics and these will define the resources requirements for each.

However, mass gathering and emergency events have potential for a huge impact requiring multi-agency cooperation and coordination. Significant emergencies will always require an elevated comprehensive and coordinated multi-agency response.

Sydney CBD
The Sydney central business district (popularly referred to as the City) is a suburb and the main commercial centre of Sydney, New South Wales, Australia. The area is home to some of the largest Australian companies, as well as serving as an Asia-Pacific headquarters for many large international companies. The financial services industry in particular occupies much of the available office space. City of Sydney’s Gross Regional Product is estimated at $95.18 billion, which represents 20.7% of the Gross State Product. The largest industry is the financial and insurance services sector (Source - Australian Bureau of Statistics and the National Institute of Economic and Industry Research).

The Sydney CBD is an area of very densely concentrated skyscrapers and other buildings interspersed by several parks. Over 900 buildings are more than five stories of which, at

Unrestricted Annex
Map and Area Description
Sydney & North Sydney CBD Evacuation Management Subplan

At least, 82 have more than 20 floors with one (1) at 73 floors. Twenty five (25) of the more-than-20 floor buildings are listed as residential towers.

Transportation networks incorporate the City Circle railway system and its stations, which connects to the wider Sydney rail network. Buses ply almost every street feeding in and out of the area to outlying routes. In the not too distant future, a new tramline will take over some of buses routes. The main ferry wharf at Circular Quay services commuters from the north side of Sydney Harbour and suburbs along the Parramatta River. City streets run on a slightly warped grid pattern in the southern CBD, but in the older northern CBD the streets form several intersecting grids.

The Sydney CBD has a high level of cultural and mass event activities during the year. Therefore, it is not uncommon to have mass gatherings of between 50,000 and up to 500,000 for New Years and Australia Day celebrations.

North Sydney CBD
The commercial district of North Sydney includes NSW’s second largest concentration of office buildings in New South Wales. Industry representation is mainly from the advertising and information technology industries. North Sydney’s Gross Regional Product is estimated at $15.42 billion, which represents 3.4% of the Gross State Product.

North Sydney CBD is an area of concentrated high-rise buildings, of which more than 100 buildings are more than five (5) stories of which, at least, 16 have more than 20 floors with one (1) at 35 floors. Five (5) of the more-than-20 floor buildings are listed as residential towers. These buildings are clustered over, and to the north of the North Sydney Railway Station, which also acts as a small bus terminus.

Rail, bus and motor vehicle travel serve as the most used transport to and from the North Sydney CBD and its inter-connection to the Sydney CBD. The area has the Pacific Highway dissecting it and several thoroughfare streets but has many smaller streets leading to residential areas, which virtually surround this CBD.

While North Sydney does not have the same level of shopping and leisure services, its location to the Sydney CBD and its road networks provide for a high degree of interaction with the Sydney CBD.
## Population Statistics

### Total Population *

<table>
<thead>
<tr>
<th></th>
<th>Residents</th>
<th>Traveller Accommodation</th>
<th>Daily migration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents</td>
<td>68,000</td>
<td>34,000</td>
<td>830,000</td>
</tr>
</tbody>
</table>

* Population figures are approximate and based on 2011 census and migration figures based on 2015 Council figures

### Details for each CBD (Population, Gender, Age, Languages)

<table>
<thead>
<tr>
<th></th>
<th>Sydney</th>
<th>North Sydney</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>60,000 Residents *.</td>
<td>8,000 Residents</td>
</tr>
<tr>
<td>( * 17,000 residents live within the sub-precincts B, C, D of the Sydney’s central commercial, shopping and leisure areas)</td>
<td>32,000 potential traveller accommodation.</td>
<td>2,000 potential traveller accommodation.</td>
</tr>
<tr>
<td></td>
<td>700,000 influx daily workforce, students and visitors, of which some 370,000 are workforce.</td>
<td>130,000 influx daily workforce, students and visitors, of which 60,000 are workforce.</td>
</tr>
<tr>
<td>Gender/Age</td>
<td>51% Male 49% Female</td>
<td>50% Male 50% Female</td>
</tr>
<tr>
<td>(Residents Only)</td>
<td>Predominant age range - late 20’s to early 40’s (50%)</td>
<td>Predominant age range - late 20’s to early 40’s (43%)</td>
</tr>
</tbody>
</table>
Languages other than English spoken across all sub-precincts. (Residents Only)

Asian languages are predominate in Sub-precinct E & F with Mandarin by far the most spoken. Up to 55% of residents in E & F speak an Asian language at home.

<table>
<thead>
<tr>
<th>Mandarin (5%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cantonese (3%)</td>
</tr>
<tr>
<td>Thai (2%)</td>
</tr>
<tr>
<td>Korean (2%)</td>
</tr>
<tr>
<td>Indonesian (2%)</td>
</tr>
<tr>
<td>Spanish (1.5%)</td>
</tr>
<tr>
<td>French (1.5%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cantonese (3%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandarin (2.5%)</td>
</tr>
<tr>
<td>Japanese (2%)</td>
</tr>
<tr>
<td>Spanish (1%)</td>
</tr>
</tbody>
</table>
## Annex A2 (Unrestricted) Abbreviations & Acronyms

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
</table>
| CBD          | Central Business District  
*Note: In this document, it is also used in context as an abbreviation meaning both the Sydney and North Sydney CBD areas.* |
| CBD-EWS      | The CBD Public Address street-level speaker and variable message sign warning system |
| DVR          | Disaster Victim Registration |
| DVRCC        | Disaster Victim Registration Coordination Centre |
| EICU         | Emergency Information Coordination Unit. A unit of the Land and Property Information Division, Department of Finance & Services |
| EMA          | Emergency Management Australia, a division of the Commonwealth Attorney-General’s Department. |
| EMPLAN       | A generic contraction for an Emergency Management Plan.  
*Note: there can be an EMPLAN at Local, Regional and State level.* |
| EOC          | Emergency Operations Centre. These can be local-level (LEOC), regional-level (REOC) and State-level (SEOC) facilities.  
*Note: In NSW, an EOC generally refers to a multi-agency facility to manage and emergency. However, some major facilities and commercial premises use the term for a room used to manage an incident or an emergency occurring within that facility.* |
<p>| EZ           | Evacuation Zone |
| FA           | Functional Area |
| FRNSW        | Fire &amp; Rescue NSW |
| LG           | Local Government |
| LO           | Liaison Officer |</p>
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEC</td>
<td>Major Evacuation Centre</td>
</tr>
<tr>
<td>NSWA</td>
<td>NSW Ambulance</td>
</tr>
<tr>
<td>NSWPF</td>
<td>NSW Police Force</td>
</tr>
<tr>
<td>PEC</td>
<td>Police Evacuation Controller</td>
</tr>
<tr>
<td>SEOC</td>
<td>State Emergency Operations Centre</td>
</tr>
<tr>
<td>PIFAC</td>
<td>Public Information Services Functional Area Coordinator</td>
</tr>
<tr>
<td>PIIC</td>
<td>Public Inquiry and Information Centre</td>
</tr>
<tr>
<td>RFS</td>
<td>NSW Rural Fire Service</td>
</tr>
<tr>
<td>SCBDEP</td>
<td>Sydney and North Sydney Central Business Districts Evacuation Management Subplan</td>
</tr>
<tr>
<td>SEOCON</td>
<td>State Emergency Operations Controller</td>
</tr>
<tr>
<td>SERCON</td>
<td>State Emergency Recovery Controller</td>
</tr>
<tr>
<td>SERM Act</td>
<td>State Emergency and Rescue Management Act 1989 (as amended)</td>
</tr>
<tr>
<td>SES</td>
<td>NSW State Emergency Service</td>
</tr>
<tr>
<td>SEWS</td>
<td>Standard Emergency Warning Signal</td>
</tr>
<tr>
<td>SHFA</td>
<td>Sydney Harbour Foreshore Authority</td>
</tr>
<tr>
<td>TfNSW</td>
<td>Transport for NSW</td>
</tr>
<tr>
<td>TMC</td>
<td>Transport Management Centre</td>
</tr>
<tr>
<td>TSFAC</td>
<td>Transport Services Functional Area Coordinator</td>
</tr>
</tbody>
</table>
**Annex A3 (Unrestricted) Definitions**

**Note:**
The definitions used in this plan are sourced from The State Emergency & Rescue Management Act 1989 (as amended), other New South Wales legislation, and The Macquarie Dictionary (Second Edition, 1991) with a few simply being a general reference obtained from various sources or modified in context to this document.

Where possible, the reference source is identified as part of the definition (eg. the State Emergency and Rescue Management Act 1989 (as amended), is identified as SERM Act).

A reference to any part, division, sub-division, section, sub-section or schedule of an Act is a reference to the State Emergency and Rescue Management Act unless specifically stated otherwise.

<table>
<thead>
<tr>
<th>Agency</th>
<th>A government agency or a non-government agency. [SERM Act]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assembly Area</td>
<td>In this document, assembly areas are designated locations within the CBD used for temporarily holding displaced persons outside an emergency area prior to their return, on-movement, transportation to a safer location or an evacuation centre. As such, these areas do not provide the same level of services, if any, in terms of welfare assistance nor are they used for sheltering or provision of water or meals, as might normally be the case in an evacuation centre.</td>
</tr>
<tr>
<td>Assembly Area Controller</td>
<td>A police officer nominated to manage and oversight the operation of an assembly area.</td>
</tr>
<tr>
<td>Central Business District (CBD)</td>
<td>In this plan, the Central Business District (CBD) refers to the Sydney and the North Sydney central business districts as described in Annex A1.</td>
</tr>
</tbody>
</table>
| Combat Agency         | The agency identified in the State Emergency Management Plan as the agency primarily responsible for controlling the response to a particular emergency. [SERM Act]  

*Note: Where there is no identified agency identified in EMPLAN then an emergency operations controller will be responsible for controlling an emergency.* |
<p>| Command               | The direction of members and resources of an agency / organisation in the performance of the agency / organisation’s roles and tasks. Authority to command is established by |</p>
<table>
<thead>
<tr>
<th><strong>Sydney &amp; North Sydney CBD Evacuation Management Subplan</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Control</strong></td>
</tr>
<tr>
<td><strong>Convergence</strong></td>
</tr>
<tr>
<td><strong>Co-ordination</strong></td>
</tr>
</tbody>
</table>
| **CBD Emergency Warning System (CBD-EWS)**  | A series of public address street-level speakers and variable message signs scattered throughout the CBD, which are used for issuing warnings.  

*Note: The Standard Emergency Warning Signal (SEWS) precedes any urgent audio announcement on CBD-EWS speaker system.* |
| **Danger Area**  | Means the area specified by a senior police officer as the area affected by an emergency. [SERM Act] |
| **Disaster Victim Registration (DVR)**  | It is the process used to record the movements or intended movements of displaced persons, whether injured or not, as well as ensuring inquiries from concerned friends and relatives can be expeditiously dealt with. [NSWPF Incident and Emergency Standing Operating Procedures] |
| **Emergency**  | An emergency due to an actual or imminent occurrence (such as fire, flood, storm, earthquake, explosion, terrorist act, accident, epidemic or warlike action) which:  

a) endangers, or threatens to endanger, the safety or health of persons or animals in the state; or  

b) destroys or damages, or threatens to destroy or damage, any property in the state,  

being an emergency which requires a significant and co-ordinated response.  

For the purposes of the definition of emergency, property in the State includes any part of the environment of the State. Accordingly, a reference in the Act to: |

Unrestricted Annex  
Definitions
<table>
<thead>
<tr>
<th>Sydney &amp; North Sydney CBD Evacuation Management Subplan</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Emergency Alert</strong></td>
</tr>
<tr>
<td>Emergency Alert is the national telephone warning system. This</td>
</tr>
<tr>
<td>warning system sends voice messages to members of the Public</td>
</tr>
<tr>
<td>via landline telephones and text messages to mobile telephones</td>
</tr>
<tr>
<td>within a specific area defined by the emergency service</td>
</tr>
<tr>
<td>organisation issuing the warning message, about likely or</td>
</tr>
<tr>
<td>actual emergencies such as fire, flood, or extreme weather</td>
</tr>
<tr>
<td>events.</td>
</tr>
</tbody>
</table>

| **Emergency Operations Centre (EOC)**                      |
| A centre established at a state, regional or local level as |
| a centre of communication, and as a centre for the          |
| co-ordination of operations and support, during an         |
| emergency. [SERM Act]                                       |

| **Emergency Operations Controller (EOCON)**                |
| A generic term to denote an emergency operations controller |
| of any level. An EOCON can be Local (LEOCON), Regional      |
| (REOCON) or State level (SEOCON).                           |
|                                                           |
| EOCONs are appointed under the provision of Sections 18, 24 |
| and 30 of the SERM Act, respectively.                      |
|                                                           |
| Note: Where there is no identified agency identified in     |
| EMPLAN then an emergency operations controller will be       |
| responsible for controlling an emergency.                    |

| **Emergency Service Organisation (ESO)**                   |
| Means:                                                      |
| a) NSW Police Force                                         |
| b) Fire & Rescue Nsw                                       |
| c) NSW Rural Fire Service                                  |
| d) NSW Ambulance                                            |
| e) NSW State Emergency Service                              |
| f) Volunteer Rescue Association, or                        |
| g) any other agency which manages or controls an            |
| accredited rescue unit. [SERM Act]                         |

| **Evacuation**                                              |
| A Risk Management Strategy, which may be used as a means of |
| mitigating the effects of an emergency or disaster on a     |
| community. It involves the movement of people to a safer    |
| location.                                                   |
|                                                           |
| [Source: Emergency Management Australia Manual Series #4 – |

Unrestricted Annex

Definitions
<table>
<thead>
<tr>
<th><strong>Sydney &amp; North Sydney CBD Evacuation Management Subplan</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Evacuation Planning</strong></td>
</tr>
<tr>
<td>A special form of risk management for controlling a potential situation where large groups of people need evacuating from an area.</td>
</tr>
<tr>
<td>Generally, the goal of evacuation management is to balance the risks associated with the removal of all persons who will be adversely impacted by an emergency, in as little time as possible, against the risks of having some or all of those people sheltering in place.</td>
</tr>
<tr>
<td>Evacuation management involves a range of options and processes, which should be actioned, concerning the protection or removal of persons from danger including planning from such eventualities.</td>
</tr>
<tr>
<td><strong>Evacuation Process</strong></td>
</tr>
<tr>
<td>In accepted practices of evacuation planning, the evacuation process consists of five (5) stages:</td>
</tr>
<tr>
<td>1. Decision to Evacuate</td>
</tr>
<tr>
<td>2. Warning</td>
</tr>
<tr>
<td>3. Withdrawal</td>
</tr>
<tr>
<td>4. Shelter</td>
</tr>
<tr>
<td>5. Return</td>
</tr>
<tr>
<td>Evacuation Planning Handbook No 4 2013 3rd Edition (EMA)</td>
</tr>
<tr>
<td><em>Note1: The Decision may include a combination of evacuation, partial evacuation and shelter-in-place as potential options.</em></td>
</tr>
<tr>
<td><em>Note2: For the purpose of this subplan, Return can mean a person is returned or is able to return (facilitated or not) to their usual place of abode (their home) and not necessarily to the place from where they were evacuated.</em></td>
</tr>
<tr>
<td><strong>Evacuation Zone</strong></td>
</tr>
<tr>
<td>In this plan, is the area where an evacuation is to take or is taking place.</td>
</tr>
<tr>
<td><strong>Functional Area</strong></td>
</tr>
<tr>
<td>A category of services involved in the prevention of, preparation for, responses to or recovery from an emergency, including the following:</td>
</tr>
<tr>
<td>a) agricultural and animal services,</td>
</tr>
<tr>
<td>b) telecommunications services,</td>
</tr>
<tr>
<td>Unrestricted Annex</td>
</tr>
<tr>
<td>Definitions</td>
</tr>
</tbody>
</table>
### Functional Area Coordinator
Means the nominated coordinator of a functional area, tasked to coordinate the provision of functional area support and resources for emergency response and recovery operations, who, by agreement of Participating and Supporting Organisations within the functional area, has the authority to commit the resources of those organisations. [EMPLAN]

### Hazard
Means a potential or existing condition that may cause harm to people or damage to property or the environment. [EMPLAN]

### Incident
A localised event, either accidental or deliberate, which may result in death or injury, or damage to property, which requires a normal response from an agency, or agencies. [EMPLAN]

Note: An incident may become an emergency when the resources of agencies involved are insufficient to deal with the event, thus, requiring further external, scarce or specialist resources and an increased level of co-ordination to manage the consequent response.

### Lead Agency
An agency that has overall leadership in a given situation. It could be a combat agency, a functional area or another agency (eg, in Recovery). [EMPLAN]

### Liaison Officer (LO)
Means a person, nominated or appointed by an organisation or functional area, to represent that organisation or functional area at a control centre, emergency operations centre, coordination centre or site control point, a liaison officer maintains communications with and conveys directions/requests to their organisation or functional area, and provides advice on the status, capabilities, actions and requirements of their organisation or functional area. [EMPLAN]

### Local Government (LG)
A body within the meaning of the Local Government Act 1993. For the purposes of this subplan, this means the council for the
Sydney & North Sydney CBD Evacuation Management Subplan

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>area.</td>
</tr>
<tr>
<td><strong>Lock Down</strong></td>
<td>A situation in which people stay in a locked indoor space during an emergency in order to remain safe. [McMillian Dictionary]</td>
</tr>
<tr>
<td><strong>Major Evacuation Centre (MEC)</strong></td>
<td>Large scale evacuation centres require multi agency coordination and response to deliver basic services to individuals and their companion animals affected by an emergency. MECs are established to provide emergency accommodation when the scale and duration of the emergency are beyond the capability and capacity of the established local and regional emergency management arrangements for evacuation centres. [NSW Major Evacuation Centre Guideline].</td>
</tr>
<tr>
<td><strong>Plan</strong></td>
<td>A step by step sequence for the conduct of a single or series of connected emergency operations to be carried out simultaneously or in succession. It is usually based upon stated assumptions, and is a promulgated record of a previously agreed set of roles, responsibilities, functions, actions and management arrangements. The designation 'plan' is usually used in preparing for emergency operations well in advance. A plan may be put into effect at a prescribed time, or on signal, and then becomes the basis of the emergency operation order for that emergency operation. [EMPLAN]</td>
</tr>
</tbody>
</table>
| **Police Evacuation Controller** | A senior police officer nominated by the State Emergency Operation Controller to control and coordinate evacuation operations under this subplan.  

*Note: This person may be the same person as the Police Operations Commander* |
| **Police Operations Commander** | A senior police officer who is managing the NSW Police Force’s response to an event. |
| **Premises** | Includes any place, building, vehicle, vessel or aircraft or any part of any premises. [SERM Act] |
| **Preparation** | In relation to an emergency includes arrangements or plans to deal with an emergency or the effects of an emergency. [SERM Act] |
| **Responder** | In this subplan, a generic term for any organisation attending an incident or an emergency to perform some duty or service. A |

Unrestricted Annex
Definitions
Sydney & North Sydney CBD Evacuation Management Subplan

| Definitions |  
| --- | --- |
| responder includes: |  
| a) emergency service organisations |  
| b) functional areas |  
| c) other government agency |  
| d) local government |  
| e) utility services and contracted repairers |  
| f) non-government agencies providing support to operations in this subplan. |  
| Response | In relation to an emergency includes the process of combating an emergency and of providing immediate relief for persons affected by an emergency. [SERM Act] |
| Risk | A concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, communities and the environment. [EMPLAN] |
| Shelter-in-Place | An alternative (to evacuation) when the risk associated with evacuation is seen as being greater than that of sheltering in place (eg. hazardous materials plumes or frail people at risk from movement) or as an outcome of an immediate threat to individuals, households or a defined community of interest where evacuation cannot be initiated in a safe manner. [NSW Evacuation Management Guidelines ] |
| Site Control | The location from which the Site Controller, agency commanders and functional areas coordinate the emergency. It usually includes the relevant emergency services organisations’ commanders and functional area Coordinators and other advisers as required. [EMPLAN]  
Note: Multiple Site Control Points can be employed to manage segmented portions of a large site or more than one geographically dispersed sites. |
| Site Controller | A police officer appointed by and subject to the direction of an emergency operations controller to be responsible for determining the site, establishing site control and controlling on the ground response to an emergency.  
Until the Emergency Operations Controller appoints a Site Controller, the Senior Police Officer will assume control. [EMPLAN]  
**Note1:** Multiple Site Controllers can be appointed to manage |
<table>
<thead>
<tr>
<th><strong>Sydney &amp; North Sydney CBD Evacuation Management Subplan</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Segmented Portions of a Large Site or More than One Geographically Dispersed Sites.</strong></td>
</tr>
<tr>
<td><em>Note 2: The EOCON is taken to generally mean the relevant LEOCON or REOCON for the area concerned. However, the SEOCON - by definition - can appoint a Site Controller.</em></td>
</tr>
<tr>
<td><strong>Span of Control</strong></td>
</tr>
<tr>
<td><strong>Staging Area</strong></td>
</tr>
<tr>
<td><strong>Note:</strong> also known as marshalling area or assembly areas in some services. To prevent confusion, only Staging Area is to be used in response operations.</td>
</tr>
<tr>
<td><strong>Standard Emergency Warning Signal (SEWS)</strong></td>
</tr>
<tr>
<td><strong>State Emergency Management Plan (EMPLAN)</strong></td>
</tr>
<tr>
<td><strong>The object of the State Emergency Management Plan is to ensure the co-ordinated response to emergencies by all agencies having responsibilities and functions in emergencies.</strong></td>
</tr>
<tr>
<td><strong>The State Emergency Management Plan is to:</strong></td>
</tr>
<tr>
<td>a) identify, in relation to each different form of emergency, the combat agency primarily responsible for controlling the response to the emergency, and</td>
</tr>
<tr>
<td>b) provide for the co-ordination of the activities of other agencies in support of a combat agency in the event of an emergency, and</td>
</tr>
<tr>
<td>c) specify the tasks to be performed by all agencies in the event of an emergency, and</td>
</tr>
<tr>
<td>d) specify the responsibilities of the minister, the State, Regional or Local Emergency Operations Controller and the State Emergency Recovery Controller.</td>
</tr>
<tr>
<td><strong>Note: Further information on the operation of EMPLAN is</strong></td>
</tr>
</tbody>
</table>

**Unrestricted Annex**

**Definitions**
**Sydney & North Sydney CBD Evacuation Management Subplan**

<table>
<thead>
<tr>
<th>Definition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>mentioned in Section 13, SERM Act.</td>
<td></td>
</tr>
</tbody>
</table>
| State Emergency Operations Controller (SEOCON) | A person appointed under Section 18, SERM Act. The appointee has responsibility and functions under Section 19, in that - subject to other provisions within the Section and in accordance with the SERM Act - they are responsible for controlling the response to an emergency:  
  a) that affects more than one region, or  
  b) for which the State Emergency Operations Controller assumes responsibility. |
| State Emergency Recovery Controller (SERCON)   | A statutory position appointed by the Minister for Emergency Services and is responsible for controlling the recovery from the emergency in accordance with Section 20B of the State Emergency and Rescue Management Act 1989. [NSW Recovery Plan] |
| State of Emergency                             | A state of emergency declared by the Premier under Section 33(1), SERM Act. **Note:** Other New South Wales legislation also provides for a declaration of an emergency which has different meanings and different authorities within that specific legislation - that is: Essential Services Act 1988; Dam Safety Act 1978; and Rural Fires Act 1997 (as amended). |
| Subplan                                        | An action plan required for a specific hazard, critical task or special event. It is prepared when the management arrangements necessary to deal with the effects of the hazard, or the critical task or special event differ from the general coordination arrangements set out in the main or supporting plans for the area. [EMPLAN] |
| Supporting Plan                                | A plan prepared by an agency, organisation or functional area, which describes the support which is to be provided to the controlling or coordinating authority during emergency operations. It is an action plan which describes how the agency, organisation or functional. [EMPLAN] |
| SydneyALERT                                    | A system of distributing information specifically to building and facility operators by SMS (text message) and email across the entire range of persons registered within the system. |

Unrestricted Annex
Definitions