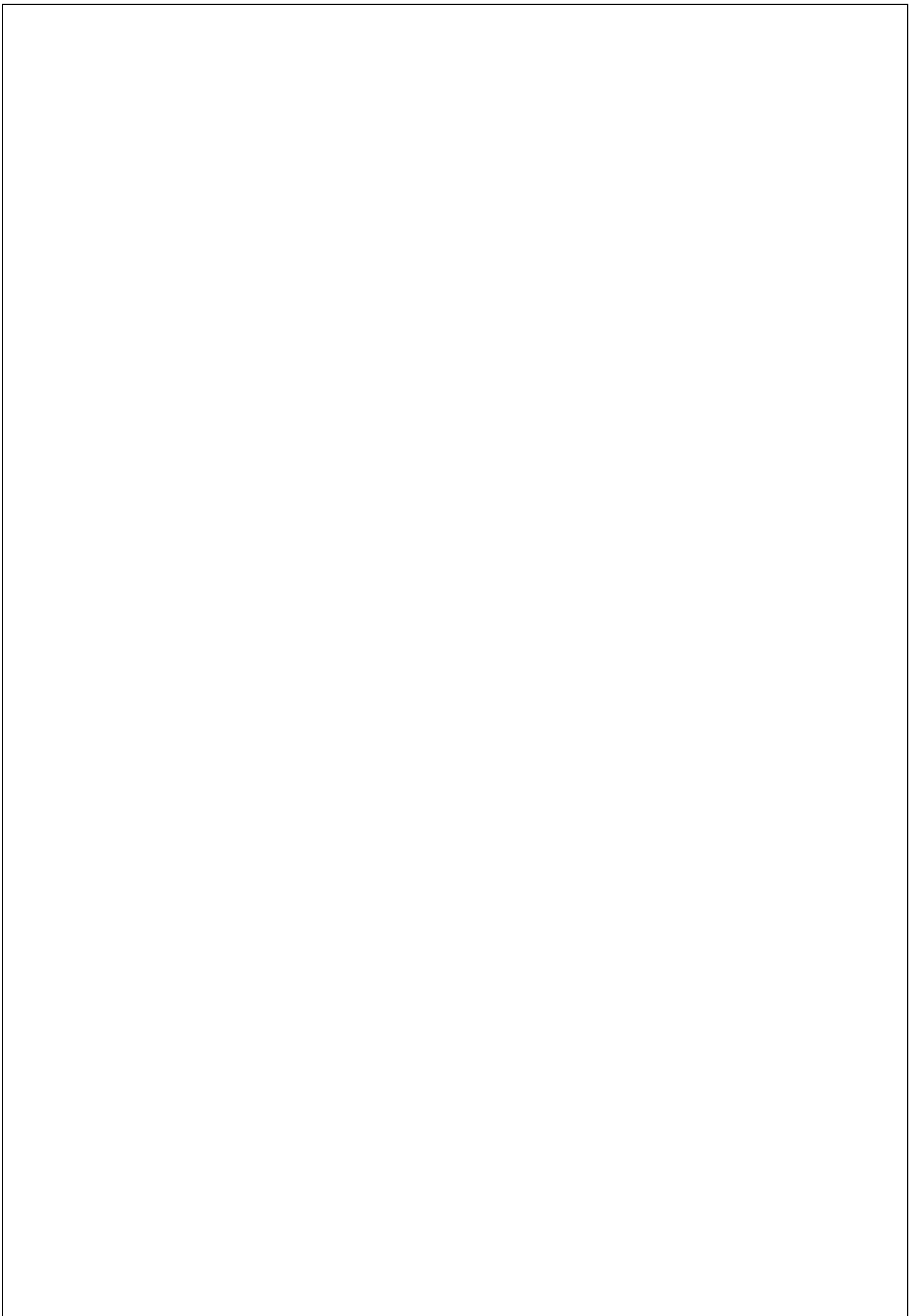




**New South Wales  
State Emergency Management Plan**

**December 2018**



## **Authorisation**

The New South Wales State Emergency Management Plan (EMPLAN) is issued under the authority of the Minister for Emergency Services pursuant to the *State Emergency and Rescue Management Act 1989*. The plan is maintained by the Office of Emergency Management, NSW Department of Justice on behalf of the State Emergency Management Committee.

ANDREW CAPPIE-WOOD, CHAIRPERSON  
STATE EMERGENCY MANAGEMENT COMMITTEE

### **Approved**

TROY GRANT MP  
MINISTER FOR EMERGENCY SERVICES



# Part 1 – Introduction

## New South Wales Emergency Management Context

- 101 New South Wales has an area of 800,642 square kilometres, approximately 10 per cent of the total Australian landmass. The landscape is highly diverse, ranging from arid through to temperate, tropical and alpine regions. For governance purposes, New South Wales also includes the sub tropical Lord Howe Island, located approximately 600km east of the Australian mainland in the Tasman Sea.
- 102 New South Wales' climatic conditions vary greatly across the State. Conditions range from hot, dry continental conditions in the west, through the subtropical, wet conditions in the northeast and the alpine cold of the southeast.
- 103 The Great Dividing Range has a significant impact on the State's climate. The degree of this impact, particularly on rainfall, results in four distinct climate zones:
- the Coast – a relatively mild climate that is strongly influenced by the warm waters of the Tasman Sea and the East Australian Current
  - the Ranges and Tablelands of the Great Dividing Range – much of this area is above 1,000m in elevation. Climate ranges from temperate in the north through to Alpine conditions above 1,200m in the south. Rainfall is generally east of "the Divide"
  - the Western Slopes and Plains – a generally hot and dry climate with a cool winter. Rainfall tends to drop away and significant thunderstorm activity can be generated, particularly to the north.
- 104 The estimated resident population for New South Wales as of March 2018 is 7.95 million residents<sup>1</sup>.
- 105 The population of New South Wales is concentrated on the coastal strip with around 75 per cent of the population located in the Greater Metropolitan Region. This is defined as all local government areas located within the Sydney Statistical Division and the Newcastle and Wollongong Statistical Subdivisions.
- 106 The age profile of the population is following national trends. There is an increasing proportion of the population 65 years and above. This is largely due to improvements in life expectancy and prior reductions in fertility rates.

## Aim

- 107 The State Emergency Management Plan (EMPLAN) describes the New South Wales approach to emergency management, the governance and coordination arrangements and roles and responsibilities of agencies. The Plan is supported by hazard specific sub plans and functional area supporting plans.

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<sup>1</sup> <https://www.nsw.gov.au/about-new-south-wales/population/>

## Objectives

- 108 Consistent with the *State Emergency and Rescue Management Act 1989* (SERM Act), the objectives of the EMPLAN are to:
- a) provide clarity as to command and control, roles and coordination of functions in emergency management across all levels
  - b) emphasise risk management across the full spectrum of prevention, preparation, response and recovery
  - c) emphasise community engagement in the development and exercise of plans as well as in their operational employment
  - d) ensure that the capability and resourcing requirements of these responsibilities are understood.

## Principles of Emergency Management

- 109 The following key principles are applied to emergency management in New South Wales:
- 110 Comprehensive approach:
- **Prevention:** to eliminate or reduce the level of the risk or severity of emergencies
  - **Preparation:** to enhance capacity of agencies and communities to cope with the consequences of emergencies
  - **Response:** to ensure the immediate consequences of emergencies to communities are minimised
  - **Recovery:** measures which support individuals and communities affected by emergencies in the reconstruction of physical infrastructure and restoration of physical, emotional, environmental and economic well-being.
- 111 **Continuous Improvement:** All agencies with responsibilities under EMPLAN undertake continuous improvement, updating plans and arrangements in light of lessons learned from the testing and evaluation of plans, and on the basis of operational experience.
- 112 **Coordination and Information Sharing:** New South Wales' emergency management arrangements reflect a commitment to an all-hazards, all-agencies approach which includes maximum coordination and information sharing across the full spectrum of prevention, preparation, response and recovery even though specific hazards may require specific plans and management. Lead agencies in whatever context will identify and involve partner agencies at the earliest opportunity so that planning and operational management is enhanced.
- 113 **All-Hazards:** The all-hazards approach is based on the principle that those systems and methods of operation which work for one hazard are most likely to work for other hazards. It does not, however, prevent the development of specific plans and arrangements for hazards that require specialised approaches.
- 114 **All-agencies approach:** The all-agencies approach recognises that no one agency can address all of the impacts of a particular hazard, either in a proactive or reactive sense. It is necessary for a lead agency to coordinate the activities of the large number of organisations and agencies that are involved. These can be drawn from across all levels of government and non-government and private sectors.

- 115 **Local Capability:** Responsibility for preparation and risk management rests at the local level in the first instance. Emergency response and recovery are conducted at the lowest level of effective coordination. Resources and support are augmented by Region and State level coordination as required.
- 116 **Community and Stakeholder Engagement:** Community and stakeholder engagement is a critical aspect of emergency management across the full spectrum of prevention, preparation, response and recovery. Agencies will engage with the community and stakeholders which will improve community understanding of these arrangements and promote disaster resilience.
- 117 **Roles and Responsibilities:** To implement the comprehensive PPRR Approach (Prevention, Preparation, Response and Recovery), roles and responsibilities are allocated to members of the State Emergency Management Committee (SEMC) and its Region and Local equivalents. Roles and responsibilities are also allocated to key Operations Controllers at State, Region and Local level and related organisations, agencies and key personnel, including from within Local Government. These are shown in general terms in Part 4 and are detailed by PPRR roles in part 11.
- 118 **Emergency Risk Management:** This is a process which involves dealing with risks to the community arising from hazards. It is a systematic method for identifying, analysing, evaluating and treating emergency risks. Risk treatments include the reduction in frequency or consequence through prevention and mitigation measures, and preparation, as well as provision for response and recovery should an emergency event occur. (EMA, Manual 5, ERM Applications Guide, page 9).
- 119 **Disaster Resilience:** Disaster resilience is an outcome derived from a sharing of responsibility between all levels of government, business, the non-government sector and the community who then act on this basis prior to, during and after a disaster. Disaster resilience is significantly increased by active planning and preparation. A shared understanding of the disaster risks at community level is a vital precursor.
- 120 The benefits of resilience are that agency resources are focussed on those most in need or at threat, and conversely that disaster planning and actions during a disaster is more effective because the community, who is in many ways best placed and best informed, is actively engaged in securing itself.
- 121 The nexus between community and government to achieve resilience will vary, but should as much as possible be via the existing channels that work for each community.
- 122 Agencies operating under EMPLAN promote disaster resilience by helping to understand and share risk information, by engaging communities in the development of plans and in their exercise, and by supporting the development by communities of local capabilities.

# Executive Summary

## New South Wales' approach to Emergency Management

- 123 Reflecting New South Wales' size, the range of hazards it faces, the differing ways those hazards manifest and affect the community, and the range of agencies involved, EMPLAN sets out New South Wales' comprehensive approach to emergency management. EMPLAN articulates the roles of agencies and stakeholders as well as the mechanisms by which they are coordinated.

## Allocation of Roles

- 124 A key part of this approach is to allocate roles and cover the spectrum of Prevention, Preparation, Response and Recovery. The full PPRR spectrum is complex and requires involvement from agencies and stakeholders in different ways. By allocating key roles, agencies and stakeholders understand which one is the lead agency, and who the critical supporting agencies are. This then allows early and full joint planning and preparation before an emergency and effective coordination of effort during and after an event.
- 125 To support agencies and stakeholders determining their roles and to allocate resources, the comprehensive approach is informed by risk management principles.
- 126 Clarity is achieved through the legislative framework of the *State Emergency and Rescue Management Act 1989* and agency specific legislation. This is elaborated in the EMPLAN and the sub and supporting plans produced under it.
- 127 For identified hazards, such as fire and flood, Combat Agencies are nominated. The Combat Agencies will then lead the development of sub plans documenting supporting roles across the PPRR spectrum.

## Coordination Arrangements

- 128 The *State Emergency and Rescue Management Act 1989* recognises Emergency Operations Controllers (EOCON) will assume responsibility for operations where no specific Combat Agency is nominated, or where the Combat Agency requests the EOCON assume control. In certain cases, at State level the Minister may also direct that the State Emergency Operations Controller assume responsibility.
- 129 While the core New South Wales arrangements are tailored to deal with specific features of individual hazards, to the maximum extent possible, a standard approach is taken.
- 130 Clarity of command and control is vital but there are also detailed arrangements in place to coordinate support for the Combat Agency. New South Wales' arrangements set out in EMPLAN, emphasise collaboration, coordination and information sharing to support the lead agency.
- 131 In the preparation and planning stages, this is coordinated through supporting agency roles in the hazard specific and other plans.
- 132 In response operations, supporting agencies perform key roles which allow the Combat Agency to act consistently with its core role in dealing with the hazard. Information sharing is vital to these cooperative arrangements. Combat Agencies operate their own control centres, and the supporting roles are coordinated through an Emergency Operations Centres (EOC), which can



be co-located. An EOC allows all supporting agencies a clear and consistent intelligence picture to support their own planning; it may also facilitate logistic support for the operation.

- 133 The Commonwealth and the States and Territories are important aspects of the New South Wales arrangements. The Commonwealth supplies vital and unique support such as military logistics and meteorology; other jurisdictions may supply personnel to support operations. There are well established mechanisms to enlist and coordinate such support.

### **Tiered Structure**

- 134 A key aspect of New South Wales' approach is a tiered structure for emergency management. New South Wales' strategy is that emergency management is conducted at the lowest effective level. A tiered structure for policy and planning, as well as operations, is defined.

### **Emergency Operations Controller**

- 135 The Emergency Operations Controller (EOCON) concept is a key part of the New South Wales approach. EOCON roles are performed at State, Regional and Local level. While Combat Agencies are authorised and equipped to control most emergencies, the Combat Agency may request that control or coordination is assigned to a designated authority. Where this handover has not occurred, the EOCON position, supported by the relevant EOC, helps to coordinate the support required by the Combat Agency. At State level, the State Emergency Operations Controller is a member of the New South Wales Police Force senior executive.

### **Functional Areas**

- 136 Functional Areas represent key sectors and provide support to Combat Agencies. They conduct planning and preparation on their own initiative in addition to providing support during operations. During operations, their specialist support assists the combat agency to coordinate core activities (see Part 4.7 and 4.8 for further information).

### **Recovery**

- 137 The recovery phase is complex, covering social, economic, the natural and built environments. New South Wales' arrangements emphasise the early commencement of recovery activity and the joint information picture provided through the EOC system supports this. Recovery too will be coordinated at the lowest effective level but, depending on the circumstances, the State Emergency Recovery Controller may direct government agencies.
- 138 Both New South Wales and the Commonwealth provide a variety of forms of financial assistance to those individuals and communities affected by disasters.

### **Community and Stakeholder Engagement**

- 139 The community is a vital part of the New South Wales emergency management arrangements. Agencies preparing plans under the EMPLAN will engage with the community and stakeholders, promote community understanding of the hazards they face, seek their input into the development of plans, especially at the local level, and involve communities and stakeholders where appropriate in exercising these plans.
- 140 This engagement enhances resilience, reduces exposure to hazards through mitigation, maximises community preparation to act effectively in the face of emergencies, and therefore allows the emergency management arrangements to target their efforts at the places, times and populations most vulnerable to a disaster.

## **Community Warnings**

- 141 Timely and accurate warning information for the public is vital during emergencies. These warnings should include advice about options and the likely impacts of an event.
- 142 Combat Agencies have statutory responsibilities to issue warnings and public information regarding their particular hazards. All agencies should consider the provision of public information in their planning processes.
- 143 Public information and warnings are disseminated pre, during and post-event using the full suite of traditional and social media. The necessity for different organisations to issue a warning pertinent to their agency role may be triggered by the same event, and efforts should be made to ensure that appropriate coordination occurs to ensure comprehensive information is issued.

## Part 2 – Legislation

### State Emergency and Rescue Management Act 1989

201 The State Emergency and Rescue Management Act 1989 (SERM Act) provides the general legal framework and governance for emergency management in New South Wales.

### Agency Enabling Legislation

202 Some key hazard types (e.g. fire, bushfire, storm and flood) are assigned to specific agencies in agency enabling legislation. These Acts may specify requirements about how the risks from these specific hazards are to be managed. These Acts include:

- [Fire and Rescue NSW Act 1989](#)
- [Rural Fires Act 1997](#)
- [State Emergency Service Act 1989](#)

### Hazard-specific Legislation

203 Numerous other Acts are relevant, including ones which allocate specific hazard management tasks to agencies, including those represented by Functional Areas. These Acts include:

- [Biological Control Act 1985](#)
- [Biosecurity Act 2015](#)
- [Dams Safety Act 1978](#)
- [Dangerous Goods \(Road and Rail Transport\) Act 2008](#)
- [Health Services Act 1997](#)
- [Maritime Safety Act 1998](#)
- [Public Health Act 2010](#)
- [Radiation Control Act 1990](#)
- [Terrorism \(Police Powers\) Act 2002](#)
- [Water NSW Act 2014](#)

## State Level Emergency Governance Arrangements

### Cabinet Standing Committees

204 The Premier establishes Cabinet Standing Committees. Such Committees may have responsibilities for overseeing and developing New South Wales capabilities relating to counter terrorism and emergency management.

### State Emergency Management Committee (SEMC)

205 The State Emergency Management Committee is the peak committee of officials, which develops emergency management policy and oversees emergency management in New South Wales. While not directly engaged in operational responses, the SEMC has a role in convening, briefing and raising the situational awareness of its members during imminent or occurring emergencies. The SEMC has the following functions under the SERM Act:

- a) to advise the Minister on all matters relating to the prevention of, preparation for, response to and recovery from emergencies (including the co-ordination of the activities of government and non-government agencies in connection with those matters)
- b) review, monitor and advise the Minister on the adequacy of the provisions of the SERM Act relating to emergency management
- c) provide strategic policy advice to the Minister in relation to emergency management
- d) review, monitor and develop emergency management policy and practice at a State level and to disseminate information in relation to any such policy and practice
- e) review EMPLAN and to recommend alterations to it
- f) endorse any State-level Sub Plans or Supporting Plans established under EMPLAN
- g) facilitate strategic State level emergency management capability through inter-agency coordination, cooperation and information sharing arrangements
- h) other key tasks, including:
  - implementing agreed priorities identified in 2017 State Level Emergency Risk Assessment
  - implementing agreed priorities to support the National Strategy for Disaster Resilience.

206 The roles and functions of the SEMC are translated as appropriate at Regional level through Region Emergency Management Committees (REMC) and at Local level through Local Emergency Management Committees (LEMC). The SERM Act establishes Regions, as well as REMC roles, functions and relationship to SEMC. The local level is based on Local Government Areas.

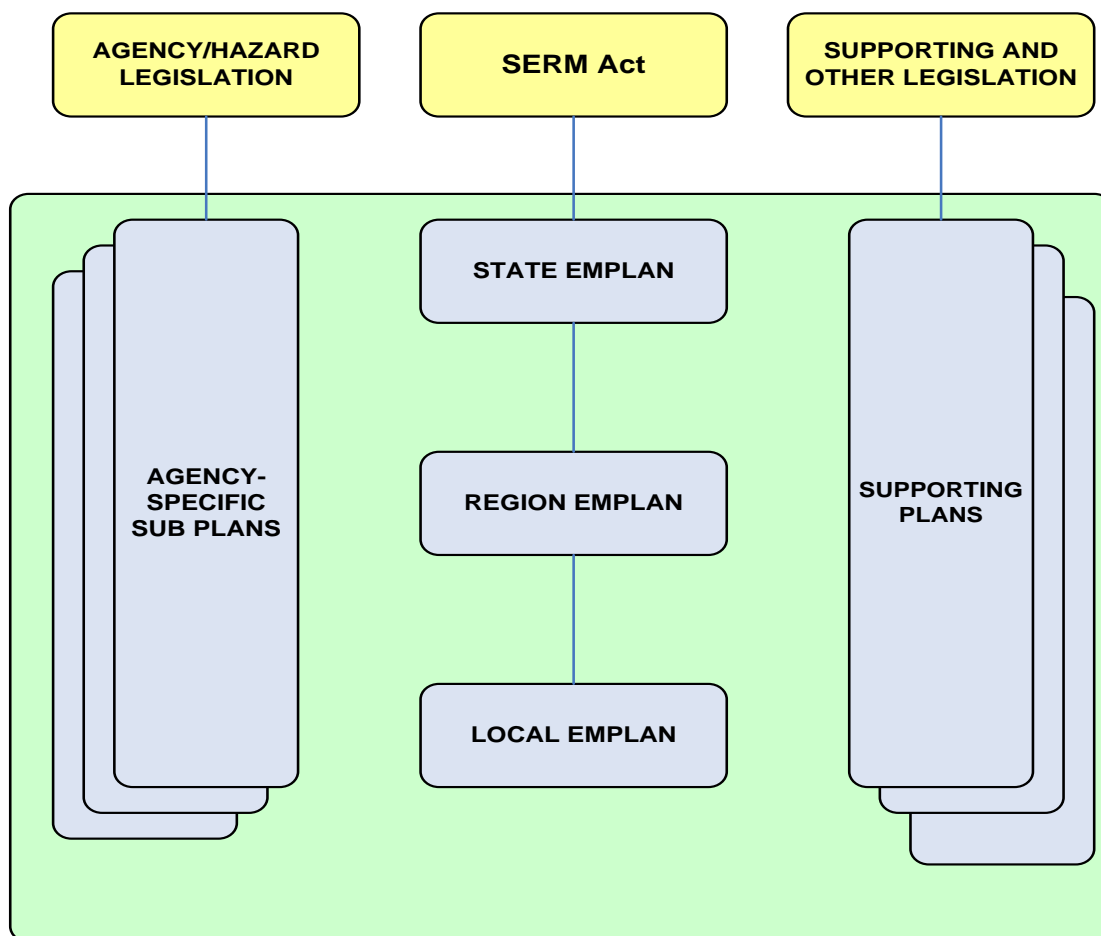
## Part 3 – Planning and Policy Framework

- 301 New South Wales' policy and planning framework consists of a range of policy and legislative guidance which is translated through the tiered emergency management structure.
- 302 At the highest level, New South Wales participates in national policy setting for emergency management, via the Council of Australian Governments, the Australia-New Zealand Emergency Management Committee and peak hazard and other groups.
- 303 The State level context is set via the combination of the SERM Act and other legislation, Government priorities and policies endorsed by the SEMC.
- 304 The tiered structure of plans serves to engage planning and policy with the participants, resources and hazards at the relevant level and ensures that agencies undertake and document planning with an accurate awareness of the support available.

### Emergency Management Policy

- 305 Consistent with the objectives of the EMPLAN in the SERM Act and related legislation (as listed in Parts 2.2 and 2.3), EMPLAN establishes the framework of sub plans, supporting plans, related policy instruments and guidelines.

Figure 2 – Legislative and Planning Framework



A register of plans and policies will be kept and maintained on the Office of Emergency Management website at [www.emergency.nsw.gov.au](http://www.emergency.nsw.gov.au).

## **State Sub Plans**

- 306 The SEMC endorses Sub Plans to the EMPLAN.
- 307 A Sub Plan is an action plan required for a specific hazard, or event. Sub Plans may be prepared when the management arrangements necessary to deal with the effects of the hazard, or the requirements due to an event differ from the general coordination arrangements set out in the main or supporting plans for the area. A Sub Plan may be required where the planning is more specialised or detailed than can be provided for in EMPLAN.
- 308 All Sub Plans must take a comprehensive approach to emergency management, by considering prevention, preparation, response and recovery.

## **State Supporting Plans**

- 309 The SEMC endorses Supporting Plans to the EMPLAN.
- 310 Supporting Plans are prepared by a NSW Government agency 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 Area is to operate in order to fulfil the roles and responsibilities allocated.
- 311 All Supporting Plans must take a comprehensive approach to emergency management, by considering prevention, preparation, response and recovery, appropriate to their context.

## **Emergency Management Policy and Guidelines**

- 312 The implementation of New South Wales' emergency management arrangements requires the development of policy and guidelines that apply across the sector.
- 313 These policies and guidelines are approved by the SEMC. In addition, combat agencies and functional areas will develop their own policies and guidelines to reflect their own requirements.

## Part 4 – Roles & Responsibilities

- 401 Pursuant to the SERM Act, the Minister for Emergency Services is responsible for:
- a) ensuring that adequate measures are taken by government agencies to prevent, prepare for, respond to, and assist recovery from emergencies
  - b) coordinating the activities of government agencies in taking those measures
  - c) arranging for the preparation and review from time to time of EMPLAN.
- 402 The SERM Act defines the emergency service organisations and establishes nine Functional Areas.
- 403 The Functional Areas are:
- Agricultural and Animal Services
  - Energy and Utility Services
  - Engineering Services
  - Environmental Services
  - Health Services
  - Public Information Services
  - Telecommunications Services
  - Transport Services
  - Welfare Services.

### State Emergency Management Committee (SEMC)

- 404 The SEMC has a role in convening, briefing and raising the situational awareness of its members in respect of emergencies. The SEMC has functions and responsibilities prescribed under the SERM Act, as outlined in Part 2.4.

### State Emergency Operations Controller (SEOCON)

- 405 The SEOCON is a member of the New South Wales Police Force Senior Executive Service, and is responsible for:
- establishing and controlling a State Emergency Operations Centre (SEOC)
  - the control and coordination of emergency response operations at State level, for which the SEOCON is the designated Controller or where there is no designated Combat Agency
  - supporting a Combat Agency that is primarily responsible for controlling the response to an emergency or assume control if necessary to do so
  - provide advice to the Minister regarding emergencies, including whether or not a declaration of a 'State of Emergency' may be necessary
  - ensuring Initial Impact Assessments are completed following an emergency to inform recovery arrangements
  - recommending to the Minister or Premier the formation of a Special Recovery Coordinating Committee in consultation with the SERCON.

## State Emergency Recovery Controller (SERCON)

- 406 The SERCON is responsible for:
- overseeing the preparation and maintenance of New South Wales recovery policies, arrangements and plans, unless otherwise prescribed in hazard specific plans
  - liaising closely with the SEOCAN during the response phase of an emergency
  - coordinating comprehensive assessments of the extent of damage (in consultation with the SEOCAN if the response is still ongoing) and the need for recovery operations, and reporting this to the Minister
  - in consultation with the SEOCAN, recommending the appointment of a Recovery Coordinator to the Minister
  - overseeing and supporting Region and State level Recovery Coordinators as needed
  - chairing the State Recovery Committee (if established) to coordinate recovery activities at the State level if a State Recovery Coordinator is not appointed
  - monitoring and reporting to the Minister on the progress of recovery.

## Region Level

### Region Emergency Management Committees (REMC)

- 407 Division of the State for emergency management purposes is based on emergency management regions. In each of these emergency management regions, a REMC has been constituted which reflects the composition of the SEMC (where appropriate), and which is representative of the emergency management resources available in the Region.
- 408 Each REMC consists of:
- the Region Emergency Operations Controller for the relevant region, who is to be the Chairperson of the Committee
  - the Chairperson of the Local Emergency Management Committee for each local government area in the relevant region
  - a senior representative of each emergency services organisation operating within the relevant region
  - a representative of each Functional Area where determined appropriate by the respective State level Functional Area representative on the State Emergency Management Committee
  - representatives of any other agency or organisation as determined by the REMC.
- 409 The REMC is responsible for the following functions:
- a) review and monitor emergency management practice across the region, consistent with information on emergency management policy and practice disseminated by the SEMC
  - b) review and prepare plans in respect of the region that are, or are proposed to be, Sub Plans or Supporting Plans established under EMPLAN
  - c) develop, conduct and evaluate regional emergency management exercises for the purpose of testing sub plans or supporting plans established under EMPLAN in respect of the region
  - d) make recommendations about and assist in the coordination of training in relation to emergency management across the region
  - e) facilitate regional level management capability through inter-agency coordination, cooperation and information sharing arrangements



- f) assist the Regional Emergency Operations Controller for the region in the Controller's role of establishing a Regional Emergency Operations Centre
- g) carry out the preparation of plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the region (noting the responsibility for planning by Combat Agencies)
- h) carry out other functions as are assigned by the SEMC.

410 In the exercise of its functions, the REMC is responsible to the SEMC.

411 The Region Emergency Operations Controller (REOCON) is to be a police officer holding the position of Region Commander (Assistant Commissioner), who is appointed by the Commissioner of Police.

412 The New South Wales Police Force is required to provide executive support for each REMC and the REOCON in the region concerned. These personnel are termed Regional Emergency Management Officers.

### **Region Emergency Operations Controller (REOCON)**

413 The Region Commander of Police for each Emergency Management Region is appointed as the REOCON. The REOCON is responsible for the overall control and coordination of emergency response operations at Region level for which the REOCON is the designated controller. The REOCON is also the designated controller where there is no designated Combat Agency, or where it is necessary to coordinate two or more local level operations which are controlled by Emergency Operations Controllers, or when directed by the SEOCON.

414 The REOCON is to establish and maintain an Emergency Operations Centre(s). The Centre is the focal point for activities, similar to those conducted at the SEOC. It is used to either control operations, or coordinate support. The REOCON is responsible to ensure that the EOC is activated to an appropriate level whenever there is an emergency operation and Regional level support resources may be required.

415 Regional level Controllers of Agencies/Organisations with a Combat Agency role are to establish their own Control/Coordination Centres in accordance with the structure of their organisations from which to:

- control/coordinate emergency operations for which they have been designated in this plan as the Combat Agency
- coordinate the provision of support and resources required
- provide support and resources to the REOCON consistent with the REOCON's role.

416 Ideally the Region (or intermediate level) structure of Agencies and Functional Areas should conform to the Emergency Management Regions. Where this is not possible for operational or administrative reasons, particular care is to be taken by the REOCON to ensure that the control and co-ordination arrangements for emergency operations are designed to take this into account.

# Local Level

## Local Emergency Management Committees (LEMC)

- 417 The SERM Act recognises that the involvement of local government in all stages of an emergency is critical (ie, in prevention, preparation, response and recovery). Therefore, the emergency management structure and arrangements at local level are based on the Local Government Authority areas (or combined Local Government Authority areas).
- 418 A LEMC consists of:
- the General Manager of the Local Government of the relevant local government area is the Chairperson of the Committee
  - the Local Emergency Operations Controllers for the relevant local area(s)
  - senior representatives of each emergency service organisation operating in the relevant local area(s)
  - representatives of Functional Areas where the respective Functional Area representative on the State Emergency Management Committee determines it appropriate and resources permit
  - representatives of any other agency or organisation as determined by the LEMC.
- 419 The LEMC is responsible for the following functions:
- a) give effect to emergency management policy and coordinate emergency management practice at a local level, consistent with information on emergency management policy and practice disseminated by the SEMC
  - b) review and prepare plans in respect of the relevant local government area that are, or are proposed to be, sub plans or supporting plans established under EMPLAN
  - c) develop, conduct and evaluate local emergency management exercises for the purpose of testing sub plans or supporting plans established under EMPLAN in respect of the local government area
  - d) make recommendations about and assist in the coordination of training to emergency management in the relevant local government area
  - e) facilitate local level emergency management capability through inter-agency coordination, cooperation and information sharing arrangements
  - f) assist the Local Emergency Operations Controller for the area in the Controllers role of establishing and controlling a local emergency operations centre
  - g) carry out the preparation of plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the LGA (noting the responsibility for planning by Combat Agencies)
  - h) carry out other functions as are assigned by the SEMC.

## Local Emergency Operations Controller (LEOCON)

- 420 The Local Emergency Operations Controller (LEOCON) is appointed for a local government area (or combined Local Government Authority areas) by the Region Emergency Operations Controller (REOCON).
- 421 The person appointed must be a police officer stationed within the region in which the local government area is located and, in the opinion of the REOCON, must have experience in emergency management.

- 422 Council is required to provide executive support for the LEMC and the LEOCON in its area. These officers are termed Local Emergency Management Officers.
- 423 In the exercise of its functions, the LEMC is responsible to the REMC.

## Emergency Services Organisations

- 424 As defined in the SERM Act, an emergency services organisation means the following:
- (a) Ambulance Service of NSW
  - (b) Fire and Rescue NSW,
  - (c) a fire brigade within the meaning of the *Fire and Rescue NSW Act 1989*
  - (d) NSW Police Force
  - (e) NSW Rural Fire Service
  - (f) State Emergency Service
  - (g) Surf Life Saving New South Wales
  - (h) New South Wales Volunteer Rescue Association Inc
  - (i) Volunteer Marine Rescue NSW
  - (j) an agency that manages or controls an accredited rescue unit
  - (k) a non-government agency that is prescribed by the regulations for the purposes of this definition.
- 425 These groups perform a wide range of emergency management functions at different levels under EMPLAN. Regardless of the precise role performed, these agencies cooperate and share information relevant to the task across the PPRR spectrum.
- 426 Emergency Services Organisations perform hazard management tasks across PPRR. They maintain operational capabilities as well as the capacity to plan and conduct major operations. They are enabled by legislation to perform their roles under EMPLAN.
- 427 Certain Emergency Services Organisations are appointed as Combat Agencies, giving them primary responsibility for managing the risks posed by a particular hazard type. The Combat Agency may typically require the support of other agencies and this is reflected in planning and activity across the PPRR spectrum for that hazard.

## Functional Areas

- 428 As defined in the SERM Act, a Functional Area is a category of service involved in the prevention of, preparation for, response to or recovery from an emergency. Functional Areas are business units within New South Wales Government agencies that, consistent with the scope of their portfolio, perform specific emergency management functions. This may be to support Combat Agencies to resolve the consequence of an emergency, or they may provide emergency risk management leadership within a sector. They have critical roles across the full PPRR spectrum. Recognition for their roles under EMPLAN is not necessarily explicit in Agency legislation however they derive their authority from the SERM Act and EMPLAN.

- 429 Functional Areas are usually in support of Combat Agencies or other Functional Areas during emergency operations. It is therefore critical that they are engaged in all stages of PPRR for those hazard types.
- 430 Functional Areas maintain effective relationships with the private and not-for-profit sectors to ensure effective PPRR relevant to their responsibilities. For this reason they are not limited to supporting Combat Agencies in actual emergencies, but may in effect perform a Combat Agency role in dealing with an emergency event, such as a supply chain crisis or infrastructure failure.

## **Functional Area Coordinators**

- 431 A Functional Area Coordinator is a SEMC Member who is appointed by Cabinet on the recommendation of the Minister for the sponsoring agency and the Minister for Emergency Services.
- 432 A Functional Area Coordinator is responsible for the establishment of the respective Functional Area Sub Committee. The role of the Functional Area Sub Committee is to assist the Functional Area Coordinator in the planning for Functional Area support and resources to emergency response and recovery operations. The requirement for Functional Area Sub-Committees below State level will be determined by the State Functional Area Coordinator.
- 433 The Functional Area Coordinator is also responsible for developing and maintaining appropriate risk management measures across the PPRR spectrum for hazards relevant to their responsibilities, and for engaging in relevant intergovernmental forums that address emergencies arising from specific-hazards and risks.
- 434 A Functional Area Coordinator is responsible for the coordination of Functional Area support and resources for emergency response and recovery operations. By agreement with Participating and Supporting Organisations within the Functional Area, the Functional Area Coordinator has the authority to commit the resources of those organisations or to coordinate their response.

## **Participating Organisations**

- 435 The Government Departments, statutory authorities, volunteer organisations and other agencies listed as Participating Organisations have either given formal notice to Agency Controllers or Functional Area Coordinators, or have acknowledged to the SEMC, that they are willing to participate in emergency response and recovery operations under the direction of the Controller of a Combat Agency, or Coordinator of a Functional Area, or an EOCON, and with levels of resources or support as appropriate to the emergency operation.
- 436 Where such resource coordination arrangements exist, the agreed roles, tasks, responsibilities and access arrangements for the support of Participating Organisations are to be recorded in Combat Agency or relevant Functional Area Supporting Plans.

## **Supporting Organisations**

- 437 Supporting Organisations have indicated a willingness to participate and provide specialist support resources. Where such coordination arrangements are required for the conduct of

emergency response and recovery operations, the agreed roles, tasks and responsibilities of the Supporting Organisations should be recorded in Combat Agency or Functional Area Plans.

## **Other Departments and Agency Roles**

### **Office of Emergency Management, NSW Department of Justice**

438 The Office of Emergency Management has a number of roles:

- performance of key recovery roles by the SERCON
- policy coordination including at national level relevant to emergency management
- developing recovery policy and plans and supporting local recovery operations
- hosting of the Welfare Services Functional Area
- providing support staff to the SEOC
- providing secretariat support to the SEMC.

### **Agencies containing or supporting Functional Areas**

439 New South Wales government agencies containing or supporting Functional Areas, or who provide critical personnel or resources to Functional Areas, acknowledge these responsibilities and the impact that this support may have on the provision of core services during an emergency.

### **Central agencies**

440 The Department of Premier and Cabinet and the New South Wales Treasury are members of the SEMC. They ensure that the Premier and Treasurer endorse emergency management issues at a whole of government level.

### **Local Government**

441 Given the principle that emergency management and risk management should be conducted at the lowest effective level, Local Government has a key role across the PPRR spectrum. The Office of Local Government is a member of the SEMC.

442 Local government roles include:

- convening Local Emergency Management Committees and Recovery Committees
- working with State agencies to identify and prioritise risk mitigation options
- undertaking an all-hazards approach to emergency risk management
- working with insurers to minimise disaster risk exposure.

443 Recognising that Local Councils have many other tasks to perform, State agencies support Councils with resources, personnel and advice.

### **Commonwealth Government**

444 The primary responsibility for the protection of life, property and the environment rests with the States and Territories who are the first responders to incidents within their jurisdictions. Commonwealth support is sought when the State's capacity is insufficient.

445 There are a number of mechanisms through which the Commonwealth Government may provide support to the states and territories during a crisis. This may be through the different

Commonwealth Agencies which play an important role, such as the Bureau of Meteorology. Other assistance, both physical and financial, is generally provided on the request of the affected State and/or Territory. The Commonwealth Government may also provide financial and other assistance directly to individuals affected by an emergency.

446 The Commonwealth is also responsible for a number of national plans. The Commonwealth Disaster Response Plan (COMDISPLAN) details the coordination arrangements for the provision of Australian Government assistance in the event of a disaster or emergency in Australia or its offshore territories, regardless of the cause.

447 Under the COMDISPLAN arrangements, States and Territories can request assistance from the Commonwealth Government for things such as transport, logistics, disaster stores or specialised equipment. Requests for assistance under COMDISPLAN are made to the Attorney General's Department via SEOCON and require the approval of the Attorney General.

### **Defence Assistance to the Civil Community (DACC)**

448 Defence Assistance to the Civil Community provides for Defence assistance to States and Territories. There are six levels of DACC assistance. Categories one to three provide for assistance where there is a direct threat to life and/or property whereas categories four to six provide for non-emergency assistance.

449 DACC assistance under categories one to three might include the deployment of Australian Defence Force (ADF) personnel, equipment and/or major assets (such as aviation and maritime) to supplement the local resources in combating emergencies or disasters such as floods and fire. DACC does not provide for the use of force, other than in self defence.

450 Requests for emergency local support where there is immediate threat to life or property can be made directly from local government authorities to a local defence commander-administrator. Known as DACC Category 1 this support can be sustained for 48 hours by local arrangement. DACC Category 2 applies to assistance beyond this time scale and for a more extensive or continuing disaster response. DACC 3 assistance relates to the recovery phase of the disaster management. DACC 2 and 3 assistance are made to the Commonwealth via the SEOCON who is the approving officer for New South Wales. The Joint Operations Support Staff (JOSS) NSW is the Defence point of contact for emergency DACC in NSW at the State level.

# Part 5 – Prevention

## Definition

501 The Prevention phase in relation to the PPRR phases of emergency management includes the identification of hazards, the assessment of threats to life and property and the taking of measures to reduce potential loss to life or property.

## All Hazards Approach

502 Prevention is the reduction, elimination or mitigation of emergency risks using an all-hazards approach, before an emergency event occurs. An updated all-hazards checklist is shown in the Emergency Risk Management Policy.

503 In addition to natural disaster hazards, there are also technological hazards such as infrastructure failure, specific hazard sites and specific events. Breaking hazards down in this way enables mitigation measures to be more clearly articulated.

## Emergency Risk Management

504 Emergency Risk Management (ERM) is a systematic process of identifying, analysing, assessing, treating and mitigating risk to people, property and the environment. The process begins with an understanding of the hazards and produces a range of treatment options to minimise the impact or, if possible, eliminate the resulting risk.

505 ERM is achieved by reducing, eliminating or mitigating the effect of the risks, either individually or in combination. For example:

- the hazard that has to be dealt with, for instance, reducing bush fire fuel loads
- the physical exposure that an asset or a community has to a hazard, for instance encouraging building above the typical flood level of a catchment, or developing community understanding of when to evacuate or stay away from areas under threat
- the exposure and vulnerability of these assets, for example the resistance of structures to fire or water.

506 The ERM process requires the engagement of and consultation with Federal, State and Local Governments and government agencies, businesses, non-government organisations, communities and affected populations. In New South Wales, ERM is the process approved by the State Emergency Management Committee for assessing all hazards using methods that are in accordance with relevant international standards.

507 The management of many emergency risks is governed by New South Wales and Federal legislation or policy. Prevention activities can be led by Local Governments, a New South Wales Government agency or through a legislated committee structure.

508 Agencies subject to New South Wales ERM policy will achieve an understanding of the full risk picture at the relevant level, and should ensure that hazard specific prevention and mitigation activity is coordinated. Similarly, lessons learned from response and recovery phases provide important insights for future prevention activities.

# Part 6 – Preparation

## Definition

601 The Preparation phase in relation to the PPRR phases of emergency management includes arrangements or plans to deal with an emergency or the effects of an emergency.

## Scope

602 Disaster preparation is the responsibility of the whole community; government and not-for-profit agencies, business and industry, local communities, individuals and households. Preparation activities delivered in partnership between all agencies, organisations and communities help build engaged and resilient communities.

603 Key elements of preparation include:

- Planning
- capability development
- training
- exercises
- building community resilience
- risk communication.

## Planning

604 The Policy and Planning Framework is described in Part 3 of this plan. Plans are maintained for specific hazards and the support requirements related to them. State Sub Plans and Supporting Plans are shown in Annexure 4.

605 Sub plans address the management of the hazard across the full PPRR spectrum, noting that this will involve in most cases a range of agencies in varying roles. Each combat agency for a hazard will prepare a sub plan for that hazard.

606 Sub plans detail roles and responsibilities of all relevant agencies and how command and control is exercised and include arrangements for handover of responsibility between Local, Region and State levels. Where there are tiered plans at State, Region and Local level, these must be integrated. Plans should be developed with input from the community and include the community's role.

607 EMPLANs at all levels and Sub-Plans and Supporting Plans must be formally reviewed on a regular basis. Reviews can be formal and extensive or more based around an assessment following an exercise or operation.

## Capability Development

608 The SEMC Training and Capability Advisory Group is responsible for the overall development of the capabilities of emergency management organisations and members.

609 Agencies maintain capability assessment and development processes to meet the requirements identified in their plans. Capabilities may be based on personnel, equipment or systems. Capabilities are tested and evaluated in exercises.



610 Following emergency operations, agencies should collect, analyse and share information relating to the event to identify opportunities for improvements in capability.

## **Training**

611 Emergency Management training courses are available in New South Wales. A range of courses are available to emergency services personnel and volunteers and government/non government agency staff with emergency management responsibilities.

612 Agencies should identify their training needs under EMPLAN and its subordinate plans and ensure an appropriate level of skill and knowledge is maintained.

## **Exercises**

613 Exercises are conducted at all levels and involve all agencies, providing an opportunity to ensure that plans are robust and understood, and that capabilities and resources are adequate to implement them. Lessons from exercises are fed back into planning processes. As appropriate, exercises should involve the public or at any rate test elements of plans that require public involvement and communication.

## **Building Community Resilience**

614 Consistent with the National Disaster Resilience Strategy, the community needs to be equally prepared as response agencies for the impacts of all hazards and in particular, the impacts of natural disasters.

615 Resilient communities are better able to withstand a crisis event and have an enhanced ability to recover from residual impacts.

616 Community engagement may be hazard specific or take an all-hazards approach. Regardless of the approach it is important that messages are consistent and coordinated across all programs. Community education and awareness campaigns aim to:

- develop awareness of the nature and potential impacts of hazards
- promote personal responsibility for managing risks and preparation for emergencies
- develop awareness of emergency management arrangements and assistance measures
- encourage community participation in volunteering and infrastructure protection activities.

## **Risk Communication**

617 Risk communication is the purposeful exchange of information about risk or perceptions about risk; or any public communication that informs individuals about the existence, nature, form severity or acceptability of risk. Disaster preparation includes putting in place arrangements for communicating risk to affected communities, either for seasonal hazards during bush fire seasons or for emergent risk such as a floods campaign. Consideration of risk communication should address the various methods of providing information to the public, including public meetings and multi-media broadcasts.

# Part 7 – Response

## Definition

701 Response encompasses actions to reduce the threat to life, property and the environment following the onset of an emergency. This can include the pre-onset mobilisation and related activity. Response activity is usually based on pre-existing sub and supporting plans which are scalable and flexible.

## General

702 The arrangements detailed in this part of EMPLAN are aimed at ensuring that control and coordination of emergencies are effective, regardless of the hazard.

703 Control and coordination are to be managed using the principles of Incident Control System (ICS) adapted to suit individual agency requirements.

704 A more detailed set of response arrangements are published as sub-plans to EMPLAN.

## Types of Operations

### Combat Agency Controlled

705 Individual agencies are identified in relation to specific hazards (known as a Combat Agency) and are responsible for controlling the response operations. Controlling the response involves the overall direction of activities being undertaken by participating agencies and individuals.

706 Combat Agencies have specific provisions within their governing legislation to carry out their respective functions. EMPLAN serves as a mechanism to facilitate support to such agencies.

- A Combat Agency Incident Controller is the single person/entity that is responsible for the control and coordination of emergency response measures undertaken within the extent of the authority of the agency as defined in the relevant Act and EMPLAN. They are the final authority in decision-making in relation to the incident or emergency within their area of responsibility. The Combat Agency Incident Controller will regularly consult with the relevant EOCON to determine the required activity and support operations required to manage the emergency. This includes ensuring operational strategies and tactics are developed to meet the operational objectives
- Operational plans are developed and communicated to relevant stakeholders in a timely manner
- Arrangements for liaison between the combat agency and supporting agencies is established in consultation with appropriate EOCON(s)

707 The Combat Agency Incident Controller establishes an Incident Management Team (IMT) under the ICS concepts to assist them in determining the strategies, priorities and actions that need to occur in response to the incident or emergency.

708 The Combat Agency Incident Controller has responsibility to ensure that the EOCON, members of the relevant Emergency Management Committee and all relevant stakeholders are kept informed.

## **Emergency Operations Controller Controlled**

- 709 The control of operations for which no combat agency has been identified is vested in the respective Emergency Operations Controller.
- 710 Emergency Operations Controllers would not normally assume control of an operation from a designated combat agency unless the situation can no longer be contained and a change of control is likely to improve matters. In any case, a change of control at any level can only occur after consultation between the SEOCON and the State Controller of the combat agency, and agreement from the latter, with arbitration from the Minister as required.
- 711 In the event that an Emergency Operations Controller has assumed control of an operation which would normally be the responsibility of a combat agency, control should be passed back to the combat agency as soon as the situation is stabilised and when the change of control will not adversely affect operations.

# Part 8 – Control and Coordination Centres

## Establishment

- 801 Combat Agencies and Functional Area Coordinators are to establish individual Control/Coordination Centres from which to effectively:
- Control/coordinate emergency operations for which they have been designated in EMPLAN as the Combat Agency
  - Coordinate the provision of agency support to combat agencies during emergency operations.
- 802 An Emergency Operations Centre is the established centre from which an Emergency Operations Controller either controls an emergency operation, or coordinates support to the Combat Agency or Functional Area.
- 803 In particular, the State Emergency Operations Centre (SEOC) is the focal point for:
- Processing requests for assistance from Combat Agencies, Functional Areas and Emergency Operations Centres for assistance that cannot be dealt with at a lower level;
  - Coordinating operational support requirements from or between Commonwealth, State/Territory and Region levels (noting that agency-level inter-jurisdictional arrangements are also in place)
  - Dissemination of information to all levels of Government, SEMC members and other relevant stakeholders at the direction of the SEOCON
  - Coordinating the provision of any external resources required to support operations and the response to an emergency as requested.
- 804 When functioning in support of a SEOCON controlled operation, the SEOC will, in addition to the above functions, also be the focal point for:
- Collection and interpretation of information in order to create intelligence related to the operation
  - Dissemination of information and intelligence to stakeholders involved in the emergency response
  - Operational planning, including the determination and allocation of priorities for responding agencies including Emergency Service Organisations, Functional Areas and other supporting organisations.

## Liaison Arrangements

- 805 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 or coordination centre.
- 806 A liaison officer maintains communication 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. 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.

- 807 At the request of a Combat Agency Incident Controller or EOCON, agencies are to provide a Liaison Officer at the combat agency Control Centre or EOC on a continuous basis for the duration of the operation (if necessary).
- 808 During combat agency managed operations the Combat Agency Incident Controller will determine, in consultation with the EOCON, which location provides the most effective communication and coordination capabilities.
- 809 Where a combat agency requests liaison attendance at their Control Centre, but does not have sufficient facility resources to support the required activities, the EOCON will determine the facility and location where Liaison Officers will attend.

In the event a Liaison Officer cannot be deployed but an agency is directed to participate in EOC operations, the agency must ensure that reliable communications are available between the EOC and the commanders of the respective agency.

## Principles

### Incident Control System

- 810 EMPLAN stipulates that emergency response operations will be managed using the Incident Control System (ICS) principles. This provides a common operating framework within which people can work together effectively to manage an incident. These people may be drawn from multiple agencies that do not routinely work together.

## Key Concepts

### Management by Objectives

- 811 Incidents and emergencies are managed by aiming towards specific objectives. Objectives are ranked by priority, should be as specific as possible, must be attainable and if possible given a working timeframe. Objectives are accomplished by first outlining strategies (general plans of action), then determining appropriate tactics (how the strategy will be executed) for the chosen strategy.

### Functional Management

- 812 Within an ICS environment there are five key components being Control, Planning, Operations, Public Information and Logistics. Many organizations have pre-planned structures, developed to suit their needs, allocating additional elements or sub-elements.

### Span of Control

- 813 Effective management of people, their responsibilities and the emergency operations is achieved through a span of control that determines the number of resources, people or systems that can be effectively managed. This ensures that reporting streams and information exchange does not become overloaded or overwhelmed.

## Effective Reporting

814 The reporting process will be established to enhance situational and tasking information, recognition of accountability, effective information flow, coordination of operational efforts, and enhanced operational safety.

## Notification Arrangements

815 Combat Agency Incident Controllers are to advise the relevant EOCON(s) whenever an event occurs, or is likely to occur which does or may:

- require support from resources from outside their own agency; or
- is likely to have adverse consequences on the social, built, environmental or economic functions of the community, or
- escalate to an emergency operation.

## Stages of Mobilisation

816 The recognised stages and actions of mobilisation are listed below. Due to the nature of the event and time constraints, the ALERT and/or STANDBY stages may be by-passed however it is incumbent that monitoring occurs at all times.

PHASE	ACTION
<b>ALERT</b>	<p><b>TRIGGER</b></p> <p>Combat Agency or EOCON receives advice on operations which could escalate to an actual or imminent emergency, or which could require coordination of support.</p> <ul style="list-style-type: none"> <li>• The Combat Agency or EOCON:               <ul style="list-style-type: none"> <li>– Monitor the situation and the adequacy of resources to cope</li> <li>– Ensure intelligence on the emergency is being collected, analysed and disseminated to and from Control and Emergency Operations Centres.</li> </ul> </li> <li>• Combat Agency or EOCON informs, as appropriate:               <ul style="list-style-type: none"> <li>– Relevant Agency Controllers &amp; Functional Area Coordinators</li> </ul> </li> <li>• EOCON activates EOC to appropriate state of readiness and location (if necessary).</li> </ul>
<b>CALL OUT</b>	<p><b>TRIGGER</b></p> <p>Combat Agency or EOCON determines formal control operations or support required.</p> <ul style="list-style-type: none"> <li>• The Combat Agency or EOCON:               <ul style="list-style-type: none"> <li>– Combat Agency Control Centre or EOC activation to required state of readiness</li> <li>– Activates relevant Agencies &amp; Functional Areas and requests Liaison Officers to report to Combat Agency Control Centre or EOC as appropriate</li> <li>– All stakeholders are kept fully informed on progress, developments and strategies</li> <li>– Impact Assessments and planning for recovery operations occurs concurrently</li> </ul> </li> </ul>

PHASE	ACTION
	<ul style="list-style-type: none"> <li>– Coordination of support to Combat Agency, other Agencies or Functional Areas engaged in response operations occurs</li> <li>– Public information and media management occurs</li> <li>• Liaison Officers maintain contact with their respective agencies and respond resources as directed by the Combat Agency or EOCON.</li> <li>• SEOCON will inform the Minister, and recommend the declaration of "state of emergency" where appropriate.</li> </ul>
<b>STAND DOWN</b>	<p><b>TRIGGER</b></p> <p>Combat Agency or EOCON determines support is no longer required:</p>
	<ul style="list-style-type: none"> <li>• Advises all stakeholders as appropriate.</li> <li>• Arrange for the media and public to be informed.</li> <li>• Advise the procedures for an operational debrief.</li> <li>• SEOCON will inform the Minister, and recommend either the revocation of the "state of emergency" (if declared), or extension to cover the period of recovery operations.</li> <li>• Advise all stakeholders of the identified arrangements that will apply during recovery operations;</li> </ul>

## State of Emergency

- 817 The SERM Act provides for the declaration of a 'State of Emergency' which may be declared by the Premier for up to 30 days over parts of or the whole State when significant and widespread danger to life and/or property exists.
- 818 Such declarations are made on the advice of the Minister and SEOCON, however consultation is to occur with the Combat Agency Incident Controller and other relevant stakeholders.
- 819 Where a declaration is made, the Minister may appoint any person/agency to take control of an emergency. This may include leaving the combat agency responsible for ongoing control of the incident with a broader range of powers afforded to the State Incident Controller in accordance with the declaration.
- 820 Following the declaration of a 'State of Emergency', the Minister is responsible for controlling and coordinating the activities of such government agencies, and the allocation of such available resources of the Government, as the Minister considers necessary for responding to the emergency.
- 821 For that purpose, the Minister may direct any government agency to do or refrain from doing any act. The declaration of a State of Emergency affords additional and exceptional powers to emergency services officers and special protections.
- 822 It should be noted that other New South Wales Acts provide for the declaration of a 'State of Emergency'. These should not be confused with a declaration under the *State Emergency & Rescue Management Act 1989*.

## Evacuation

- 823 Evacuation of persons or domestic animals from an area of danger or potential danger is a possible strategy to mitigate the impact of any hazard.
- 824 Assessment of the imminent danger to the community, and the need to evacuate, must be assessed prior to the decision to evacuate. Agencies that manage or control evacuation arrangements under any sub-plan are to ensure that such arrangements do not conflict with overall evacuation policy.

## Road Closures

- 825 The response arrangements sub-plan identifies the organisations that have the authority to close roads and the circumstances when that authority can be used.
- 826 When an authorised person closes or opens or regulates traffic flow on a major road the Roads and Maritime Service Transport Management Centre (TMC) is to be notified, together with any other appropriate organisations, including the NSW Police Force. This includes *classified* roads (arterial and sub-arterial) and *unclassified* roads (road owner).

## Stand Down and After Action Review

- 827 During Combat Agency managed operations, the relevant Combat Agency Controller is responsible for issuing the Stand Down and conducting an operational debrief of **all** involved agencies. The Combat Agency Controller is also to provide the relevant EOCON with a report on the operation.

## Impact Assessments

- 828 Impact Assessment involves the collection, interpretation and analysis of social, built, economic and natural impacts to a community or communities
- 829 As soon as possible following a hazard impact, the SEOCON is to facilitate an Impact Assessment. The SEOCON is the responsible authority however may delegate to lower level EOCON for completion. This process is further detailed in the Recovery chapter.



# Part 9 – Recovery

## Definition

901 Recovery is the process of returning an affected community to its proper level of functioning after an emergency. It will generally commence simultaneously with the Response phase.

## Scope

902 A recovery operation aims, as far as possible, to assist the affected community to manage its own recovery, while recognising that there may be a need for external technical, physical and financial assistance.

903 Recovery activities often begin spontaneously within a community. Formal recovery operations are intended to provide structure for what would otherwise be *ad hoc* assistance offered to people affected by emergencies.

904 Unlike the response phase of an emergency, where the efforts of a small number of organisations are focussed on saving lives and property, recovery is characterised by a complex array of issues and a much broader range of organisations and stakeholders. Recovery programs and processes can have a lasting impact on the community and are often costly in terms of financial and other resources.

## New South Wales Recovery Plan

905 Full details of New South Wales' recovery arrangements are in the New South Wales Recovery Plan.

906 The principles of recovery are set out in the New South Wales Recovery Plan as follows:

- use local capacity first
- formalise structures where needed
- involve local government
- support from higher levels when needed
- local structures remain responsible
- whole of community approach.

## Planning for Recovery

907 The recovery process is made more effective by the prior compilation of information about resources and equipment. This is a continuum of monitoring and intelligence gathering of information about supply chains, suitable locations, assets and resources. Reconnaissance conducted during and immediately post disaster event, concurrent with the impact assessment process, enables the gathering of such information so that logistic planning for communities can be carried out more efficiently at a local level.

908 Effective recovery requires the establishment of planning and management arrangements which are accepted and understood by recovery agencies and the community. Emergency Management Committees at all levels are responsible for recovery planning.

- 909 Recovery plans should be prepared as part of the normal disaster planning process, building on the emergency risk management study for the local area. They should identify local recovery management structures, actions, roles and responsibilities, and be consistent with relevant State level plans. Recovery plans and the results of impact assessment form the basis for detailed recovery action plans prepared following an emergency.

## **Impact Assessment**

### **Initial recovery impact assessment**

- 910 An assessment of the extent of damage, impact on the community and the potential need for a longer-term recovery process should take place within 24 hours or as soon as practicable following the declaration of a natural disaster or other emergency where such assessment is required.
- 911 The SEOCON, or delegated Emergency Operations Controller, is responsible for initiating the recovery impact assessment. The process is undertaken with the assistance of combat agencies, functional areas and local government.
- 912 While many agencies will be engaged with response operations, it is important that this early impact assessment information is gathered and relayed. The Recovery Impact Assessment recommends whether the damage can be managed locally in the short-term as part of the operational response, or requires more formal recovery arrangements.

### **Further recovery impact assessments**

- 913 As soon as the full extent of the damage has become apparent and is able to be assessed, a more comprehensive assessment of impact and consequent recovery needs will be undertaken.
- 914 If the response operation is continuing, the SEOCON, or delegated Emergency Operations Controller, in consultation with the Recovery Coordinator, if appointed, is responsible for ensuring a further recovery impact assessment is conducted.
- 915 Where the response operation has concluded and a Recovery Coordinator has been appointed, the Recovery Coordinator is responsible for ensuring a further impact assessment is conducted.
- 916 There may be occasions where it becomes apparent that no formal recovery is required and a further recovery impact assessment is unnecessary.

## **Recovery Committees**

- 917 The Recovery Committee is the strategic decision making body for the recovery. It is formed when an impact assessment indicates that a formal recovery operation will be required.

### **Local level**

- 918 As soon as possible following an emergency, the LEMC will meet as the basis of a Local Recovery Committee. The Combat Agency and LEOCON will attend the early meetings to provide an overview of the situation.

### **Region level**

- 919 In the event that an emergency affects several local government areas, a Regional Recovery Committee may be formed to coordinate the recovery effort. The affected REMC will meet to determine the composition of the recovery committee.

### **Recovery Centres**

- 920 Recovery centres are one-stop-shops, providing a single point of contact for information and assistance to disaster affected persons.
- 921 Recovery Centres may be established to support service provision to the community. The decision to establish a recovery centre will be made by the SERCON in consultation with the SEOCN. Recovery centres are established by the Engineering Services Functional Area, who procure and fit-out a suitable property at the request of the Recovery Coordinator.

# Part 10 – Logistics and Financial Arrangements

## Logistics

- 1001 Logistics planning is an integral part of emergency planning, particularly for those agencies with responsibility for maintaining supply chains for isolated or impacted communities. The robustness of supply chains needs to be assessed in the planning and preparation phase, with aerial or ground reconnaissance to verify whether supply chains have been impacted by a disaster event.
- 1002 Existing delegations should be used where practicable and in accordance with normal procedures for the acquisition and supply of goods and services. If a requirement for goods and services is beyond the resources of the State Agency Controllers and Functional Area Coordinators, the requirement is to be referred to the State Emergency Operations Centre (SEOC). Requisitions referred to the SEOC are to be authorised by the requesting State Agency Controller or Functional Area Coordinator, or appointed delegate. SEOC may establish a Logistic Support cell in accordance with EOC Policy.

## Expenditure and Recovery of Funds

- 1003 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.
- 1004 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, but Departments cannot be guaranteed that funding will be provided.
- 1005 The Office of Emergency Management (OEM) may reimburse certain expenditures incurred during emergency response or recovery operations following natural disasters and in other specific circumstances. These are generally limited to expenditure items that are listed in Memoranda of Understanding between OEM and NSW Government agencies, for services that are provided under the New South Wales Disaster Assistance Guidelines (NSWDAG) or which are otherwise eligible under the Commonwealth's Disaster Recovery Funding Arrangements (DRFA)
- 1006 The State partially recovers eligible disaster response and recovery expenditures under Commonwealth's Disaster Recovery Funding Arrangements (DRFA) providing a natural disaster declaration is made and set thresholds are met. So that claims can be made under the DRFA, Agencies/Functional Areas are required to inform OEM, on a monthly basis, of all expenditures incurred, in accordance with the Memoranda of Understanding between OEM and agencies. These include expenditures funded from an agency's own appropriation. For budgeting purposes, agencies/functional areas may also be required to provide regular estimates of natural disaster relief and recovery expenditures.
- 1007 Agencies/Functional Areas are required to implement adequate control procedures for disaster expenditures and to maintain appropriate supporting documentation. OEM engages the Audit Office to conduct an audit of these expenditures as a requirement under DRFA.

1008 Public Trading Enterprises with clear commercial objectives such as the State Owned Corporations are generally not eligible for funding assistance except under extraordinary circumstances.

# Part 11 – Annexures

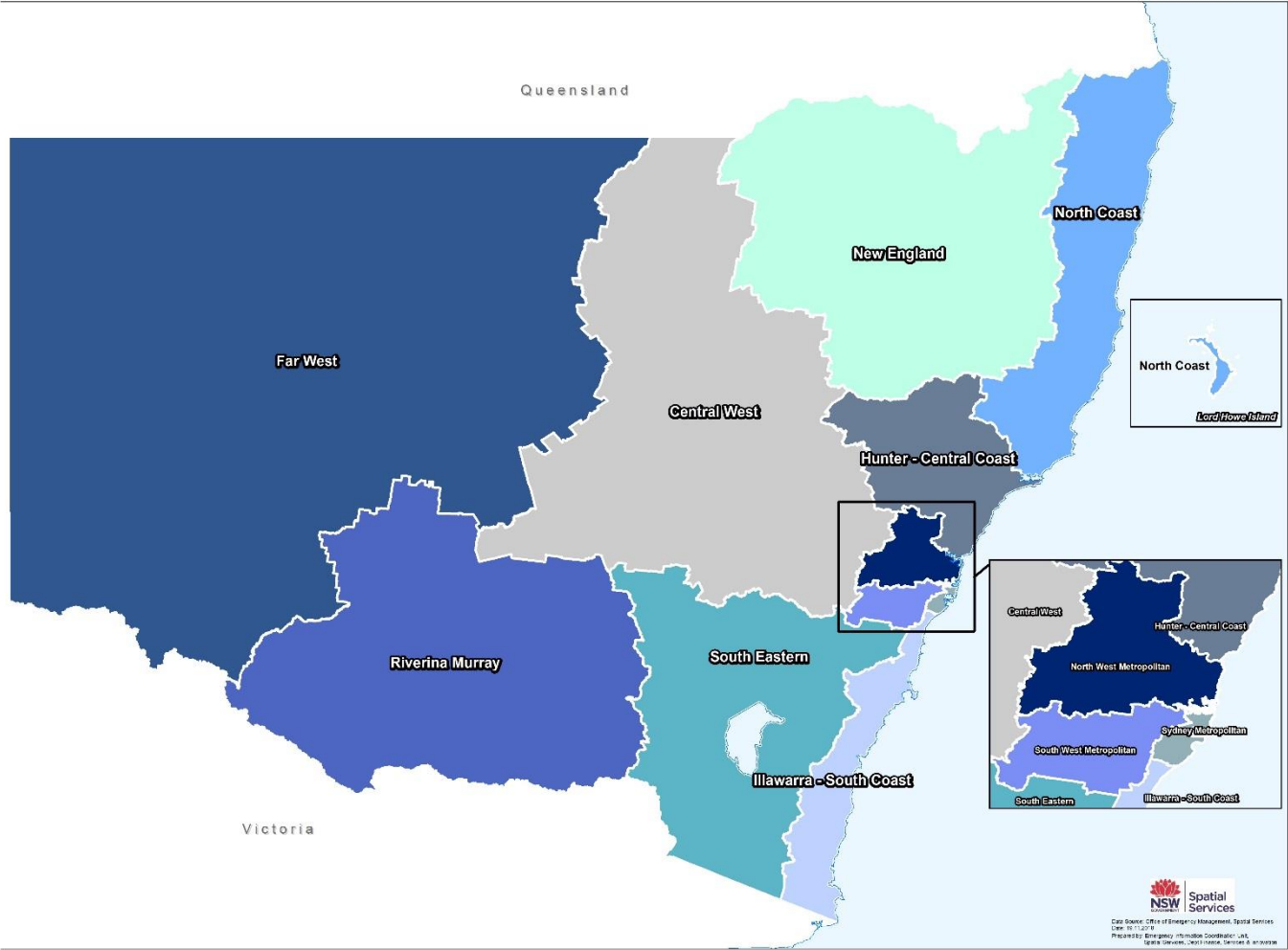
## **Annexures:**

1. Emergency Management Regions by Map
2. Concept of Emergency Operations
3. Specific Control Responsibilities
4. State Level Supporting Plans
5. Format for Declaration and Revocation of a State of Emergency
6. State of Emergency as Described by Legislation
7. SEWS
8. Guidelines for the application of Property Powers under the SERM Act and the State Emergency Services Act 1989
9. Glossary

## **Detailed PPRR Roles and Responsibilities**

- NSW Police Force
- Ambulance Service of NSW
- Fire & Rescue NSW
- NSW Rural Fire Service
- NSW State Emergency Service
- Agriculture and Animal Services Functional Area
- Telecommunications Services Functional Area
- Engineering Services Functional Area
- Environmental Services Functional Area
- Health Services Functional Area
- Public Information Services Functional Area
- Transport Services Functional Area
- Welfare Services Functional Area

# Annexure 1 - Map – Emergency Management Regions



## Annexure 2 – CONCEPT OF EMERGENCY OPERATIONS

TYPE OF EMERGENCY OPERATION	CONTROL	SUPPORT	INFORMATION/LIAISON
COMBAT AGENCY MANAGED	<p>Combat agency controls operation and may request other agencies or Emergency Operations Controllers to assume responsibility for controlling specific elements</p> <p>Supporting agencies command own elements and carry out support tasks as directed by combat agency, other agency or Emergency Operations Controller</p>	<p>Support tasks which can be foreseen are agreed and reflected in combat agency plans, EMPLANS, sub plans or supporting plans where applicable.</p> <p>Unforeseen support can be co-ordinated by the Emergency Operations Controller or the combat agency can deal direct with supporting agencies. In the latter case the Emergency Operations Controller must be kept informed.</p>	<p>It is the responsibility of the Combat Agency to ensure that the Emergency Operations Controller and the supporting Emergency Service Organisation and Functional Area Coordinators are kept informed of the situation.</p> <p>Emergency Operations Controllers, and supporting agencies under control of combat agency, provide liaison and resources to combat agency operations centres as required.</p> <p>Supporting agencies carrying out tasks under the coordination of an emergency operations controller provide liaison to the emergency operations centre as required.</p>
<p>OPERATIONS CONTROLLED BY EMERGENCY OPERATIONS CONTROLLERS</p> <p>This applies when:</p>	<p>Emergency Operations Controller controls operation and co-ordinates resources. Individual agencies command own resources and carry out tasks as directed.</p>	<p>Support is provided by Functional Areas.</p> <p>Emergency Operations Controller may request other agency to coordinate support.</p>	<p>It is the responsibility of the Emergency Operations Controller to ensure that the Emergency Service Organisations and Functional Area Coordinators are kept informed of situation.</p>



<p>Emergency operations controllers are designated in plans as controllers.</p> <p>There is no designated combat agency.</p> <p>Emergency Operations Controllers are requested by the Head of the combat agency to assume control.</p>			<p>Agencies provide liaison to Emergency Operations Centre as required.</p>
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## Annexure 3 – Specific Control Responsibilities

### 1. Agencies

EMERGENCY	RESPONSIBLE AGENCY
ANIMAL, PLANT DISEASE, RODENT OR INSECT PLAGUE	DEPARTMENT OF PRIMARY INDUSTRIES
FIRE (WITHIN RURAL FIRE DISTRICT)	NSW RURAL FIRE SERVICE
FIRE (WITHIN A FIRE DISTRICT)	FIRE & RESCUE NEW SOUTH WALES
FOOD INDUSTRY	NSW FOOD AUTHORITY
FLOOD	NSW STATE EMERGENCY SERVICE
HAZARDOUS MATERIAL <ul style="list-style-type: none"> <li>• ON LAND</li> <li>• INLAND WATERS</li> <li>• STATE WATERS</li> </ul>	<ul style="list-style-type: none"> <li>• FIRE &amp; RESCUE NEW SOUTH WALES</li> <li>• FIRE &amp; RESCUE NEW SOUTH WALES</li> <li>• RELEVANT PORT AUTHORITY</li> </ul>
LAW ENFORCEMENT DURING A DECLARATION	NSW POLICE FORCE
MAJOR STRUCTURE COLLAPSE	FIRE & RESCUE NEW SOUTH WALES
MARINE OIL & CHEMICAL SPILLS	ROADS AND MARITIME AUTHORITY or the PORT AUTHORITY OF NSW
PANDEMIC	NSW HEALTH
SEARCH AND RESCUE	NSW POLICE FORCE
STORM AND TEMPEST	NSW STATE EMERGENCY SERVICE
TERRORIST ACT	NSW POLICE
TSUNAMI	NSW STATE EMERGENCY SERVICE

### 2. Emergency Operations Controllers

- Aviation Emergency
- Heatwave
- Other emergencies not designated to a combat agency

## Annexure 4 – Functional Areas and Supporting Plans

FUNCTIONAL AREA	RESPONSIBLE AGENCY	PLAN	PURPOSE	RESPONSIBLE MINISTER
Agriculture and Animal Services	Department of Primary Industries	Agriculture and Animal Services Supporting Plan	Details the control and coordination arrangements for the use of all agricultural resources available within the State in response to, and initial recovery from, the impact and effects of any emergency.	Minister for Primary Industries
Telecommunication Services	Department of Finance and Services, NSW Telecommunications Authority,			Minister for Finance, Services and Property
Energy and Utilities Services	Department of Trade and Investment, Regional Infrastructure and Services, Division of Resources and Energy,	Energy and Utilities Services Supporting Plan	Outlines the coordination arrangements for managing severe and sudden disruptions to the supply of energy and utility services due to severe, widespread or unexpected disruptions which requires a significant and coordinated response to restore the supply.	Minister for Energy and Utilities
Engineering Services	Department of Finance and Services, NSW Public Works.	Engineering Services Supporting Plan	Identifies the necessary arrangements at State level to effectively and efficiently coordinate the mobilisation of all engineering resources available within the State for emergency response and initial recovery operations.	Minister for Finance, Services and Property
Environmental Services	Department of Premier and Cabinet, Office of Environment and Heritage.	Environmental Services Supporting Plan	Focuses on the protection of the environment during emergencies. It applies throughout New South Wales, including its inland and State waters.	Minister for Environment

<b>FUNCTIONAL AREA</b>	<b>RESPONSIBLE AGENCY</b>	<b>PLAN</b>	<b>PURPOSE</b>	<b>RESPONSIBLE MINISTER</b>
Health Services	NSW Health	Health Services Supporting Plan	Details the arrangements for the coordination of Health support during an emergency.	Minister for Health
Public Information Services	Public Information Coordinator, Public Affairs Branch, NSW Police Force	Public Information Services Supporting Plan	Details the arrangements for the coordination of the collection, collation and dissemination of public information in a multi-agency emergency which is under the control of an emergency operations controller.	Minister for Police
Transport Services	Transport for NSW	Transport Services Supporting Plan	Identifies the arrangements needed at State level to effectively and efficiently coordinate the mobilisation and deployment of all transport resources available within the State for emergency response and initial recovery operations.	Minister for Transport and Infrastructure
Welfare Services	Office of Emergency Management, Department of Justice	Welfare Services Supporting Plan	Describes and details preparedness measures and arrangements for the provision of welfare services during response to and recovery from emergencies in New South Wales.	Minister for Emergency Services

# Annexure 5A – Format for Declaration of a State of Emergency

## **STATE EMERGENCY AND RESCUE MANAGEMENT ACT 1989**

### ORDER DECLARING A STATE OF EMERGENCY

I, ..... Premier of the State of New South Wales, pursuant to Section 33(1) of the *State Emergency and Rescue Management Act 1989*, declare that a State of Emergency exists in the following local government areas:

*Council of*.....

*Council of*.....

This Order has effect immediately on its being made and remains in force for a period of 30 days from the date of making this order, unless revoked sooner.

*Dated this*..... *day of*..... *in the year*.....

**Premier**

# Annexure 5B – Format for Revocation of a State of Emergency

## STATE EMERGENCY AND RESCUE MANAGEMENT ACT 1989

### ORDER REVOKING STATE OF EMERGENCY

I, ..... Premier of the State of New South Wales,  
pursuant to Section 33 (2) of the *State Emergency and Rescue Management Act 1989*, revoke the Order of ..... declaring a State of Emergency for the following Local Government areas:

*Council of.....*

*Council of.....*

This Order has effect immediately on its being made.

*Dated this..... day of..... in the year.....*

**Premier**

# **Annexure 5C –Delegation of Powers by the Minister during a State of Emergency**

## **DELEGATION**

### **Section 10 of the State Emergency and Rescue Management Act 1989**

I, \_\_\_\_\_, Minister for Emergency Services, delegate my powers under Division 4, Part 2 of the *State Emergency and Rescue Management Act 1989* to \_\_\_\_\_ for the State of Emergency declared on \_\_\_\_\_ in the \_\_\_\_\_ Local Government Area under 33 of the *State Emergency and Rescue Management Act*.

This delegation is valid for the period the State of Emergency remains in force unless revoked on an earlier date.

Signed:

Date:

## Annexure 6 – “STATE OF EMERGENCY” – AS DESCRIBED BY LEGISLATION

LEGISLATION	STATE OF EMERGENCY – OPERATES IN RELATION TO	AUTHORISED BY/POWER TO DIRECT
State Emergency & Rescue Management Act, 1989 – [SERM Act]	Emergency – as defined in that Act [paragraph 4], and in this Plan	The Premier may, by order in writing, declare that a state of emergency exists in the whole, or in any specified part or parts, of NSW in relation to that emergency – [SERM Act 33]. The Minister for Emergency Services is responsible for controlling and coordinating the activities.....and resources... [SERM Act 36]
Essential Services Act, 1988– [ES Act]	Essential services – as defined in that Act [paragraph 4], and in this Plan	The Governor may, by order in writing, declare that a state of emergency exists in relation to the essential services.Any such order shall specify the Minister who may give directions ....[ES Act Part 2]
Dams Safety Act, 1978 – [DS Act]	Prescribed dam – listed as Schedule 1 of that Act	The Minister (Regional Water) may, by order in writing, declare that a state of emergency exists in respect of the prescribed dam – [DS Act 21(1)]
Local Government Act 1993 – [LG Act]	Water, sewerage and drainage works and facilities – Part 3, Division 2 of that Act [relates to council dams]	Section 62 of that Act provides “powers of Minister (Local Government) during emergencies” – [without definition of an ‘emergency’] – in relation to an emergency exists that constitute a threat to public health or public safety/.... and concurred with by the Minister for Health – [LG Act 62(2)].
Community Welfare Act, 1987 – [CW Act]	The provision of community welfare services for disaster victims – as defined in that Act 37(1) & 38	The Minister (Emergency Services) may, by order in writing, declare a disaster to be a disaster [CW Act 37A].... And the Secretary may... take steps... the purpose of coordinating the provision of community welfare services for disaster victims... [CW Act 38].



# Annexure 7 – REQUEST TO THE MEDIA TO USE SEWS – Format

Format of Request to the Media to Use SEWS

All requests to the media will contain the Name, Appointment and Telephone Number of the Authorising Officer and the Formal Warning Message. Use of this proforma is mandatory

<p style="text-align: center;"><b>REQUEST TO BROADCAST AN EMERGENCY ANNOUNCEMENT USING THE STANDARD EMERGENCY WARNING SIGNAL</b></p> <p>This is a formal request to broadcast the following emergency announcement preceded by Standard Emergency Warning Signal.</p> <p>Please broadcast this message verbatim every _____ minutes for the next _____ hours(s)</p> <p>This use of the SEWS is authorised by _____ (name) _____ (appointment)</p> <p>This message may be confirmed by telephoning _____ (telephone No.)</p> <p>EMERGENCY ANNOUNCEMENT</p> <p>This is an official announcement for _____ (Area)</p> <p>Issued by _____ (Appointment/Agency)</p> <p>Concerning the _____ (Emergency Description)</p> <p>Message Text</p> <p style="text-align: center;"><i>Optional details</i></p> <p>_____ (What has happened, Where, When) _____ (What has been done to date) _____ (What actions are proposed)</p> <p>PUBLIC SAFETY MESSAGES</p> <p>_____ _____ _____</p> <p>(This section to include any actions the public should take to protect life and property)</p> <p>THIS EMERGENCY ANNOUNCEMENT WAS ISSUED BY _____ APPOINTMENT/AGENCY STAY TUNED TO THIS STATION FOR FURTHER INFORMATION</p>
---

## UPON RECEIPT OF A SEWS FAX:

If in doubt, confirm the message is not a hoax by calling the number given.

Begin the broadcast by playing the Standard Emergency Warning Signal for 15 seconds

- Broadcast the Emergency Announcement verbatim.
- Repeat the broadcast of the SEWS, followed by the Emergency Announcement, twice at five minute intervals, unless requested otherwise by the Authorising Officer.
- Cancellation of the Request is to be confirmed by Fax by the Issuing Authority.

# **Annexure 8 – GUIDELINES FOR THE APPLICATION OF PROPERTY POWERS**

## **UNDER THE STATE EMERGENCY AND RESCUE MANAGEMENT ACT, 1989 AND THE STATE EMERGENCY SERVICE ACT, 1989**

*GUIDELINES ARE TO BE READ IN CONJUNCTION WITH THE RELEVANT ACT.*

### **INTRODUCTION:**

1. Within the State of New South Wales there is provision under the State Emergency and Rescue Management Act, 1989 [SERM Act] for the Premier to declare a state of emergency. The area involved may include the whole of the State or any part thereof and is referred to as an emergency area.
2. During a State of Emergency additional powers are available to an 'emergency services officer', who must be authorised by the Minister for Emergency Services. An emergency services officer may, for the purposes of protecting persons from injury or death or protecting property, direct or authorise certain activities in an emergency area.
3. The SERM Act, empowers directing officers to exercise powers relating to property in certain circumstances during an emergency in a danger area which is not subject to a declaration of a state of emergency.
4. The State Emergency Service Act, 1989 [SES Act] empowers the Commissioner of the NSW State Emergency Service to authorise a 'senior emergency officer' to exercise powers in respect to emergencies resulting from flood, storms, tempest, and when directed by the State Emergency Operations Controller, civil defence and to deal with an emergency for which there is no combat agency.
5. When contemplating the exercise of the following powers appropriate consultation, wherever practicable, with the responsible agencies and environmental, historical, heritage and cultural conservation concerns should be considered by the authorised officer.
6. The respective emergency services organisations are to develop specific instructions for the application of these guidelines within each organisation.

**SERM ACT - EMERGENCY SERVICES OFFICERS POWERS**

7. Definitions used in this section:

- Emergency area means the area in which a state of emergency is declared to exist. (See paragraph 1)
- emergency services officer means any of the following:
  - (a) police officer
  - (b) an officer of Fire & Rescue NSW of or above the rank of station commander
  - (c) an officer of the NSW State Emergency Service of or above the position of unit commander
  - (d) a member of a rural fire brigade of or above the position of deputy captain
  - (e) a Regional Emergency Management Officer.
  - (f) a member of the Ambulance Service of NSW of or above the rank of station officer.
- Premises includes land, place, building, vehicle, vessel or aircraft, or any part of premises.

8. Section 37A - Power to Take Other Safety Measures.

Briefly these powers are:-

- (a) closure of roads
- (b) closure of places
- (c) destruction/shoring up of premises
- (d) shutting of supply of substances
- (e) shutting off/disconnection of gas and/or electricity
- (f) taking possession/removal/destruction of any material or thing - dangerous or interfere with operation

9. The exercise of these powers by an emergency services officer is subject to very stringent conditions and are as follows:-

- the Minister or an emergency services officer so authorised by the Minister directs any or all of the activities.
- the powers only apply in emergency area/s or any part of an emergency area.
- closure of roads and places should be carried out by police, in conjunction with the owner, wherever possible. In the absence of police the owner should be directed to undertake the closure.

- there is appropriate consultation, wherever practicable, and consideration should be given to environmental, heritage, cultural and historical conservation concerns prior to the exercise of these powers. These agencies may be accessed through the appropriate Functional Area Coordinator or the local council. See paragraph 31.
  - shutting off any supply should only occur to single premises and in consultation with the occupier and/or supply authority. See paragraph 32.
10. Section 37B - Power to Enter Premises.
- Permits a person to enter premises for the purposes of complying with a direction of an emergency services officer. Entry is subject to the following sections.
11. Section 37C - Notice of Entry.
- An authorised person may enter premises without giving notice if permitted by the owner or occupier, the premises are open to the public or if required urgently and is subject to authorisation of entry without notice. In all other cases written notice must be provided.
12. Section 37D - Care to be Taken.
- When entering premises an authorised person must do as little damage as possible.
13. Section 37E - Use of Force.
- Reasonable force may only be used if authorised, in writing by the Minister. Any use of force must be notified to the authorising emergency services officer who directed the entry in the first instance and that person must make full record of such forced entry and notify the appropriate operations centre.
  - Any decision to use force should not be taken lightly and the consequences in relation to the use of force and any retaliatory action that may be taken by an owner or occupier should always be borne in mind. In any case when use of force is found necessary full consideration must be given to, and steps taken to ensure the security of the premises so entered.
14. Section 37F - Authority to Enter Premises.
- A person may not enter any premises or take action unless in possession of a written authority which must be produced to the owner or occupier if required. The written authority must set out a number of details and bear the signature of the Minister or emergency services officer who issued the direction.
  - A police officer exercising powers to enter premises or take action on premises may do so without such written authority provided the officer produces his or her warrant card if required to do so by the owner or occupier in lieu of an authority (unless the police officer is in uniform).

**SERM ACT DIRECTING OFFICER AND POLICE POWERS IN AN EMERGENCY**

15. Definitions used in this Section:

- Danger area means the area specified by a directing officer as the area in which an emergency is causing or threatening to cause injury or death.
- Directing officer means:
  - the Minister, or
  - the State Emergency Operations Controller, or
  - a police officer of or above the rank of sergeant, or
  - a police officer of a class prescribed by the regulations for the purpose of this definition.

16. Section 61 - Power to take other safety measures.

Briefly these powers are:-

- (a) closure of roads
- (b) closure of places
- (c) destruction/shoring up of premises
- (d) shutting of supply of substances
- (e) shutting off/disconnection of gas and/or electricity
- (f) taking possession/removal/destruction of any material or thing - dangerous or interfere with operation

17. The exercise of these powers directing officer is subject to very stringent conditions and are as follows:-

- the powers only apply in danger area/s or any part of a danger area,
- appropriate consultation, wherever practicable, and consideration should be given to environmental, heritage, cultural and historical conservation concerns prior to the exercise of these powers. These agencies may be accessed through the appropriate functional area co-ordinator or the local council. (See paragraph 31).
- shutting off any supply should only occur to single premises and in consultation with the occupier and/or supply authority. (See paragraph 32).

18. Section 61A - Power to enter premises.

- Permits a person to enter premises for the purposes of complying with a direction under section 61 (1). Entry is subject to following sections.

19. Section 61B - Notice of Entry.

- A person authorised to enter premises may do so without giving notice if permitted by the owner or occupier, the premises are open to the public or if required urgently and is subject to authorisation of entry without notice. In all other cases written notice must be provided.

20. Section 61C - Care to be taken

- When entering premises a person authorised to enter premises must do as little damage as possible.

21. Section 61D - Use of force.

- Reasonable force may only be used by a police officer if authorised, in writing by the directing officer. Any use of force must be notified to the directing officer who directed the entry in the first instance and that person must make full record of such forced entry and notify the Commissioner of Police.
- Any decision to use force should not be taken lightly and the consequences in relation to the use of force and any retaliatory action that may be taken by an owner or occupier should always be borne in mind. In any case when use of force is found necessary full consideration must be given to, and steps taken to ensure the security of the premises so entered.

22. Section 61E - Authority to enter premises.

- A power to enter premises, or to take action on premises, may not be exercised unless the person proposing to exercise the power is in possession of an authority and produces the authority if required to do so by the owner or by the occupier of the premises.
- The written authority must set out a number of details and bear the signature of the directing officer or police officer who issued the direction under section 61.
- A police officer exercising a power to enter premises, or take action on premises must produce his or her warrant card if required to do so by the owner or occupier of the premises in lieu of an authority (unless the police officer is in uniform).

**SES Act - SENIOR EMERGENCY OFFICER POWERS**

23. Definitions used in this section:

- Emergency areas means the areas affected by an emergency to which this Part 5 of the Act applies. (See paragraph 4).
- Senior emergency officer means any of the following:
  - (a) a police officer of or above sergeant or a police officer for the time being in charge of a police station

## **ANNEX 8 - F**

- (b) an officer of Fire & Rescue New South Wales of or above the position of station commander
  - (c) an officer of the NSW State Emergency Service of or above the position of unit commander
  - (d) a member of a rural fire brigade of or above the position of deputy captain
  - (e) a Regional Emergency Management Officer.
- Premises includes land, place, building, vehicle, vessel or aircraft, or any part of premises.

### 24. Section 22A - Power to Take Other Safety Measures.

Briefly these powers are:-

- (a) shutting off supply of substances
- (b) shutting off/disconnection of gas and/or electricity
- (c) taking possession/removal/destruction of any material or thing - dangerous or interfere with operation.

### 25. The exercise of these powers by a senior emergency officer is subject to very stringent conditions and are as follows:-

- the Commissioner of the SES or a senior emergency officer so authorised by the Commissioner directs any or all of the activities,
- the powers only apply in emergency area/s or any part of an emergency area,
- shutting off any supply should only occur to single premises and in consultation with the occupier and/or supply authority. (See paragraph 31).
- appropriate consultation wherever practicable, and consideration should be given to environmental, heritage, cultural and historical conservation concerns prior to the exercise of these powers. These agencies may be accessed through the appropriate functional area coordinator or the local council. (See paragraph 32).

### 26 Section 22B - Power to Enter Premises.

- Permits a person to enter premises for the purposes of complying with a direction of a senior emergency services officer. Entry is subject to the following sections.

### 27 Section 22C - Notice of Entry.

- An authorised person may enter premises without giving notice if permitted by the owner or occupier, the premises are open to the public or if required urgently and is subject to authorisation of entry without notice. In all other cases written notice must be provided.

28. Section 22D - Care to be Taken

- When entering premises an authorised person must do as little damage as possible.

29. Section 22E - Use of Force.

- Reasonable force may only be used if authorised, in writing by the Commissioner or the senior emergency officer. Any use of force must be notified to the authorising senior emergency officer who directed the entry in the first instance and that person must make full record of such forced entry and notify the appropriate operations centre.
- Any decision to use force should not be taken lightly and the consequences in relation to the use of force and any retaliatory action that may be taken by an owner or occupier should always be borne in mind. In any case when use of force is found necessary full consideration must be given to, and steps taken to ensure the security of the premises so entered.

30. Section 22F - Authority to Enter Premises.

- A person may not enter any premises or take action unless in possession of a written authority which must be produced to the owner or occupier if required. The written authority must set out a number of details and bear the signature of the Commission or senior emergency officer who issued the direction.
- A police officer exercising powers to enter premises or take action may do so without such written authority provided the officer produced his or her warrant card if required to do so by the owner or occupier.
- Warrant card means police identification.

**CONSULTATION/CONSIDERATIONS**

31. In exercising the power to direct the pulling down, destruction or shoring up of any wall or premises, the authorised officer should:

- a. isolate and cordon off the wall or premises;
- b. Where practicable, consult with the owner or occupier;
- c. Obtain technical advice on whether the building or structure is dangerous in its existing state or can be made temporarily safe;

[Technical advice includes structural, environmental, historical, heritage and cultural conservation aspects. At local level this advice may be available from the local council. In any event it can be accessed through the appropriate Engineering Services Functional Area Coordinator.]

- d. only if there is no alternative is the premises to be destroyed to the extent which renders it safe.



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32. In exercising the power to shut off or disconnect the supply of any water, gas, liquid, solid, grain, powder or other substance the authorised officer should:
- a. isolate and cordon off the premises or area;
  - b. in the case of supply to a single premise, consult with the supplier, owner or other competent authority to ensure that the shutting off or disconnection will not further endanger life or property (particularly if that supply has to be maintained to sustain life - eg individual dialysis machines - or the safe operational level of manufacturing/refining facilities);
  - c. in the case of a main supply line (ie a line supplying more than one single premise):-
    - i. consult with an authorised representative of the supply authority and determine if the shutting off or disconnection of supply can be carried out without further endangering life or property; and
    - ii. if the supply authority advises that the shutting off or disconnection of supply may further endanger life or property, only proceed, if there is no other reasonable course of action available.
33. An authorised officer is to only take possession of, remove or destroy any material or thing that may be dangerous to life or property or that may interfere with the response of emergency services to an emergency if the owner is not prepared to do so, or if the owner cannot be located in a reasonable period of time. This power is only to be exercised if there is no alternative solution.

### TRAINING

34. Each agency from which emergency services officers/senior emergency officers can be authorised is responsible for ensuring those officers are trained in the operation of these guidelines. The agencies, in developing and conducting the training, are to consult with the relevant agencies and authorities with a responsibility for the supply of water, gas, electricity or other substance, or environmental, historical, heritage or cultural conservation, and where appropriate should incorporate the agencies' concerns in training programs.

EXAMPLE ONLY

**STATE EMERGENCY AND RESCUE MANAGEMENT ACT 1989**

**AUTHORITY TO ENTER PREMISES – STATE OF EMERGENCY**

The holder of this authority

(Full Name)

is authorised by \*.....the Minister for Emergency Services  
\*.....an emergency services officer, duly authorised  
by the Minister for Emergency Services under section 37A of the Act  
to enter any premises (including land, place, building, vehicle, vessel or aircraft, or any part of premises) for the purpose of:

- ⊖ a. the closure of traffic of any street, road, lane, thoroughfare or footpath or place open to or used by the public, in an emergency area or any part of an emergency area,
- ⊖ b. the closure of any other public or private place in an emergency area or any part of an emergency area,
- ⊖ c. the pulling down, destruction or shoring up of any wall or premises that have been damaged or rendered insecure in an emergency area or any part of an emergency area,
- ⊖ d. the shutting off or disconnecting or the supply of any water, gas, liquid, solid, grain, powder or other substance in or from any main, pipeline, container or storage facility in an emergency area or any part of an emergency area,
- ⊖ e. the shutting off or disconnecting of the supply of gas or electricity to any premises in an emergency area or any part of an emergency area,
- ⊖ f. the taking possession of, and removal or destruction of any material or thing in an emergency area or any part of an emergency area that may be dangerous to life or property or that may interfere with the response of emergency services to the emergency.

For the purpose of this authority the emergency area to which it applies is

- ⊖ The holder is authorised to use reasonable force for the purposes of gaining entry to the premises to comply with the above powers, only if:
  - a. there is direct threat to life and property which can only be removed by the taking of such action; and
  - b. there is no other means of gaining entry; or
  - c. entry has been refused.

This authority is current from

date/time

Until

date/time

.....  
(Signed)  
\*Minister for Emergency Services  
\*Emergency Services Officer

\* Delete if not applicable

EXAMPLE ONLY

**AUTHORISATION OF PERSONS TO ENTER PREMISES – POWER TO TAKE SAFETY MEASURES**

***STATE EMERGENCY AND RESCUE MANAGEMENT ACT 1989 (NSW)***

I, **<insert name and position of the Directing Officer/Police Officer>** hereby authorise **<insert Name Surname of the person authorised>** under section 61E of the *State Emergency and Rescue Management Act 1989 (NSW)* (the **Act**), to enter any premises for the purpose of exercising any of the following safety measures:

1. the closure to traffic of any street, road, lane, thoroughfare or footpath or place, open to or used by the public, in the danger area or any part of the danger area;
2. the removal of vehicles in the danger area or any part of the danger area;
3. the closure of any other public or private place in the danger area or any part of the danger area;
4. the pulling down, destruction or shoring up of any wall or premises that have been damaged or rendered insecure in the danger area or any part of the danger area;
5. the shutting off or disconnecting of the supply of any water, gas, liquid, solid, grain, powder or other substance in or from any main, pipeline, container or storage facility in the danger area or any part of the danger area;
6. the shutting off or disconnecting of the supply of gas or electricity to any premises in the danger area or any part of the danger area;
7. the taking possession of, and removal or destruction of any material or thing in the danger area or any part of the danger area, that may be dangerous to life or property or that may interfere with the response of emergency services to the emergency; and
8. the protection or isolation of any material or thing in the danger area by preventing a person from removing or otherwise interfering with the material or thing.

In exercising any of the safety measure listed above, it is a condition of this authorisation that the person authorised to enter premises does as little damage as possible, in accordance with the Act.

For the purposes of this authorisation:

'danger area' means the area specified by a directing officer as the area affected by an emergency; and

'premises' includes land, place, building, vehicle, vessel, or aircraft, or any part of premises.

This authorisation is valid from **<insert date>** until **<insert date>**.

<insert signature>

<insert name of Directing Officer/Police Officer>

<title>

<date>

EXAMPLE ONLY

STATE EMERGENCY SERVICE ACT 1989

AUTHORITY TO ENTER PREMISES

The holder of this authority.....  
(Full Name)

is authorised by \* .....the Commissioner NSW State Emergency Service\* .....a senior emergency officer, duly authorised by the Commissioner of the NSW State Emergency Service under section 22A of the Act.

to enter any premises (including land, place, building, vehicle, vessel or aircraft, or any part of premises) for the purpose of:

- \* a. the shutting off or disconnecting or the supply of any water, gas, liquid, solid, grain, powder or other substance in or from any main, pipeline, container or storage facility in an emergency area or any part of an emergency area,
- \* b. the shutting off or disconnecting of the supply of gas or electricity to any premises in an emergency area or any part of an emergency area,
- \* c. the taking possession of, and removal or destruction of any material or thing in an emergency area or any part of an emergency area that may be dangerous to life or property or that may interfere with the response of emergency services to the emergency.

For the purposes of this authority the emergency area to which it applies is

- \* The holder is authorised to use reasonable force for the purposes of gaining entry to the premises to comply with the above powers, only if:
  - a. there is direct threat to life and property which can only be removed by the taking of such action; and
  - b. there is no other means of gaining entry; or
  - c. entry has been refused

This authority is current from.....  
date/time

Until.....  
date/time

.....  
(Signed)  
\*Commissioner NSW State Emergency Service  
\*Senior Emergency Officer

\* Delete if not applicable

## Annexure 9 – DEFINITIONS

**NOTE:** The definitions used in this plan are sourced from The State Emergency & Rescue Management Act, 1989, other New South Wales legislation, and The Macquarie Dictionary (Second Edition, 1991). Where possible, the reference source is identified as part of the definition (eg. the State Emergency and Rescue Management Act, 1989 is identified as **SERM Act**).

### **Agency**

means a government agency or a non-government agency. (Source: SERM Act).

### **Agency Controller**

in this plan means the operational head of the agency, identified in this plan as the combat agency, who has command of the resources of the particular agency.

### **Casual Volunteer**

means a person who:

- a) assists an accredited rescue unit in carrying out a rescue operation with the consent of the person in charge of the rescue operation; or
- b) assists on his or her own initiative in a rescue operation or otherwise in response to an emergency in circumstances in which the assistance was reasonable given (Source: SERM Act).

### **Combat Agency**

means the agency identified in EMPLAN as the agency primarily responsible for controlling the response to a particular emergency. (Source: SERM Act).

### **Command**

in this plan means 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 legislation or by agreement with the agency / organisation. **Command relates to agencies/organisations only, and operates vertically within the agency/organisation.**

### **Concept of Operations**

in this plan refers to the Controller's general idea or notion, given the anticipated problems of the effects of the event, of how the emergency response and recovery operation is to be conducted. It is a statement of the Controller's operational intentions, and may be expressed in terms of stages / phases of the emergency operation *New South Wales State Disaster Plan*

### **Control**

means the **overall direction** of the activities, agencies or individuals concerned. (Source: SERM Act). **Control operates horizontally across all** agencies / organisations, functions and individuals. **Situations are controlled.**

### **Coordination**

means the bringing together of agencies and individuals to ensure effective emergency or rescue management, but does not include the control of agencies and individuals by direction. (Source: SERM Act)

### **Disaster**

means an occurrence, whether or not due to natural causes, that causes loss of life, injury, distress or danger to persons, or loss of, or damage to, property. (Source: Community Welfare Act, 1987).

### **EMPLAN**

means the New South Wales State Emergency Management Plan. The object of EMPLAN is to ensure the coordinated response to emergencies by all agencies having responsibilities and functions in emergencies. (Source: SERM Act).

**Emergency**

means 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, or
- c) causes a failure of, or a significant disruption to, an essential service or infrastructure.

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:

- a) threats or danger to property includes a reference to threats or danger to the environment, and
  - b) the protection of property includes a reference to the protection of the environment.
- (Source: SERM Act).

**Emergency Officer**

means the Commissioner of SES or a person appointed as an Emergency Officer under Section 15 of the State Emergency Service Act. A person may be appointed as an Emergency Officer even if not a member of the NSW State Emergency Service. (Source: SES Act).

**Emergency Operations Centre**

means a centre established at State, Region or Local level as a centre of communication and as a centre for the coordination of operations and support during an emergency. (Source: SERM Act).

**Emergency Risk Management**

in this plan means the process approved by the State Emergency Management committee and published in the NSW Implementation Guide for Emergency Management Committees.

**Emergency Services Officer**

means a Police Officer, an officer of Fire and Rescue NSW of or above the position of station commander, an officer of the NSW State Emergency Service of or above the position of unit commander, or a divisional executive officer or the Director, Operations of that Service, a member of the Rural Fire Service of or above the position of deputy captain, or a Region Emergency Management Officer, a member of the Ambulance Service of NSW of or above the rank of station officer. (Source: SERM Act).

**Emergency Services Organisation**

Means the Ambulance Service of NSW, Fire and Rescue NSW, a fire brigade within the meaning of the Fire and Rescue NSW Act 1989, NSW Police Force, NSW Rural Fire Service, NSW State Emergency Service, Surf Life Saving New South Wales, New South Wales Volunteer Rescue Association Inc, Volunteer Marine Rescue NSW, an agency that manages or controls an accredited rescue unit, a non-government agency that is prescribed by the regulations for the purposes of this definition.

**Essential services**

for the purposes of the Essential Services Act, 1988, a service is an essential service if it consists of any of the following:

- a) the production, supply or distribution of any form of energy, power or fuel or of energy, power or fuel resources
- b) the public transportation of persons or freight
- c) the provision of fire-fighting services
- d) the provision of public health services (including hospital or medical services)
- e) the provision of ambulance services
- f) the production, supply or distribution of pharmaceutical products
- g) the provision of garbage, sanitary cleaning or sewerage services
- h) the supply or distribution of water
- i) the conduct of a welfare institution
- j) the conduct of a prison

- k) a service declared to be an essential service under subsection (2)
- l) a service comprising the supply of goods or services necessary for providing any service referred to in paragraphs (a – k).

**Functional Area**

means a category of services involved in the preparations for an emergency, including the following:

- a. Agriculture and Animal Services;
- b. Telecommunications Services;
- c. Energy and Utility Services;
- d. Engineering Services;
- e. Environmental Services;
- f. Health Services;
- g. Public Information Services;
- h. Transport Services; and
- i. Welfare Services.

**Functional Area Coordinator**

in this plan 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.

**Government Agency**

means:

- a) a Public Service agency,
- b) a public authority, being a body (whether incorporated or not) established by or under an Act for a public purpose, other than:
  - i. the Legislative Council or Legislative Assembly or a committee of either or both of those bodies; or
  - ii. a court or other judicial tribunal;
- c) the NSW Police Force;
- d) a local government council or other local authority; or
- e) a member or officer of an agency referred to in paragraphs (a) – (d) or any other person in the service of the Crown who has statutory functions, other than:
  - i. the Governor, the Lieutenant-Governor or the Administrator of the State;
  - ii. a Minister of the Crown;
  - iii. a Member of the Legislative Council or Legislative Assembly or an officer of that Council or Assembly; or
  - iv. a judicial officer. (Source: SERM Act).

**Hazard**

in this plan means a potential or existing condition that may cause harm to people or damage to property or the environment.

**Hazardous Material**

means anything that, when produced, stored, moved, used or otherwise dealt with without adequate safeguards to prevent it from escaping, may cause injury or death or damage to property. [Source: Fire and Rescue NSW Act, 1989].

**Hazardous Material Incident**

means an actual or impending land-based spillage or other escape of hazardous material that causes or threatens to cause injury or death or damage to property. [Source: Fire and Rescue NSW Act, 1989 ].

**Incident**

in this plan means 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.

**Incident Control System (ICS)**

means an operations management system using common language and procedures that allows agencies to retain their own command structure. The key principles are management by objectives and span of control using key functions of Control, Operations, Planning and Logistics.

**Lead Agency**

means the agency who has overall leadership in a given situation. It could be a combat agency, a Functional Area or another agency (eg, in a recovery).

**Liaison Officer (LO)**

in this plan 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.

**Local Emergency Management Committee**

means the committee constituted under the State Emergency and Rescue Management Act, 1989 for each local government area, and is responsible for the preparation of plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the local government area (Local EMPLAN) for which it is constituted. In the exercise of its functions, any such Committee is responsible to the relevant Region Emergency Management Committee. (Source: SERM Act).

**Local Emergency Operations Controller**

means a Police Officer appointed by the Region Emergency Operations Controller as the Local Emergency Operations Controller for the Local Government Area.

**Local Government Area**

means an area within the meaning of the Local Government Act 1993 and includes a combined local government area as referred to in section 27 of the State Emergency and Rescue Management Act, 1989.

**Logistics**

in this plan means the range of operational activities concerned with supply, handling, transportation, and distribution of materials. Also applicable to the transportation of people.

**Minister**

means the Minister for Emergency Services.

**Mitigation**

means measures taken in advance of, or after, a disaster aimed at decreasing or eliminating its impact on society and environment.

**Non Government Agency**

means a voluntary organisation or any other private individual or body, other than a government agency. (Source: SERM Act).

**Participating Organisation**

in this plan means the Government Departments, statutory authorities, volunteer organisations and other agencies who have either given formal notice to Agency Controllers or Functional Area Coordinators, or have acknowledged to the State Emergency Management Committee, that they are willing to participate in emergency management response and recovery operations under the direction of the Controller of a combat agency, or Coordinator of a Functional Area, with the levels of resources or support as appropriate to the emergency operation.

**Plan**

in this plan means 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.

**Preparation**

in relation to an emergency includes arrangements or plans to deal with an emergency or the effects of an emergency. (Source: SERM Act).

**Prevention**

in relation to an emergency includes the identification of hazards, the assessment of threats to life and property and the taking of measures to reduce potential loss to life or property. (Source: SERM Act).

**Public Awareness**

The process of informing the community as to the nature of the hazard and actions needed to save lives and property prior to and in the event of disaster.

**Recovery**

in relation to an emergency includes the process of returning an affected community to its proper level of functioning after an emergency. (Source: SERM Act).

**Region**

the State is divided into such regions as the Minister may determine by order published in the Gazette. Any such order may describe the boundaries of a region by reference to local government areas, maps or otherwise. (Source: SERM Act).

**Region Emergency Management Committee**

means the committee constituted under the State Emergency and Rescue Management Act, 1989 (as amended), which at Region level is responsible for preparing plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the Region (Region Displan) for which it is constituted. In the exercise of its functions, any such Committee is responsible to the State Emergency Management Committee. (Source: SERM Act).

**Region Emergency Operations Controller**

means the Region Commander of Police appointed by the Commissioner of Police, as the Region Emergency Operations Controller for the Emergency Management Region.

**Relief**

the provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency. It includes the establishment, management and provision of services to emergency relief or recovery centres.

**Rescue**

means the safe removal of persons or domestic animals from actual or threatened danger of physical harm. (Source: SERM Act).

**Rescue Unit**

means a unit (comprising a group of persons) which carries out rescue operations for the protection of the public or a section of the public. (Source: SERM Act).

**Response**

in relation to an emergency includes the process of combating an emergency and of providing immediate relief for persons affected by an emergency. (Source: SERM Act).

**Risk**

a concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, communities and the environment.

**Risk Assessment**

the process used to determine risk management priorities by evaluating and comparing the level of risk against predetermined standards, target risk levels or other criteria.

**Risk Management**

the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.

**Site Control**

the location from which the Site Controller, agency commanders and functional areas coordinate the emergency. It usually includes the relevant Emergency Service Commanders and Functional Area Coordinators and other advisers as required.

**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

**State of Emergency**

means a state of emergency declared by the Premier under Section 33(1) of the State Emergency & Rescue Management Act, 1989 (as amended).

**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)

**Sub Plan**

in this plan means 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.

**Supporting Organisation**

in this plan means the Government Departments, statutory authorities, volunteer organisations and other specialist agencies who have indicated a willingness to participate and provide specialist support resources to a combat agency Controller or Functional Area Coordinator during emergency operations.

**Supporting Plan**

in this plan means 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 area is to be coordinated in order to fulfil the roles and responsibilities allocated.

ORGANISATION	ROLES & RESPONSIBILITIES
NSW Police Force  SEMC Representative: Deputy Commissioner / State Emergency Operations Controller	<ul style="list-style-type: none"> <li>• Combat agency for Search and Rescue and Counter Terrorism activities and coordination in circumstances where no other agency has legislated responsibility during emergencies</li> <li>• Protection of persons from injury or death and property from damage as per relevant sections of the NSW Police Act</li> <li>• Investigation of persons committing or intending to commit a criminal act</li> <li>• Maintenance of records detailing the circumstances of an emergency and recording any criminal or suspected criminal activity</li> <li>• Taking appropriate action as per relevant legislation pertinent to the emergency.</li> </ul> <p><b>Supporting agency providing:</b></p> <ol style="list-style-type: none"> <li>1. Provision of policy support and conduct of training pertinent to Emergency Management to relevant agencies and the community.</li> </ol>

ORGANISATION	ROLES & RESPONSIBILITIES
<p>Ambulance Service of NSW</p> <p>SEMC Representative:</p> <p>State Ambulance Controller</p>	<p><b>Supporting agency responsible for pre-hospital management of all casualties including the establishment of casualty triage, treatment and transport.</b></p> <p><b>Supporting agency providing:</b></p> <ul style="list-style-type: none"> <li>• Ensure a pre-hospital emergency incident management capability to prevent, prepare for, respond to and recover from any event</li> <li>• Assistance to NSW Health teams with provision of transport to an incident site and communications</li> <li>• Provision of Specialist support with Special Operations Teams (SOT) for USAR; Police tactical, Public Order and bomb disposal units; Hazmat/CBRN incidents; RFS support for RAFT and Task Force medical support</li> <li>• Provision of fixed and rotary wing aeromedical retrieval</li> <li>• Provision of Ambulance and/or Health Commander to Multiagency Incident Management teams utilising AIIIMS ICS principles.</li> <li>.</li> <li>• Participation in recovery committees as required</li> </ul>

ORGANISATION	ROLES & RESPONSIBILITIES
<p>Fire &amp; Rescue NSW</p> <p>SEMC Representative:</p> <p>Commissioner, FRNSW</p>	<p><b>ROLES:</b></p> <ol style="list-style-type: none"> <li>1. In relation to Fire Districts, prescribed in the Fire and Rescue NSW Act 1989, is the designated Combat Agency for taking all practicable measures for preventing and extinguishing fires and protecting and saving life and property in case of fire.</li> <li>2. Is the designated Combat Agency for land based hazardous materials incidents and emergencies throughout New South Wales, specifically for taking all practicable measures: <ol style="list-style-type: none"> <li>a. For protecting and saving life and property endangered by hazardous material incidents</li> <li>b. For confining or ending such an incident</li> <li>c. For rendering the site safe.</li> </ol> </li> <li>3. As determined by the State Rescue Board, provides accredited rescue units and is the designated Combat Agency for structural collapse (urban search and rescue).</li> </ol> <p><b>PPRR:</b></p> <p>Within the context of a Prevention, Preparation, Response and Recovery (PPRR) methodology, FRNSW provide service delivery to communities through the following avenues:</p> <p><b>Prevention:</b></p> <p>In accordance with section 6 of Fire and Rescue NSW Act 1989, it is the duty of the Commissioner to take all practical measures to prevent fires and protect life and property from fire or hazardous material incidents. This is achieved through numerous preventative strategies including:</p> <ul style="list-style-type: none"> <li>• Identifying and addressing the safety needs of at-risk community groups</li> <li>• Running effective community education events, projects and campaigns</li> <li>• Conducting local station-based community prevention and engagement activities</li> <li>• Developing strategic partnerships to enhancing community safety</li> <li>• Increasing community and business preparedness and resilience in emergencies</li> <li>• Providing regulatory, advisory and compliance inspection services for the built environment</li> <li>• Undertaking fire investigation and research to inform safety programs and reduce arson</li> <li>• Researching, identifying and addressing major community risks</li> <li>• Conducting pre-planning exercises at high risk facilities to increase occupant and fire fighter awareness and preparedness.</li> </ul> <p><b>Preparation</b></p> <ul style="list-style-type: none"> <li>• Training and equipping residents within FRNSW Fire Districts living near the bushland urban interface to prepare themselves, their</li> </ul>

	<p>families and their property for bushfires as part of the Community Fire Unit program</p> <ul style="list-style-type: none"> <li>• Undertaking bushfire hazard reduction activities to decrease fuel between homes and surrounding bushland. Hazard reduction burns are conducted in cooperation with the Rural Fire Service, National Parks and Wildlife Service, local councils and other land managers</li> <li>• Providing regulatory, advisory, inspection and investigation services in relation to buildings, infrastructure projects, major hazard facilities and dangerous goods sites across NSW</li> <li>• Participating in multi-agency exercises designed to prepare emergency services to respond effectively to local hazards, as well as broad threats to the community including terrorism</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Respond with all speed to calls of fire, hazardous material incidents, rescues and other emergencies.</li> <li>• Take all practicable measures to protect life, property and the environment from emergency incidents whether or not fire is involved.</li> <li>• In the case of a major structural collapse, provide and control USAR Task Force(s) including Recon Team</li> <li>• Manage and coordinate the multi-agency USAR Task Force as directed by the SEOCON or Deputy SEOCON</li> <li>• Provide support to other agencies including the Rural Fire Service, NSW Ambulance, NSW Police Force, NSW State Emergency Service, National Parks and Wildlife Service and other functional areas in response to emergency incidents across the State of NSW whether or not they occur within a Fire District.</li> </ul> <p><b>Recovery</b></p> <p>Recovery is implicit in all prevention, preparation and recovery activities within FRNSW.</p> <ul style="list-style-type: none"> <li>• Assist in any other response or recovery operations for which FRNSW's training and equipment is suitable, for example, the provision of emergency water supplies and pumping equipment, storm and flood response, bushfires and assistance to the Ambulance Service of NSW.</li> </ul>
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ORGANISATION	ROLES & RESPONSIBILITIES
<p>NSW Rural Fire Service</p> <p>SEMC Representative: Commissioner</p>	<p><b>Prevention:</b></p> <ul style="list-style-type: none"> <li>• Management of Hazard Reduction and Mitigation programs</li> <li>• Enacting legislative declarations (eg, total fire bans)</li> <li>• Facilitation and maintenance of hazard complaints on public and private land</li> <li>• Provision of arson/fire prevention community awareness and education campaigns</li> <li>• Provision of approvals and conditions regarding Development Applications in Bush Fire prone areas</li> </ul> <p><b>Preparedness:</b></p> <ul style="list-style-type: none"> <li>• Facilitation of Bush Fire Coordinating Committee and Bush Fire Management Committees</li> <li>• Review and maintenance of State Bush Fire Sub Plan</li> <li>• Development of local plans and supporting arrangements (eg Community Protection Plans)</li> <li>• Development of Interagency and Interstate agreements</li> <li>• Provision of Community Awareness and Education</li> <li>• Identification, establishment and awareness of Neighbourhood Safer Places</li> <li>• Training for Section 44 Incident Controllers</li> <li>• Engagement and supporting strategies for vulnerable communities/ individuals</li> </ul> <p><b>Response:</b></p> <ul style="list-style-type: none"> <li>• Fire fighting response to fires within Rural Fire Districts</li> <li>• Oversight of coordinated fire fighting arrangements</li> <li>• Management of Section 44 Bush Fire emergencies</li> <li>• Coordination of aviation assets and taskings through the RFS State Air Desk</li> <li>• Provision of warnings for bush fires for public information through various methods</li> <li>• Coordination of catering support and base camp accommodation for fire fighters</li> <li>• Provision of trained Fire Investigators</li> <li>• Provision of Remote Aerial Fire Fighting Teams (RAFT) and Rapid Aerial Response Teams (RART)</li> </ul> <p><b>Recovery</b></p> <ul style="list-style-type: none"> <li>• Provision of trained and equipped Damage Assessment personnel</li> <li>• Participation in Impact Assessment process</li> <li>• Participation in Recovery Committees (where appropriate)</li> <li>• Administering Fire Trail/Flood disaster works on behalf of NSW Treasury</li> </ul>

ORGANISATION	ROLES & RESPONSIBILITIES
<p data-bbox="204 259 451 315">NSW State Emergency Service</p> <p data-bbox="204 409 451 439">SEMC Representative:</p> <p data-bbox="204 472 363 501">Commissioner</p>	<p data-bbox="502 259 635 288"><b>Prevention:</b></p> <ol data-bbox="502 322 1382 533" style="list-style-type: none"> <li data-bbox="502 322 1382 409">1. To work with landuse planning and consent authorities to advocate that the risks arising from flood, storm and tsunami are considered so as to prevent the creation of intolerable impacts of these hazards on the community.</li> <li data-bbox="502 472 1382 533">2. To work with the community to assist them in building their own resilience with the aim of risk avoidance In respect of flood, storm and tsunami.</li> </ol> <p data-bbox="502 600 646 629"><b>Preparation:</b></p> <ol data-bbox="502 663 1382 969" style="list-style-type: none"> <li data-bbox="502 663 1382 786">1. To undertake research, risk assessment, emergency planning for flood, storm and tsunami, to develop and implement educational and other community capacity building programs, and to establish public warning and information management systems for these hazards.</li> <li data-bbox="502 846 1382 969">2. To develop operational capability development including; the recruitment and training of members, equipping of Units, establishment of facilities and management systems for flood, storm, tsunami and the rescue functions assigned to the SES.</li> </ol> <p data-bbox="502 1037 624 1066"><b>Response:</b></p> <ol data-bbox="502 1099 1382 1373" style="list-style-type: none"> <li data-bbox="502 1099 1382 1223">1. To lead the response to actual or imminent threats of flood, storm or tsunami so as to protect persons from danger to their safety and health and to protect property from damage in respect of these hazards and to provide rescue services as directed by the State Rescue Board.</li> <li data-bbox="502 1283 1382 1373">2. As directed by the State Emergency Operations Controller to deal with an emergency where no other agency has lawful authority to assume command of the emergency operation.</li> </ol> <p data-bbox="502 1440 619 1469"><b>Recovery:</b></p> <ol data-bbox="502 1503 1382 1720" style="list-style-type: none"> <li data-bbox="502 1503 1382 1585">1. To ensure that there is a seamless transition between SES-led response operations and any related recovery activities in the event of flood, storm or tsunami.</li> <li data-bbox="502 1626 1382 1720">2. To ensure that after all significant flood, storm and tsunami events there is focus on learning from these experiences aimed at continuous improvement in the PPRR cycle.</li> </ol>



ORGANISATION	ROLES & RESPONSIBILITIES
<p data-bbox="201 232 446 387">NSW Department of Primary Industries – Agriculture &amp; Animal Services Functional Area (AASFA)</p> <p data-bbox="201 427 446 517">SEMC Representative: State AASFA Coordinator</p>	<p data-bbox="478 232 1362 322">Combat agency for biosecurity emergencies (animal, plant and fish disease emergencies). Functional area support to combat agencies when agriculture and animal impacts occur.</p> <p data-bbox="478 360 775 389"><b>Combat agency providing:</b></p> <p data-bbox="478 394 1347 517">Ensuring that there is adequate preparedness for animal, plant &amp; pest health emergencies in NSW through the control and coordination of the response to, and initial recovery from, outbreaks of emergency animal, plant &amp; pest health and major outbreaks of endemic animal pests and diseases in NSW.</p> <p data-bbox="478 555 810 584"><b>Supporting agency providing:</b></p> <p data-bbox="478 589 1358 678">All hazards (agriculture &amp; animal impacts) emergency incident management capability including prevention, preparedness, response recovery before, during and after events, including:</p> <p data-bbox="478 716 616 745"><b>Prevention:</b></p> <ol data-bbox="478 750 1331 808" style="list-style-type: none"> <li>1. Build awareness for emergency prevention and preparedness by primary producers, animal holding establishments and the community.</li> </ol> <p data-bbox="478 846 644 875"><b>Preparedness:</b></p> <ol data-bbox="478 880 1385 1037" style="list-style-type: none"> <li>1. Provide state and national representation on various emergency management committees.</li> <li>2. Training and exercising</li> <li>3. 3. Maintain the Biosecurity Sub Plan, AASFA Supporting Plan, policies and procedures.</li> </ol> <p data-bbox="478 1075 600 1104"><b>Response:</b></p> <ol data-bbox="478 1108 1374 1294" style="list-style-type: none"> <li>1. Identify at risk animals and agricultural and support warning and preparedness measures.</li> <li>2. Coordinate support to primary producers, animal holding establishments and the community including rescue, evacuation, emergency care of animals and the assessment, humane destruction and disposal of affected animals. Also, the supply of emergency fodder, water and aerial support as required.</li> </ol> <p data-bbox="478 1332 596 1361"><b>Recovery:</b></p> <ol data-bbox="478 1366 1275 1520" style="list-style-type: none"> <li>1. Agricultural damage impact assessments.</li> <li>2. Agricultural Natural Disaster applications.</li> <li>3. Recovery workshops.</li> <li>4. Attend Recovery Centres and Recovery Committees when activated.</li> <li>5. Administer transport subsidies to primary producers.</li> </ol>

ORGANISATION	ROLES & RESPONSIBILITIES
Telecommunications Services Functional Area	<ol style="list-style-type: none"> <li data-bbox="491 275 1385 365">1. Contributing, where appropriate, advice on the development of policy in the prevention, preparation, response and recovery phases of emergency management in a telecommunications context.</li> <li data-bbox="491 387 1385 477">2. Co-ordinating information, planning and intelligence between telecommunication carriers, Combat Agencies and Functional Areas in the prevention, preparation and response phases.</li> <li data-bbox="491 499 1385 566">3. Coordinating the deployment of emergency telecommunications in an emergency or major incident in the response and recovery phases.</li> <li data-bbox="491 589 1385 678">4. Facilitating and assisting telecommunication carriers, where appropriate with access to failed telecommunications infrastructure in emergencies with the assistance of Combat Agencies.</li> </ol>

ORGANISATION	ROLES & RESPONSIBILITIES
<p>NSW Public Works</p> <p>SEMC Representative: Engineering Services Functional Area Coordinator</p>	<p><b>Supporting agency providing:</b></p> <ul style="list-style-type: none"> <li>• Maintain an Engineering Emergency Management capability to support Combat Agencies, other Functional Areas and asset owners prevent, prepare for, respond to and recover from any event.</li> <li>• Provide engineers in support of Combat Agencies in first response.</li> <li>• Coordinate the provision of engineering resources in response to and recovery from emergencies, including: <ul style="list-style-type: none"> <li>○ Provision of specialist advice,</li> <li>○ Undertake emergency works including protection, make safe and temporary repair works as requested by Combat Agencies and other Functional Areas,</li> <li>○ Coordinate, monitor and report on repair, reconstruction and relocation of public buildings and infrastructure as requested by Combat Agencies, other Functional Areas and Agencies,</li> <li>○ Coordinate clean up, make safe, tarpaulin maintenance and other such items as requested by Combat Agencies and other Functional Areas, and</li> <li>○ Provision of advice to Combat Agencies and other Functional Areas on issues such as structural repair grants and other items under the NSW Disaster Relief Guidelines including managing the engineering aspects of those grants.</li> </ul> </li> <li>• Provide engineers to support Urban Search and Rescue Task Forces.</li> <li>• Coordinate the supply of goods and services in response to and recovery from an emergency.</li> </ul>

ORGANISATION / FUNCTIONAL AREA	ROLES & RESPONSIBILITIES
<p>Environmental Services Functional Area</p> <p>NSW Environment Protection Authority</p>	<p><b>Aims of the EPA and the Environmental Services Functional Area</b></p> <ul style="list-style-type: none"> <li>• To determine measures to prepare for and aid in preventing incidents/emergencies that may impact on public health and the environment</li> <li>• To facilitate Protect the environment during emergency response and recovery</li> </ul> <p><b>Prevention and Preparation</b></p> <ul style="list-style-type: none"> <li>• The Environmental Services Functional Area Committee and working groups implement measures to minimise the impact on the environment of incidents and emergencies.</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Provide scientific support to Fire &amp; Rescue NSW during the response phase of inland waters and land based hazardous materials incidents and emergencies.</li> <li>• Provide scientific support to the Incident Controller during operations to combat marine pollution into State waters</li> </ul> <p><b>Recovery</b></p> <ul style="list-style-type: none"> <li>• Once rendered safe, directs and coordinates site decontamination and cleanup of hazardous materials that pose a threat to the environment both on land and inland waters</li> </ul> <p>Environmental Services Functional Area Coordinating Agency</p> <p><b>Prevention</b></p> <ul style="list-style-type: none"> <li>• Regulates or aids in regulating scheduled activities that may cause significant environmental impact, dangerous goods transport, pesticide use, hazardous waste, contaminated land and radiation control.</li> <li>• Develops legislation, policy and programs that reduce risks to the environment from routine activities and incidents.</li> <li>• Undertakes compliance programs, audits and conducts post response operations following incidents or emergencies involving hazardous materials.</li> <li>• Develops regulatory programs to address areas requiring improvement</li> </ul> <p><b>Preparation</b></p> <ul style="list-style-type: none"> <li>• Ensures continued development of emergency and incident management capability to respond to and recover from hazardous materials incidents and emergencies.</li> <li>• Conducts and participates in agency and inter-agency incident response exercises.</li> </ul> <p><b>Response and Recovery</b></p> <ul style="list-style-type: none"> <li>• Coordinates the Environmental Services Functional Area's activities in responding to and recovering from emergencies.</li> <li>• Provides advice on environmentally sound disposal of hazardous wastes.</li> </ul>

ORGANISATION	ROLES & RESPONSIBILITIES
<p>NSW Health</p> <p>SEMC Representative:</p> <p>State Health Services Functional Area Coordinator</p>	<p><b>Combat agency for Pandemic Influenza, and other human infectious disease emergencies.</b></p> <p><b>Supporting agency providing:</b></p> <ul style="list-style-type: none"> <li>• Ensure a whole-of-health emergency incident management capability to prevent, prepare for, respond to and recover from any event</li> <li>• Coordinate the mobilisation of all health resources in response to emergencies, including: <ul style="list-style-type: none"> <li>○ Mobilisation of health resources to the emergency site(s) to provide pre-hospital on-site medical and health support and initiation of prioritised patient management</li> <li>○ The provision of coordinated hospital and medical response to emergencies inclusive of reception of injured</li> <li>○ The provision of public health services to prevent, prepare for, respond to and recover from emergencies</li> <li>○ The provision of mental health support services for events</li> <li>○ Coordinate health communications response for prevention, preparation, emergency response and subsequent recovery from the impact of events.</li> </ul> </li> <li>• Provide state representation at the Australian Health Protection Committee</li> </ul>

ORGANISATION	ROLES & RESPONSIBILITIES
<p data-bbox="178 235 456 293">Public Information Functional Area</p> <p data-bbox="178 331 456 454">SEMC Representative: Public Information Functional Area Coordinator</p>	<p data-bbox="462 235 1394 387">The Public Information Functional Area is responsible for the co-ordination of public information during an emergency which is under the control of an emergency operations controller, and the development of media and public information strategies, plans and material in support of the State Disaster Plan and agencies when required.</p> <p data-bbox="462 427 1394 459"><b>Functional Area Arrangements provide:</b></p> <ul data-bbox="462 463 1394 1010" style="list-style-type: none"> <li data-bbox="462 463 1394 521">• Ensure a whole-of-government public information management capability to prevent, prepare for, respond to and recover from an emergency or incident.</li> <li data-bbox="462 562 1394 1010">• Coordinate the public information resources of agencies in response to emergencies, including: <ul style="list-style-type: none"> <li data-bbox="510 620 1394 678">○ Co-ordinate public information material for whole of government preparation for emergencies.</li> <li data-bbox="510 683 1394 741">○ Co-ordinate public information officers at emergency operations centres or sites where required for emergency response.</li> <li data-bbox="510 745 1394 804">○ The provision of coordinated information and personnel support if required.</li> <li data-bbox="510 808 1394 840">○ The provision of public information advice for response operations.</li> <li data-bbox="510 844 1394 938">○ Coordinate public information for prevention, preparation, emergency response during an emergency which is under the control of an emergency operations controller or when requested.</li> <li data-bbox="510 943 1394 1010">○ When requested, assist subsequent recovery operations with public information related advice.</li> </ul> </li> </ul> <p data-bbox="462 1014 1394 1061">Provide state representation at Public Information related working groups and committees.</p>

ORGANISATION	ROLES & RESPONSIBILITIES
<p>Transport Services Functional Area</p> <p>SEMC Representative: Transport Services Functional Area Coordinator</p>	<ol style="list-style-type: none"> <li>1. Contribute to the Emergency Risk Management process to identify hazards, assess threats to life and property, and the taking of measures to avoid or reduce the consequences of emergencies on the community.</li> <li>2. Undertake planning for response and recovery operations</li> <li>3. Coordinate the provision of transport support as required by a Combat Agency and other Functional Areas, whilst maintaining as far as practicable, the normal operations and activities of public and commercial transport services. Tasks for providing transport to other agencies might include: <ul style="list-style-type: none"> <li>○ Movement of emergency equipment and personnel</li> <li>○ Movement of emergency supplies and goods, including water, fuel and food</li> <li>○ Evacuation of people and animals</li> <li>○ Assistance for medical transport.</li> </ul> </li> <li>4. Provide inputs into food and fuel supply management for communities experiencing, or expect to experience isolation and resupply issues</li> <li>5. Maintain and operate a road condition/closure advisory service to Combat Agencies, Functional Areas and members of the public</li> <li>6. Provide transport support to the recovery operation including participation in Recovery Committees, where required.</li> </ol>

ORGANISATION	ROLES & RESPONSIBILITIES
<p data-bbox="178 235 456 293">Welfare Services Functional Area</p> <p data-bbox="178 331 456 450">SEMC Representative: Welfare Services Functional Area Coordinator</p>	<p data-bbox="462 235 1394 389">The functional area is responsible for coordinating the provision of welfare services to disaster affected people. Welfare services are those provided to assist in the relief of personal hardship and distress to individuals, families and communities by meeting the immediate needs of disaster affected people. These services may include food, clothing and shelter.</p> <p data-bbox="462 427 596 459"><b>Prevention</b></p> <ul data-bbox="462 461 1394 616" style="list-style-type: none"> <li data-bbox="462 461 1394 616">• Prevention is limited to the indirect process of building capacity within the human services sector to alleviate the impact of a disaster on individuals' psychosocial status. This contributes in some part to the prevention of disabling psychological conditions after a disaster, arising from the loss of valued relationships and possessions.</li> </ul> <p data-bbox="462 654 608 685"><b>Preparation</b></p> <ul data-bbox="462 687 1394 813" style="list-style-type: none"> <li data-bbox="462 687 1394 813">• The functional area provides training and guidance to staff and Community Partner volunteers in the provision of welfare services. The functional area also maintains currency of policy and systems to deliver financial assistance to affected individuals.</li> </ul> <p data-bbox="462 851 580 882"><b>Response</b></p> <ul data-bbox="462 884 1394 1010" style="list-style-type: none"> <li data-bbox="462 884 1394 943">• The functional area is responsible for the setting up and management of Evacuation Centres to provide welfare services for those affected by a disaster.</li> <li data-bbox="462 945 1394 1010">• The functional area may coordinate the provision of immediate assistance (food and emergency accommodation) from an evacuation centre.</li> </ul> <p data-bbox="462 1048 576 1079"><b>Recovery</b></p> <ul data-bbox="462 1081 1394 1305" style="list-style-type: none"> <li data-bbox="462 1081 1394 1173">• The functional area is responsible for the delivery of Personal Hardship and Distress Grants to those eligible individuals and families to ensure that they have a safe and habitable home to live in.</li> <li data-bbox="462 1176 1394 1305">• The functional area is also responsible for conducting outreach (doorknocking) to ensure that affected persons are aware of assistance measures available and to collect and provide information on community needs to inform the recovery process.</li> </ul>