



NEW SOUTH WALES STATE STORM PLAN

A Sub Plan of the NSW State Emergency Management Plan (EMPLAN)

Endorsed by the State Emergency Management Committee

07 September 2023

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Available for general use and distribution on the following websites –
<https://www.nsw.gov.au/rescue-and-emergency-management/sub-plans/storm> or
www.ses.nsw.gov.au

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ACKNOWLEDGEMENTS

Acknowledgement of Country

The New South Wales State Emergency Service (NSW SES) acknowledges and pays respect to the traditional owners and custodians of the land on which we work, volunteer and live. NSW SES recognises the diversity of Aboriginal and Torres Strait Islander peoples and their ongoing culture and continued connection to lands, waters, and the greater communities throughout Australia.

NSW SES appreciates the value of traditional knowledge held by Aboriginal and Torres Strait Islander peoples and its significance in understanding Australia's natural landscape to perform the emergency management procedures detailed in this Plan.

Statement on Climate Change

NSW SES understands that the effects of Climate Change will continue to increase the severity of disasters including storm and flood disasters and its impacts on life and property in NSW.

It is understood that the changes to natural climate processes, temperatures, and pressure systems will continue to affect the extremity of Australia's weather systems and ocean hazards.¹ The impact of warmer temperatures and a drier Australian continent will lead to a higher severity of hazards, including increased risk of thunderstorms and storm surges, flash flooding and large flood events, and impacts to oceanic climate systems, making rainfall and flooding even harder to predict.²

NSW SES, in the management of flood, storm, and tsunami risk must consider the effects of Climate Change in all phases of Emergency Management. The NSW SES has an important role in planning, preparing for, responding to, and initiating recovery from the environmental impacts of severe weather-related incidents, emergencies, and disasters.

¹ Climate change impacts on storms and floods, Adapt NSW 2023, <https://www.climatechange.environment.nsw.gov.au/storms-and-floods>

² Climate change impacts on storms and floods, Adapt NSW 2023, <https://www.climatechange.environment.nsw.gov.au/storms-and-floods>

1 OUTLINE AND SCOPE

1.1 PURPOSE

- 1.1.1 The purpose of this NSW Storm Emergency Sub Plan (NSW State Storm Plan) is to set out the state-wide multi-agency arrangements for the emergency management of storms in NSW including Lord Howe Island.

1.2 AUTHORITY

- 1.2.1 This NSW State Storm Plan (this plan) is written and issued under the authority of the [State Emergency and Rescue Management Act 1989](#) (NSW) ('SERM Act' 1989), the [State Emergency Service Act 1989](#) (NSW) ('SES Act' 1989) and the NSW State Emergency Management Plan (EMPLAN).
- 1.2.2 This plan is a sub plan to the NSW State EMPLAN. It was approved by the NSW SES Commissioner and is endorsed by the NSW State Emergency Management Committee (SEMC).
- 1.2.3 NSW SES is identified in the NSW State EMPLAN and the NSW SES Act 1989 as the lead (combat) Agency for preparation for and response to storm damage control and for leading the coordinated response to the impact of storms including the evacuation of affected communities if required.
- 1.2.4 Revision history:

Version	Date endorsed	Amendment notes
2000-1.0	July 2000	Substantive review
2004-1.0	July 2004	Substantive review
2007-1.0	June 2007	Substantive review
2013-1.0	December 2013	Substantive review
2016-1.0	March 2016	Substantive review
2018-1.0	June 2018	Substantive review
2023-1.0	September 2023	Substantive review

1.3 ACTIVATION

- 1.3.1 This plan does not require activation. The arrangements set out in this plan are always active.
- 1.3.2 The NSW State EMPLAN is always active in anticipation of the need to coordinate support and resources requested by combat agencies, including the NSW SES.

1.4 SCOPE

- 1.4.1 This plan sets out the state-wide emergency management arrangements for prevention, preparation, response, and initial recovery arrangements for storm activity at the strategic level.
- 1.4.2 In this plan, a 'storm' is defined as a weather event accompanied by wind, cyclones, tornadoes, intense rain, hail, snow, or marine wave/water action of sufficient severity to threaten lives and cause damage to property, vehicles, infrastructure, vegetation, and the coastal environment.
- 1.4.3 Coastal erosion caused by storm activity is within the scope of this plan. Emergency

management of coastal erosion that is not caused by storm activity will be controlled and coordinated by the Emergency Operations Controller (EOCON).

- 1.4.4 The arrangements for the emergency management of flooding (for riverine and flash) are detailed within the NSW State Flood Plan.
- 1.4.5 The arrangements for the emergency management of tsunamis are detailed within the NSW State Tsunami Plan.
- 1.4.6 This plan recognises that agencies have responsibilities during emergencies allocated under the NSW State EMPLAN or other sub or supporting plans to the NSW State EMPLAN. This plan does not repeat those responsibilities or roles but does refer to them.

1.5 GOALS

- 1.5.1 The primary goals in relation to emergency management for the NSW SES as the combat agency for storm are:
 - a. Protection and preservation of life.
 - b. Protection of property including critical infrastructure, community assets, and residential property.
 - c. Enhance the community's capability to make safer decisions by implementing effective warning systems and enabling accurate and timely two-way communications between agencies and communities.
 - d. Coordination of effective storm focused activities across the planning, preparation, response, and early recovery stages.
 - e. Protection of the environment and conservation values considering the cultural, biodiversity and social values of the environment.
 - f. Decisions made in all phases of emergency management consider the safety and well-being of the emergency service members and the broader community to assist in longer term recovery of the built environment and social impact of storm disasters.

1.6 KEY PRINCIPLES

- 1.6.1 Protection and preservation of life (including the lives of responders and the community) is the highest priority.
- 1.6.2 Working to prevent, prepare for, respond to, and recover from the impacts of storms is the shared responsibility³ of agencies and the community.
- 1.6.3 Embrace interoperability between agencies and the community to better prepare for, respond to, and recover from storm incidents and campaigns.
- 1.6.4 The establishment and operation of warning systems ensuring information is provided to community in an effective and timely manner.

1.7 ROLES AND RESPONSIBILITIES

- 1.7.1 General responsibilities of emergency service organisations and Functional Areas are set out in the NSW State EMPLAN.
- 1.7.2 Specific roles and responsibilities for agencies, Functional Areas, and organisations in relation

³ Source: Community Engagement for Disaster Resilience (AIDR 2020)

to storms are detailed in this plan and Appendix D.

- 1.7.3 Local arrangements may be made by local NSW SES Units in cooperation with the Local Emergency Management Committee and supporting agencies. These arrangements should align to the requirements outlined in this plan.
- 1.7.4 Any agency with agreed responsibilities in this plan that are temporarily unable, or no longer able to fulfil their responsibilities must as soon as possible notify the:
 - a. NSW SES State Controller, NSW Deputy State Controller or NSW SES State Duty Commander (for state level responsibilities); or
 - b. NSW SES Incident Controller (for local level responsibilities during response operations); or
 - c. NSW SES Zone, Local and/or Unit Commander (for local level responsibilities outside of response operations).

1.8 PLAN MAINTENANCE AND REVIEW

- 1.8.1 The NSW SES Commissioner (or delegate) will maintain the currency of this plan by:
 - a. Ensuring that all supporting emergency services and Functional Areas, organisations and officers named in this plan are made aware of their roles and responsibilities.
 - b. Conducting a minimum of one exercise every five years or within two years of this plan being reviewed.
 - c. Reviewing the contents of this plan:
 - After severe storm operations including recommendations from After Action Reviews, reports, or inquiries.
 - When changes to land use strategic plans and policies increase the population at risk.
 - When there are changes which alter agreed plan arrangements.
 - When new data and information is available that is material to this plan.
 - When there are changes to the machinery of government that impact this plan.
 - As determined by the NSW SES Commissioner.
 - d. Reviewing this plan will occur at a minimum every five years.

1.9 SUPPLEMENTARY DOCUMENTS

- 1.9.1 Supplementary and supporting material of the NSW State Storm Plan is maintained on the NSW SES website at: <https://www.ses.nsw.gov.au/about-us/flood-storm-and-tsunami-plans/>. This material includes:
 - a. *Storm Hazard and Risk in NSW*

1.10 LINKAGES

- 1.10.1 This plan reflects current legislation, the arrangements in the NSW State EMPLAN, the strategic direction for emergency management in NSW and the accepted State practice for emergency management. The NSW State EMPLAN arrangements have not been repeated unless necessary to ensure context and readability.

In addition, the following Acts and Regulations may apply to managing storms:

- [Environmental Planning and Assessment Act 1979 No 203 - NSW Legislation](#)
- [NSW Reconstruction Authority Act 2022 No 80 - NSW Legislation](#)
- [State Environmental Planning Policy \(Transport and Infrastructure\) 2021 - NSW Legislation](#)
- [State Environmental Planning Policy \(Resilience and Hazards\) 2021 - NSW Legislation](#)
- [Coastal Management Act 2016 No 20 - NSW Legislation](#)

Furthermore, the following plans and policies may be relevant to this Sub Plan and should be considered concurrently:

- [2017 State Level Emergency Risk Assessment](#)
- [Flood Risk Management Manual 2023](#)
- Other Sub Plans and Supporting Plans available at www.nsw.gov.au/emergency/rescue-and-emergency-management

1.11 ASSUMPTIONS

1.11.1 This plan is based on the following assumptions:

- a. All the agencies and organisations with a role or responsibility included in this plan maintain their own capability; including detailed operational plans, adequately trained personnel, and enough resources to fulfil their role.

1.12 AUDIENCE

1.12.1 The audience for this plan is the NSW Government, Local Government/Councils (for Lord Howe Island, this is the Lord Howe Island Board), and agencies within the emergency management sector, including non-government organisations (NGO), businesses, and community groups with a significant role in emergency management.

1.12.2 Although the wider community is not the primary audience, making the plan readily available on online platforms will support community and stakeholder engagement in emergency risk management. This plan is readily available on various government agency websites.

2 OVERVIEW OF NSW STORM HAZARD AND RISK

2.1 THE STORM THREAT

- 2.1.1 The 2017 NSW State Level Emergency Risk Assessment (SLERA) classifies storm and coastal erosion as priority hazards that pose a significant risk to the state.
- 2.1.2 Australian Government Bureau of Meteorology (Bureau) specifies the following thresholds when issuing warnings of 'severe' storms. These are consistent across the range of the Bureau's warning services:
- Wind equals to or exceeding 90km/h (damaging), 125km/h (destructive), or average wind speed equal to or exceeding 63km/h.
 - Tornadoes.
 - Rainfall with sufficient intensity to cause flash flooding (generally 10% Annual Exceedance Probability or less).
 - Hailstones of at least 2cm in diameter.
 - Waves equal to or exceeding 5m in height in the surf zone.
 - Sea level higher than 50cm above the Highest Astronomical Tide (Abnormally High Tides and Storm Surge).

2.2 TYPES OF STORMS

- 2.2.1 **Thunderstorms** are the most common storm agents in NSW. Thunderstorms can range in size from a few hundred metres to around ten kilometres in diameter and can sometimes form in a line or cluster affecting one hundred kilometres or more. Severe thunderstorms may cause:
- a. Very strong wind gusts (at least 90km/h and sometimes greater than 200km/h).
 - b. Tornadoes (see below).
 - c. Large hail (of at least 2cm in diameter).
 - d. Very heavy rainfall (leading to flash flooding).
- 2.2.2 **Tornadoes** are extremely damaging weather phenomena that contain damaging or destructive winds. Tornadoes can range in size from a few tens of metres to around one kilometre in diameter. They are most likely to be associated with supercell severe thunderstorms or with thunderstorms embedded within regions of strong wind shear in East Coast Low storms or tropical cyclones.
- 2.2.3 **Tropical Cyclones and Ex-Tropical Cyclones** can produce gale to storm force winds, embedded thunderstorms, and tornadoes, flooding rains and very high seas. They may be accompanied by a Storm Surge, particularly when crossing the coast. The northern parts of the state especially the coastal areas, including Lord Howe Island (which has recorded hurricane force gusts), are the most affected, but the impacts of these systems can extend as far south as Sydney.
- 2.2.4 **Mid-Latitude Low-Pressure Systems** can range in size from a few hundred kilometres to thousands of kilometres diameter and have a deep low-pressure centre. They can produce gale to storm force winds, heavy rainfall and in some cases very high seas and abnormally high tides. Thunderstorms and tornadoes can occur within a Mid-Latitude Low-Pressure system. East Coast Lows are a type of Mid-Latitude Low-Pressure System which generally

develop over the Tasman Sea close to the coast, which can produce widespread flooding rains in addition to the other hazards mentioned, and often intensify dramatically overnight.

- 2.2.5 **Low Pressure Troughs** are regions of low pressure that do not possess a closed circulation. Although they often lack the gale force winds typical of cyclones and East Coast Lows, these systems are often the focus for thunderstorms and rain.
- 2.2.6 **Cold Fronts and Southerly Busters.** Fronts can produce strong and gusty winds that generally shift from the west or northwest around to the southwest as they pass a location. They are often the focus of thunderstorms. Southerly Busters produce shallower wind changes that mostly affect coastal locations between the Hunter and South Coast districts. Winds following a southerly buster can be strong and gusty for several hours with peak wind gusts of around 90-100 km/h.
- 2.2.7 **Cold Outbreaks** can result in unseasonably cold temperatures and snowfalls on the ranges, (including the Snowy Mountains, Blue Mountains and along the Great Dividing Range), sometimes as far north as the Queensland border.

2.3 CONSEQUENCES OF STORMS

2.3.1 The distribution and impact of storms can vary from year to year across NSW.

2.3.2 The consequences of storms can include:

- a. Loss of life.
- b. Property damage or destruction (including buildings and vehicles) – storms, combined with flooding cause greater losses to the community than any other hazard in NSW⁴.
- c. Infrastructure damage leading to loss of services - such as downed power and telephone lines.
- d. Isolation of properties and/or communities due to road closures, with the additional risk of secondary emergencies (creating risk to life and the need for resupply and/or rescue).
- e. Coastal erosion (including beaches and associated dunal systems) which may result in high unstable (near vertical) erosion escarpments and loss of sand that might lead to the undermining of infrastructure, building collapse or the trapping of persons.
- f. Economic losses (for example, impacts to local businesses, tourism, and agricultural damages).
- g. Environmental losses (for example, impacts to water quality, soil erosion, animal habitat, cultural heritage, and generation of waste that is potentially hazardous).
- h. Flash Flooding in areas affected by sudden local or nearby heavy rainfall which may result in overwhelmed drainage systems, overland flooding, and small catchment flooding. Management of flash flooding is detailed within the NSW State Flood Plan.
- i. Indirect effects such as disruption to community activities and ongoing psychological issues. The broader community can be affected by infrastructure damage, disruption of essential services and disruption to transport and shipping routes.

⁴ Special Report: Update to the economic costs of natural disasters in Australia 2021 – Deloitte Access Economics

3 PREVENTION

3.1 INTRODUCTION

- 3.1.1 Guided by various land use planning legislation and policies, NSW SES works with agencies and the community to inform and influence the consideration of the risks arising from floods, storms, and tsunamis to assist them in building their own resilience and reducing their risk.

3.2 STORM MITIGATION

- 3.2.1 Whilst it is not possible to prevent severe storms from occurring, actions to mitigate risk to life, reduce property damage and improve the resilience of infrastructure and assets to the impacts of storm events can be undertaken.
- 3.2.2 **Strategy:** NSW SES works with consent authorities, public authorities, public infrastructure and service utility organisations, and the community to reduce or avoid the impact on private and public assets and improve resilience to storm events.

Actions:

- a. Public infrastructure and service utility organisations consider managing the risks to their assets from storm events to reduce or avoid potential damage and improve resilience of their assets to storms.
- b. NSW SES provides coordinated and consistent emergency management advice to consent authorities, public authorities, public infrastructure, and service utility organisations in relation to the impact of storms to inform measures to reduce the risk for existing and proposed development and infrastructure.
- c. NSW SES and other relevant authorities participate in the review of relevant building codes such as the review of the National Construction Code and raise awareness of the need to implement suitable codes that reduce or avoid potential storm damage to buildings.
- d. NSW SES provides coordinated and consistent emergency management advice to planning authorities and Local Government Councils on planning controls in relation to implementing suitable building codes that reduce or avoid potential storm damage and risk to life.

3.3 COASTAL ZONE MANAGEMENT

- 3.3.1 **Strategy:** NSW SES works with consent authorities, public authorities, public infrastructure and service utility organisations, and the community to reduce or avoid the exposure of private and public assets to coastal erosion risk from storm events.

Actions:

- a. Local Government/Councils develop and implement Coastal Management Programs, Coastal Zone Management Plans and Coastal Zone Emergency Action Sub Plans within coastal vulnerability areas in accordance with the requirements of the *Coastal Management Act 2016*.
- b. NSW SES works with Local Government/Councils in the development of Coastal Zone Emergency Action Sub Plans.
- c. Consent authorities to ensure applicable provisions of the *Environmental Planning and Assessment Act 1979*, *Coastal Management Act 2016*, and *Chapter 2 Coastal management of the State Environmental Planning Policy (Resilience and Hazards) 2021* are considered

when assessing development within coastal vulnerability areas.

- d. NSW SES works with consent authorities to ensure the above are considered.
- e. NSW SES works with the Department of Planning and Environment (DPE) to strengthen guidance for resilience on infrastructure and major projects.

4 PREPARATION

4.1 INTRODUCTION

- 4.1.1 Preparation includes arrangements or plans to deal with an emergency or the effects of an emergency.
- 4.1.2 It also includes working with communities for them to understand their risk and through the provision of information have the knowledge to make the best decision for themselves and their family.
- 4.1.3 Preparation is undertaken by:
 - a. Agencies and organisations which have responsibilities before, during and/or in the recovery from storms.
 - b. Communities, businesses, and households which are likely to be impacted by the effects of storms.

4.2 STORM EMERGENCY PLANNING

- 4.2.1 **Strategy:** NSW SES develop, review, and maintain the NSW State Storm Plan and associated Emergency Sub Plans.
Actions:
 - a. Review and maintain the NSW State Storm Plan.
 - b. Develop and review NSW SES Regional Snow Emergency Sub Plans as required. NSW SES Regional Snow Emergency Sub Plans may be prepared in special circumstances and outline the specific arrangements for management of snow events at a regional scale (for example, multiple Local Government Areas (LGA) or pre-defined areas of operation).
 - c. Develop and review NSW SES Local Snow Emergency Sub Plans as required. NSW SES Local Snow Emergency Sub Plans outline the specific arrangements for management of snowstorm events within a LGA. If no Regional or Local Snow Emergency Sub Plans exist, Regional and Local EMPLAN Consequence Management Guides (CMG) may be used as a planning tool.
 - d. Develop and review NSW SES Local Flood Emergency Sub Plans as required. NSW SES Local Flood Emergency Sub Plans include local level emergency response planning for coastal erosion and/or coastal inundation which may also be caused by storm events.
 - e. Review Sub Plans as per section 1.8.
- 4.2.2 **Strategy:** Local Government/Councils develop and implement Coastal Management Programs, Coastal Zone Management Plans and Coastal Zone Emergency Action Sub Plans.
Actions:
 - a. Local Government /Councils develop and implement Coastal Management Programs and Coastal Zone Management Plans in accordance with the requirements of the *Coastal Management Act 2016* and *Chapter 2 Coastal management of the State Environmental Planning Policy (Resilience and Hazards) 2021*.
 - b. Local Government /Councils develop and implement Coastal Zone Emergency Action Sub Plans in accordance with the requirements of the *Coastal Management Act 2016* and *Chapter 2 Coastal management of the State Environmental Planning Policy (Resilience and Hazards) 2021*. These plans outline the roles and responsibilities of public authorities

(including NSW SES) in emergencies including preceding or during periods of beach erosion or cliff instability.

- c. Local Government/Councils consult with NSW SES in the development of council emergency arrangements including Coastal Zone Emergency Action Sub Plans to ensure compatibility with the NSW State Storm Plan.

4.3 DEVELOPMENT OF WARNING SYSTEMS

4.3.1 **Strategy:** Develop, maintain, and prepare systems for the provision of warnings and associated warning services.

Actions:

- a. All levels of government work in partnerships to develop and maintain warning infrastructure.
- b. NSW SES develops and maintains warning and information products by:
 - Utilising intelligence data.
 - Developing warning and information products.
 - Providing warning and information products in line with the Australian Warning System (AWS).
 - Continuously reviewing warning and information products.
 - Consulting with affected communities and key stakeholders to obtain feedback on existing and future warning products.
 - Participating in the development of public information and warning systems.

4.4 BRIEFING, TRAINING, AND EXERCISING

4.4.1 **Strategy:** Ensure NSW SES, supporting agencies, Functional Areas and the community are prepared for and familiar with the strategies and arrangements within the NSW State Storm Plan and supporting documents.

Actions:

- a. NSW SES will consult stakeholders throughout the development and review of plans.
- b. NSW SES will inform stakeholders of content changes after revisions.
- c. NSW SES will train their members and those of other agencies (as requested) for their expected storm operation roles to ensure operational readiness.
- d. NSW SES will regularly brief stakeholders and exercise the arrangements contained in the NSW State Storm Plan.
- e. NSW SES will conduct evaluations and reviews following all large-scale exercises to identify areas of positive performance and areas for improvement. These will include all stakeholders. The outcomes will be disseminated and used to review and continuously improve arrangements, plans, systems, and processes.
- f. NSW SES will conduct activities to engage and educate the community about the arrangements contained in the NSW State Storm Plan.
- g. NSW SES will ensure their facilities and resources are maintained and operationally ready.
- h. NSW SES will maintain and review this plan's supporting documents with supporting agencies and Functional Areas in line with the review schedule and requirements of this

plan.

- i. Supporting agencies will ensure all personnel are appropriately trained for storm operational roles they are required to undertake as outlined in Appendix D.

4.5 COMMUNITIES' RESILIENCE TO STORMS

4.5.1 **Strategy:** NSW SES will collaborate with the community to plan and prepare for storm impacts and any resultant risks to life and property.

Actions:

- a. NSW SES will partner with and engage communities early and often to improve understanding and management of the risks associated with storms, including coastal erosion caused by storm events. This can be achieved through strategies based on policy, guidance, and resources from NSW Government, NSW SES, and other sources, for example, community organisations.
- b. NSW SES will collaborate with communities when developing storm information, intelligence (in the case of flash flooding risk), warnings, preparedness, and response information. The following considerations should be made when collaborating with these stakeholders:
 - Disaster risk information is accessible and considers communication capabilities, to deliver actionable disaster risk data and information.
 - Locally led and owned disaster risk reduction efforts are enabled by NSW SES with clear governance pathways for pursuing disaster risk reduction projects.
 - Community expectations are managed to plan and prepare for hazards i.e., where community members will not be able to influence a decision, participation is not appropriate, and communities should be made aware as to why this is the case.
- c. NSW SES will work in partnership with other emergency service agencies, NSW Government, Local Government/ Councils, the Bureau, and community networks. NSW SES will implement a range of tailored and inclusive programs, activities, and initiatives designed to enhance community capability, knowledge, and skills.
- d. The community should contact the NSW SES on 132 500 to report incidences and request assistance following the impact of a storm.

4.5.2 **Strategy:** NSW SES will collaborate with the community to understand the needs of individuals who may experience a higher risk of harm during storm hazards due to additional susceptibilities.

Actions:

- a. NSW SES will ensure the effectiveness of information that is being shared with individuals experiencing additional susceptibilities to storm hazard risk and find alternative means of sharing information to meet these individual needs.
- b. NSW SES will work with community organisations to understand where greater risk to harm during disaster exists and how these risks can be reduced.

4.5.3 **Strategy:** NSW SES provides and maintains a flexible volunteer workforce to support community resilience. The NSW SES and its volunteer workforce will adopt a strengths-based⁵

⁵ Source: Community Engagement for Disaster Resilience (AIDR 2020)

approach that recognises and compliments existing community capabilities.

Actions:

- a. NSW SES ensures ongoing recruitment and training of a diverse range of volunteers.
- b. NSW SES ensures pre-planning to facilitate the management of spontaneous volunteers and community members during a storm.

5 RESPONSE

5.1 INTRODUCTION

5.1.1 Storm response operations will begin:

- a. From forecasting of storm activity, NSW SES will conduct posturing operations based upon likelihood and severity.
- b. When information processes or intelligence indicates imminent or actual storm impacts to the community.
- c. On receipt by NSW SES of a Bureau Sheep Graziers Alert or Warning (regarding snow response operations).
- d. On receipt by NSW SES of a Bureau Tropical Cyclone Watch or Warning.
- e. On verbal advice from the Bureau to the NSW SES.

5.1.2 The response phase includes pre-impact, impact, and immediate post-impact response actions.

5.1.3 The following response strategies and actions, for Sections 5.2 – 5.12, generally follow this sequence of phases but there may be some overlap of actions between phases.

5.2 INCIDENT MANAGEMENT ARRANGEMENTS

5.2.1 **Strategy:** NSW SES will maintain effective control of storm operations across NSW.

Actions:

- a. The NSW SES will use the Australasian Inter-service Incident Management System (AIIMS) to manage the storm response.
- b. Control of storm response will be at the lowest effective level and will be scaled to suit the incident.
- c. The NSW SES State Controller (or delegate) or Deputy State Controller (or delegate) will appoint Incident Controllers and establish Incident Control Centres.
- d. The NSW State Controller (or delegate) or Deputy State Controller (or delegate) will determine one or more Areas of Operations to either coordinate relevant Incident Controllers, or to manage Incident at a higher level.
- e. The Incident Controller, in consultation with participating supporting emergency services and Functional Areas will determine appropriate breakdown of an Area of Operations into Divisions and/or Sectors in accordance with the principles of AIIMS.
- f. NSW SES may request response units from other emergency services to accept responsibility for tasks, areas, or sectors, operating under overall NSW SES control, accept tasking direct from the NSW SES Incident Controller or operate under control of the NSW SES for tasking purposes.
- g. Where possible, Emergency Operations Centres (EOC) to be co-located with NSW SES Incident Control Centres for storm emergency response.

5.2.2 **Strategy:** NSW SES maintain a State Operations Centre and a State Command Centre.

Actions:

- a. NSW SES will operate a 24/7 State Operations Centre to:

- Enable the public to contact the NSW SES on 132 500 to request assistance associated with the impacts of severe weather or storms.
- Undertake dispatch of resources based on incident location and severity.
- Coordinate information, providing intelligence products to Incident Management Teams and other agencies.
- Coordinate and conduct weather and operational briefings at a minimum of once per week.
- Undertake proactive operational planning, interagency liaison and the provision of warnings as required.
- Support the State AirDesk with the provision of personnel to focus on aviation needs and requirements.
- Maintain operational readiness of the State Command Centre to ensure capability and capacity to respond.
- Request assistance from other agencies as required.

b. The NSW SES State Command Centre will:

- Strategically plan for and coordinate multiple Areas of Operations, enabling interoperability with other agencies and synergy between Areas of Operations, state boundaries and/or jurisdictional areas.
- Conduct strategic resource management.
- Provide support to Incident Management Teams with operational information management and intelligence products, as well as a conduit to those information feeder agencies. Conduct state level advocacy and reporting, and exchange situational awareness and information with supporting agencies, state and federal government, and other key stakeholders.
- Establish communications between agencies through embedding of Liaison Officers, scheduling meetings or implementing other agreed methodologies.
- Undertake the issuance of warnings including emergency alert as required.

5.2.3 **Strategy:** NSW SES establishes and maintains Incident Control Centres using endorsed control arrangements to effectively manage operational response.

Actions:

- a. NSW SES will operate Incident Control Centres as required and based on the defined area of operation.
- b. The NSW SES Incident Control Centre(s) will (not limited to):
 - Control resources from NSW SES and coordinate resources of supporting emergency services and Functional Areas.
 - Manage dispatched response to incidents received and ensure they are actioned in a timely manner.
 - Undertake response planning and determine future resourcing requirements.
 - Coordinate information flow, including warnings, public information, and social media.

5.2.4 **Strategy:** NSW SES provides effective liaison between the NSW SES and supporting agencies or Functional Areas in accordance with the NSW State EMPLAN.

Actions:

- a. Supporting emergency services and Functional Areas will provide Liaison Officers to NSW SES Incident Control Centres, NSW SES State Operations and/or Command Centre and/or EOC as required.
- b. NSW SES will provide Liaison Officers to EOC as required.
- c. The NSW SES State Controller, Deputy State Controller or Duty Commander will ensure consultation with the State Emergency Operations Controller (SEOC) and State Emergency Operations Centre (SEOC) is ongoing throughout response operations.
- d. Where possible EOC to be co-located with NSW SES Incident Control Centres for storm emergency response.

5.2.5 **Strategy:** Supporting agencies contribute to Storm Emergency Operations via plans, supporting plans, and Memorandums of Understanding (MOU).

Actions:

- a. An EOC will be activated at either the request of the NSW SES or as per requirements from the NSW 'SERM Act' 1989.
- b. Emergency services, Functional Areas and supporting organisations provide support as per arrangements in this plan and supporting plans.
- c. Local Government Councils activate Coastal Zone Emergency Action Sub Plans as required, in addition to requirements listed in this plan.

5.2.6 **Strategy:** NSW SES coordinates resources and logistics support to ensure operational effectiveness.

Actions:

- a. NSW SES may request resources and logistics support directly from a supporting emergency service or Functional Area. If it is likely that State resources will be exhausted or are insufficient for tasks, liaison with the SEOC and/or National Resourcing Sharing Centre (NRSC) will occur to determine the need for access to Interstate or Commonwealth assistance. In a catastrophic event international assistance may be sought through the National Emergency Management Agency (NEMA).
- b. Wherever possible, supporting organisations are to provide their own logistics support in consultation with NSW SES.
- c. NSW SES may deploy additional resources to NSW SES Units and other supporting agencies if resources are deemed insufficient or likely to be exhausted within the operational area of command. Supporting emergency service agencies may be placed under the operational control of NSW SES Units for tasking purposes.
- d. NSW SES will provide consumable operational stores such as sandbags, tarpaulins, rope, and plastic.
- e. NSW SES will coordinate the acquisition and utilisation of major equipment such as cranes, elevated work platforms and heavy machinery unless specifically authorised separately.

- f. NSW SES will develop and manage an interstate liaison unit when required.

5.2.7 **Strategy:** NSW SES may coordinate specialist logistics support.

Actions:

- a. NSW SES may engage professional arboriculture services to assist with damage response tasks in accordance with NSW SES procedures.
- b. NSW SES may engage electricians to disable photovoltaic arrays, where damage inhibits effective response.
- c. NSW SES may engage a contractor or other agency to conduct any other specialist support that is required to ensure an effective response.
- d. Engineering Services Functional Area may assist with the supply of goods and services as requested by the NSW SES, and where required, in consultation with the Transport Services Functional Area.

5.3 USE OF INFORMATION AND COLLECTION OF INTELLIGENCE

5.3.1 **Strategy:** NSW SES ensures storm information is effectively collected, analysed, utilised, and communicated to supporting agencies and Functional Areas during and post a storm.

Actions:

- a. Information relating to specific incidents and the broader storm response must be entered into the NSW SES Operational Management System (OMS) – Beacon and/or Incident Management Gateway.
- b. Information relating to the consequences and impacts of storms, response strategies, situational awareness and operational updates will be shared by NSW SES to supporting agencies and Functional Areas listed under this plan.
- c. Geospatial information to support response strategies and situational awareness may be provided by Spatial Services Emergency Information Coordination Unit (Department of Customer Service).
- d. All supporting agencies and Functional Areas will accurately record and report information relevant to their activities and any real time storm information to the NSW SES State Duty Commander (for state level activities) or the NSW SES Incident Controller (for regional and local level activities). This may be in the form of a combined EOC Report, or direct from agencies where an EOC has not been established.
- e. Incidents received via Inter-CAD Electronic Messaging System (ICEMS) are to be recorded into the NSW SES OMS – Beacon.
- f. NSW SES may establish and operate a Joint Intelligence Unit (incorporating situation and analysis, modelling and predictions, technical advice, airborne intelligence, and mapping) to coordinate the collection, collation, interpretation, mapping, actioning, and dissemination of information.
- g. Supporting agencies and Functional Areas will provide trained staff for the Joint Intelligence Unit as required.
- h. Reconnaissance, mapping, damage assessments, intelligence validation and post storm evaluation will be coordinated by NSW SES. This may occur post impact and continue into the recovery phase.

5.3.2 **Strategy:** NSW SES ensures intelligence is incorporated into operational decision-making.

Action:

- a. The NSW SES will use intelligence, official forecasts, warnings, and scenario products to undertake an assessment of the predicted impact of a storm and to inform operational decision-making.

5.4 PROVISION OF INFORMATION AND WARNINGS TO THE COMMUNITY

5.4.1 **Strategy:** Distribute timely and effective warnings to the community.

Actions:

- a. The Bureau issues public weather and storm warning products before and during a storm. These may include:
 - **Severe Thunderstorm Warnings - Detailed** - issued for all capital cities and surrounding areas when individual severe thunderstorms are within range of the capital city radars.
 - **Severe Thunderstorm Warnings - Broad-based** - issued for the entire Australian State or territories affected highlighting broad areas where severe storms may occur within the next 3 hours.
 - **Severe Weather Warnings**
 - **Tropical Cyclone Watches**
 - **Tropical Cyclone Warnings**
 - **Marine Wind Warnings**
- b. NSW SES Incident Controllers may issue NSW SES information products incorporating warnings from the above, expected consequences, actions required and safety messages.
- c. NSW SES provides alerts and delivers storm information to affected communities using a combination of public information. NSW SES disseminates warnings through the following:
 - NSW SES Website
 - HazardWatch
 - Doorknocking
 - Emergency Alert
 - Social Media
 - Community Meetings
 - Broadcast media
 - Distribution lists (direct to media outlets and stakeholders)
- d. NSW SES may request supporting agencies redistribute NSW SES warnings, alerts, and information.
- e. Marine Rescue NSW (MRNSW) broadcasts Bureau and NSW SES warnings to boaters in the NSW marine radio network (public marine radio channels i.e., VHF with remote link to bases outside impact areas).

- f. A Joint Media Information Centre may be formed and coordinated by the NSW SES.

5.5 PROTECTION OF LIFE AND PROPERTY

5.5.1 **Strategy:** NSW SES coordinate the protection of life and where possible reduce the destruction or damage to property arising from storms to minimise further damage and potential injury.

Actions:

- a. In an emergency response, NSW SES, supporting agencies and community volunteers will undertake storm damage tasks including, but not limited to:
- Making trees safe that are threatening.
 - Removing trees fallen on buildings or other infrastructure.
 - Covering damaged buildings.
 - The temporary repair of roof sections.
 - Covering broken windows.
 - Unblocking stormwater drains.
 - Pumping water out of premises.
 - Shoring-up damaged buildings against collapse (excluding properties damaged by coastal erosion).
 - Clearing debris, that directly interferes with operation response, or poses a direct threat to the public.
 - Identifying potential asbestos and other contamination.
 - Limiting access to hazardous areas by the public until they are deemed safe.
- b. NSW SES will work with the relevant authorities to ensure response operations detailed within this plan do not unnecessarily impact the natural environment.

5.5.2 **Strategy:** NSW SES coordinate the protection of property (limited to readily movable contents) from destruction or damage arising from coastal erosion.

Actions:

- a. NSW SES will coordinate the protection of readily moveable household and commercial contents where time and resources permit when property is at risk because of coastal erosion. This may be done with the support of spontaneous volunteers and supporting agencies.
- b. Local Government/Councils will activate their Coastal Zone Emergency Action Sub Plans and implement emergency works (including construction of physical works where appropriate) in accordance with this plan as required.

5.6 PROTECTION OF ENERGY, TELECOMMUNICATION AND UTILITY SERVICES INFRASTRUCTURE

5.6.1 **Strategy:** Minimise disruption to the community by ensuring protection of infrastructure and supply of essential transport, energy, telecommunication, and utility services (including water supply and wastewater management).

Actions:

- a. The Transport Services Functional Area is to coordinate the provision of information about the assessment and restoration of transport network infrastructure.
- b. The Energy and Utilities Services Functional Area is to coordinate the assessment and restoration of essential energy and utility services (not including telecommunications).
- c. The Telecommunications Services Functional Area is to coordinate the assessment and restoration of telecommunications and the Public Safety Network.
- d. The Engineering Services Functional Area is to coordinate the assessment and restoration of critical public buildings and infrastructure.
- e. Functional Areas and Local Government Councils will keep the NSW SES informed of the status of utilities and infrastructure.

5.7 EVACUATION MANAGEMENT AND WELFARE

5.7.1 **Strategy:** NSW SES may evacuate people from dangerous or potentially dangerous places created by storm damage or coastal erosion to safe locations away from the hazard. Evacuation is one response strategy used by NSW SES to manage people at risk during a storm event.

Actions:

- a. NSW SES Incident Controllers, Planning and Intelligence Officers will carefully consider the risks involved in conducting potential evacuations.
- b. NSW SES Commissioner (or delegate) will warn communities to prepare for a possible evacuation, where circumstances allow such lead time.
- c. NSW SES Commissioner (or delegate) will order any necessary evacuations and provide information to the community about when and how to evacuate, if decided to do so.
- d. NSW SES will control and coordinate the evacuation of affected communities and properties, if necessary. NSW SES determines the requirements and triggers for the evacuation of affected communities and properties and should consult with the EOCON for the management of the evacuation process.
- e. Evacuations may take place when there is a risk to public safety. Circumstances may include:
 - Evacuation of people where essential energy and/or utility services are likely to fail.
 - Evacuation of people where buildings have been made uninhabitable or are at risk from building collapse.
 - Evacuation from areas that have been deemed hazardous due to the storm activity (such as near downed powerlines).
- f. All evacuation decisions will be made as per the NSW SES Policy and Procedures, and consistent with the NSW Evacuation Management Guidelines. Considerations for an evacuation include:
 - Duration of evacuation.
 - Characteristics of the community.
 - Numbers requiring evacuation.
 - Availability of evacuation routes and transport.
 - Length of isolation.

- Time available for evacuation.
 - Evacuee management requirements.
 - Resources and delivery of evacuation information.
 - The ability for existing levees or other flood protection works to fulfil their intended function, should flooding occur.
- g. Support to evacuation operations may be requested from other emergency services and supporting agencies using arrangements in the NSW State EMPLAN and supporting plans.

5.7.2 **Strategy:** Maintain the welfare of communities and individuals affected by the impact of a storm.

Actions:

- a. NSW SES will provide initial welfare for evacuees where required but will hand the responsibility over to the Welfare Services Functional Area as soon as possible. The NSW SES will brief the Welfare Services Functional Area at the earliest opportunity regarding the level of assistance required.
- b. Welfare Services Functional Area will establish evacuation centres when required to provide immediate assistance to affected residents and travellers in accordance with the Welfare Services Functional Area Supporting Plan and the NSW Evacuation Management Guidelines.
- c. The NSW Department of Education will manage the safety of students directly affected by storms and the management of school premises and will work with the NSW SES and Welfare Services Functional Area in the management of school evacuees.
- d. NSW SES and other Emergency Service Field Teams who encounter residents whose dwellings are uninhabitable or who otherwise are likely to need assistance will notify the Incident Management Team, via their line of control, as soon as possible so that assistance can be provided to them by the Welfare Services Functional Area.
- e. NSW SES will provide details of all residents assisted in evacuations to the Welfare Services Functional Area as early as possible.
- f. Disaster Victim Registration will be controlled and coordinated by the NSW Police Force (NSWPF), with the assistance of NSW SES and Welfare Services Functional Area.
- g. Where the expected number of evacuees and the duration of evacuation is assessed to be beyond the capability and capacity of the established evacuation centre arrangements the SEOCON may establish Major Evacuation Centres or Mass Care facilities.
- h. The decision to establish Major Evacuation Centres or Mass Care Facilities will be made by the NSW SES and SEOCON in consultation with members of the SEMC.
- i. The SEOCON or appointed Major Evacuation Centre Manager will manage Major Evacuation Centres or Mass Care Facilities when they are established.

5.7.3 **Strategy:** Coordinate available and accessible health services for storm affected communities.

Action:

- a. The provision of environmental health advice, assessment of public health risks and coordination of immediate mental health support will be provided by the Health Services Functional Area.

5.7.4 **Strategy:** Maintain the welfare of animals impacted by a storm.

Actions:

- a. Agriculture and Animal Services Functional Area will coordinate the welfare of livestock, pets, and companion animals (excluding native wildlife), including support to primary producers, animal holding establishments and community members.
- b. Agriculture and Animal Services Functional Area will coordinate evacuation, emergency care of animals (excluding native wildlife) and assessment, humane destruction and disposal of affected animals, and supply of emergency fodder, water, and aerial support where necessary.
- c. Environmental Services Functional Area will coordinate the support of native wildlife.

5.8 SEARCH AND RESCUE

5.8.1 **Strategy:** Control and coordinate search and rescue of people from collapsed structures after storm impact.

Actions:

- a. NSWPF will control and coordinate search and rescue.
- b. In the case of major structural collapse, Fire and Rescue NSW (FRNSW) will control and coordinate urban search and rescue operations as per the NSW State EMPLAN.
- c. NSWPF will keep the NSW SES State Duty Commander and NSW SES Incident Controller informed of the progress of search and rescue operations and the requirements for rescue operations.
- d. NSW SES will respond with the appropriate resources to support the rescue of victims relating to storm damage.
- e. The SEOCON will activate the Major Structure Collapse Sub Plan if required.

5.9 RESUPPLY

5.9.1 **Strategy:** NSW SES will coordinate resupply to towns and villages isolated by storms to minimise disruption to the community.

Action:

- a. NSW SES to coordinate the resupply of isolated communities and/or properties as per the NSW SES Resupply Flowchart (refer to Appendix B).

5.10 RETURN

5.10.1 **Strategy:** NSW SES coordinates the safe return of communities to impacted areas by re-establishing access to properties, dwellings, and impact areas when immediate danger to life and property has passed.

Actions:

- a. NSW SES will determine when it is safe to progressively return in consultation with the relevant EOCON and State Emergency Recovery Controller (SERCON) and supporting agencies considering the ongoing risk to public safety.
- b. NSW SES will specify the level of access to affected communities as the following:
 - Not suitable for access.
 - Limited access by emergency services and response agencies.

- Limited access by residents and/or business operators.
 - Full access.
- c. NSW SES Incident Controller will issue a final information product to the community when the immediate danger to life and property has passed for areas.
 - d. NSW SES will coordinate the re-establishment of access and may utilise supporting agencies with the shortest lead time based on operational priorities.
 - e. Where directly notified of a hazard or requested by NSW SES:
 - Transport Services Functional Area and its maintenance contractors will coordinate the assessment of any damage and the subsequent clearance of debris from the state road network.
 - Local Government/ Councils will coordinate the assessment of any damage and the subsequent clearance of debris from council managed road networks and public land including beaches, where appropriate.
 - f. Engineering Services Functional Area may aid with the coordination of road access if requested by NSW SES.
 - g. The NSWPF and Transport Services Functional Area coordinate traffic control activities, with assistance from NSW SES.
 - h. FRNSW coordinate the re-establishment of access to areas affected by hazardous materials, once deemed safe.
 - i. Environmental Services Functional Area can aid with the re-establishment of access following a hazardous materials / substances incident in accordance with the NSW Hazardous Materials/Chemical, Biological, Radiological, Nuclear Emergency Plan.
 - j. NSW SES will facilitate the return of evacuees to their homes.

5.11 END OF RESPONSE OPERATIONS

5.11.1 **Strategy:** NSW SES and supporting agencies conclude response operations.

Actions:

- a. Response operations will conclude when the following conditions have been met:
 - The physical impact of the storm has ceased.
 - Most of the responses to incidents related to the storm have been completed.
 - The need for warning and evacuation no longer exists.
 - There is no further likelihood of rescuing people.
 - Resupply is no longer required (resupply operations may occur concurrently with the recovery phase).
 - Response to fire and hazardous materials incidents have concluded (not including subsequent clean-up of contaminated sites).
 - All affected areas have had a final information product issued by NSW SES.

5.12 POST IMPACT ACTIONS

5.12.1 **Strategy:** NSW SES uses learnings from the event to inform planning, recovery, and future events.

Actions:

- a. NSW SES will continue to engage with communities after significant storms through convening one or more community forums, workshops, or other opportunities to provide communities a chance to provide feedback, address any concerns and provide input into the recovery process. These will typically include other agencies such as the Bureau, Welfare Services Functional Area, and Local Government/ Council representatives.
- b. NSW SES will conduct After Action Reviews at the conclusion of response activities for major storm events. These will include internal and external stakeholders. The outcomes will be disseminated and used to review and continuously improve arrangements, plans, systems and processes for planning, response, and recovery activities in future events.
- c. NSW SES will provide information and data throughout the emergency response to inform community recovery. A summary report will be developed at the request of the SERCON at the conclusion of the response within an area. Should a response summary report be required it will include the following:
 - The emergency action plan in place at the conclusion of the response emphasising any continuing activities including community meetings/engagement activities.
 - Resources allocated to the emergency response and associated exit strategies.
 - Details of any areas or situations with potential to re-escalate the emergency.
 - A recommendation for the conclusion of NSW SES as lead response agency and handover to the NSW Reconstruction Authority (NSWRA) as the lead recovery agency.
 - Any actions that are incomplete or outstanding.
 - Damage Assessment Data and Information obtained throughout the response phase which will further support the long-term recovery of communities.
- d. NSW SES will undertake/coordinate a comprehensive review of plans following significant storm events.

5.12.2 **Strategy:** NSW SES participates in post storm data collection and analysis.

Action:

- a. NSW SES works with relevant stakeholders on post storm data collection and analysis including review of intelligence where necessary.

6 RECOVERY

6.1 INTRODUCTION

- 6.1.1 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.
- 6.1.2 Recovery operations will be initiated and conducted as outlined in the NSW State EMPLAN and as further detailed in the NSW Recovery Plan.

6.2 NSW SES RECOVERY ROLE

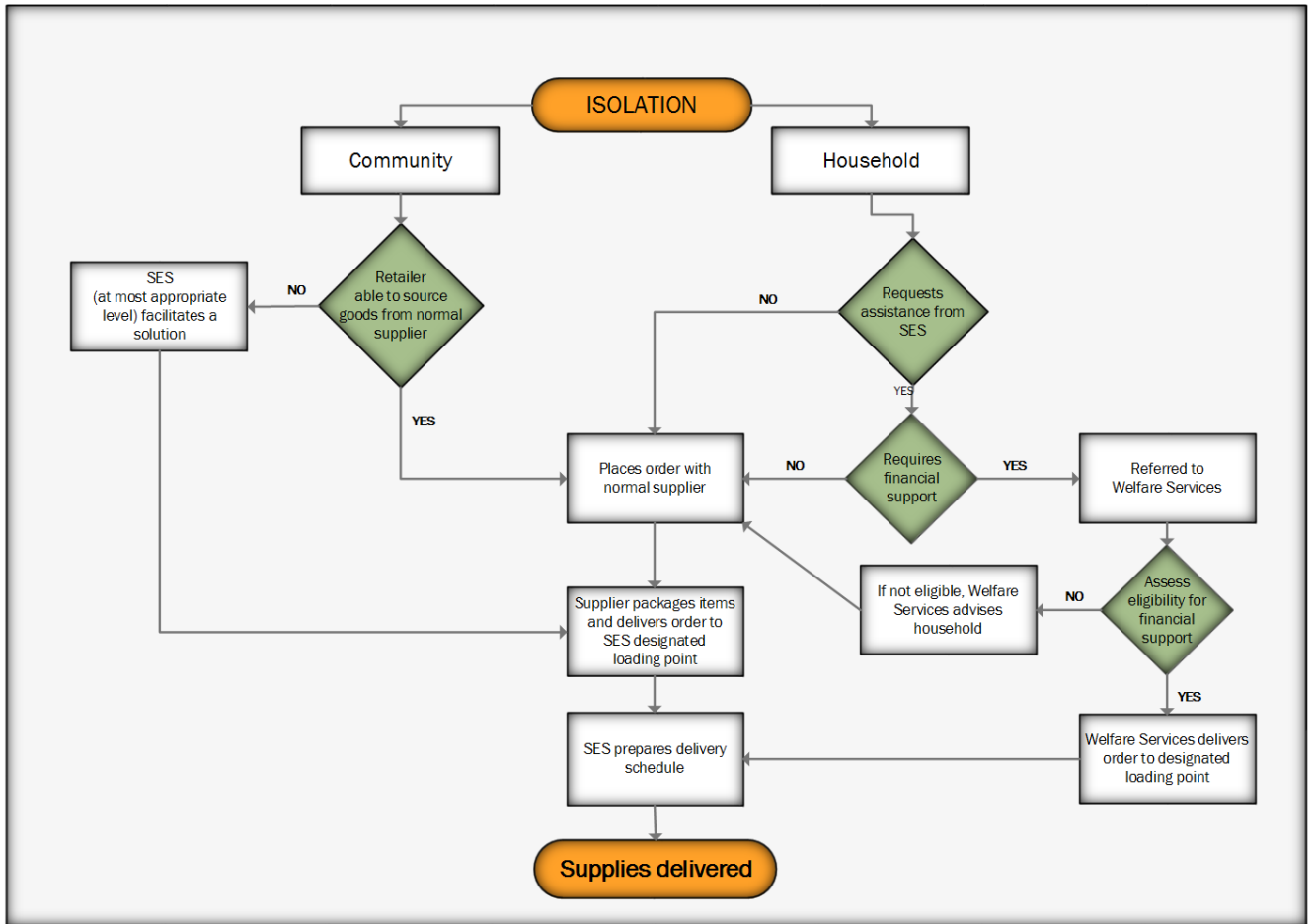
- 6.2.1 **Strategy:** NSW SES will support recovery operations and established Recovery Committees.
Actions:

- a. NSW SES will provide representation to Recovery Committees as required and may have an ongoing role in the Recovery phase.
- b. NSW SES roles on Recovery committees may include providing information about any continuing response, guidance on mitigation strategies, and general advice and assistance to the committee as a subject matter specialist.
- c. NSW SES, in conjunction with a Recovery Committee, will provide a service to support the information needs of a community immediately following a storm.
- d. NSW SES and supporting agencies will assist with clean-up operations after storms where possible when resources and personnel permit.
- e. Where the maintenance of tarpaulins will be required over a protracted period, NSW SES may request the Engineering Services Functional Area to undertake this work in accordance with procedures established by NSW Disaster Assistance Guideline A5- Maintenance of Tarpaulins.
- f. NSW SES may coordinate immediate relief in collaboration with the SEOCON and SERCON.
- g. NSW SES will provide information to the NSWRA to support applications to Treasury for Natural Disaster Relief and Recovery Arrangements.

APPENDIX A – ABBREVIATIONS

AIIMS	Australasian Inter-service Incident Management System
AWS	Australian Warning System
Bureau	Australian Government Bureau of Meteorology
CMG	Consequence Management Guide(s)
DPE EHG	New South Wales Department of Planning and Environment - Environment and Heritage Group
EMPLAN	Emergency Management Plan
EOC	Emergency Operations Centre(s)
EOCON	Emergency Operations Controller
FRNSW	Fire and Rescue New South Wales
ICEMS	Inter-CAD Electronic Messaging System
LGA	Local Government Area
MOU	Memorandum(s) of Understanding
MRNSW	Marine Rescue New South Wales
NEMA	National Emergency Management Agency
NGO	Non-Government Organisation(s)
NPWS	New South Wales National Parks and Wildlife Service
NRSC	National Resourcing Sharing Centre
NSWPF	New South Wales Police Force
NSWRA	New South Wales Reconstruction Authority
NSW RFS	New South Wales Rural Fire Service
NSW SES	New South Wales State Emergency Service
OMS	Operational Management System
SEMC	State Emergency Management Committee
SEOC	State Emergency Operations Centre
SEOCON	State Emergency Operations Controller
SERCON	State Emergency Recovery Controller
SLERA	State Level Emergency Risk Assessment
SLSNSW	Surf Life Saving New South Wales

APPENDIX B – NSW SES RESUPPLY FLOWCHART



APPENDIX C – GLOSSARY

Common emergency service terminology can be found within the [Australian Disaster Resilience Glossary](#).

Readers should refer to the NSW State EMPLAN Annexure 9 – DEFINITIONS.

Refer to the NSW State Plan Glossary for a complete glossary of terminology used throughout this plan and within NSW SES State Plans.

APPENDIX D – ROLES AND RESPONSIBILITIES

The general roles and responsibility of agencies in emergency management are described in the NSW State EMPLAN. Additional roles and responsibilities under this plan are detailed below:

AGENCY	RESPONSIBILITIES
Agriculture and Animal Services Functional Area	The roles and responsibilities for Agriculture and Animal Services are outlined in the Agriculture and Animal Functional Area Services Supporting Plan .
Australian Government Bureau of Meteorology (Bureau)	<p>Preparation</p> <ul style="list-style-type: none"> Maintain, coordinate, and deliver operational 24-hour weather forecast and warning services to the NSW community in line with the Intergovernmental Agreement on the Provision of Bureau of Meteorology Hazard Services to the States and Territories and the Bureau’s Service Level Specification for Flood Forecasting and Warning Services for NSW and the ACT. Undertake community engagement activities and contribute to similar community engagement and capacity building programs undertaken by the NSW SES. Adhere to the requirements as outlined in the service level agreement between NSW SES and the Bureau <p>Response</p> <ul style="list-style-type: none"> Provide weather, wave, and sea level information directly to the NSW SES, SEMC and other relevant agencies. Provide the NSW SES with intelligence that conveys the development and progression of storm events. Formulate, issue, and publish official forecasts and warnings and include NSW SES safety messages within warnings. Adhere to the requirements as outlined in the service level agreement between NSW SES and the Bureau
Department of Communities and Justice - Housing	<p>Response</p> <ul style="list-style-type: none"> Assist the NSW SES with the response to damaged public housing.
Department of Defence	Arrangements for Defence Assistance to the Civil Community are detailed within the NSW State EMPLAN (section 448).
Energy and Utilities Services Functional Area	The roles and responsibilities for Energy and Utilities Services are outlined in the NSW Energy and Utility Services Functional Area Supporting Plan (EUSPLAN) .
Engineering Services Functional Area	The roles and responsibilities for Engineering Services are outlined in the NSW Engineering Services Functional Area Supporting Plan (EngPLAN) .
Environmental Services Functional Area	<p>The roles and responsibilities for Environmental Services are outlined in the Environmental Services Functional Area Supporting Plan (EnviroPlan).</p> <p>Additionally, the Environmental Services Functional Area has roles and responsibilities that are outlined in the NSW Hazardous Materials/Chemical, Biological, Radiological and Nuclear Emergency Plan.</p>
Fire and Rescue NSW (FRNSW)	<p>Preparation</p> <ul style="list-style-type: none"> Identify and notify the NSW SES of any locations at risk of fire or hazardous materials that pose a significant threat to surrounding populations due to the impact of a storm for incorporation into NSW

	<p>SES intelligence and planning.</p> <p>Response</p> <ul style="list-style-type: none"> • Meet the agreed arrangements described in the NSW SES and FRNSW Mutual Aid Agreement. • Provide Incident Management personnel and Liaison Officers to the NSW SES as required. • Notify the SES of storm related incidents received via the Triple Zero system. • When requested by NSW SES, provide support to the NSW SES in response to storm emergencies across the State. • Assist the NSW SES with the warning and/or evacuation of at-risk communities. • Assist the NSW SES with the monitoring and reconnaissance of areas potentially damaged by storms. • Provide Land Based and In Water Flood Rescue Operators as required. • Conduct hazardous materials operations including asbestos risks, arising from storm emergencies in coordination with the SES Incident Controller. • Recommend activation of the NSW Hazardous Materials/Chemical, Biological, Radiological, Nuclear Emergency Plan and/or the NSW Emergency Waste Sub Plan if required. • Decontamination of Flood Rescue Operators as required. • Assist the NSW SES with the resupply of isolated communities and/or properties. • Assist the NSW SES with property protection tasks including sandbagging. • Provide resources for pumping water out of buildings and from low-lying areas. • Provide trained staff to support a Joint Intelligence Unit, if established by NSW SES, including Remotely Piloted Aircraft System (RPAS) pilots to assist with field observations. • Assist the NSW SES to undertake damage assessment including structural collapse risks and recommend activation of the Major Structure Collapse Sub Plan if required. • Coordinate the pre-deployment of fire resources to communities within NSW Fire Districts if access is expected to be lost, in consultation with the NSW SES. • Coordinate the deployment of the FRNSW High Transfer Pump to locations in consultation with NSW SES. <p>Recovery</p> <ul style="list-style-type: none"> • Assist with clean-up operations. • Participate in AAR as required.
<p>Forestry Corporation of NSW</p>	<p>Preparation</p> <ul style="list-style-type: none"> • Assist the NSW SES with identification of road infrastructure in State Forests at risk from storms. <p>Response</p> <ul style="list-style-type: none"> • Assist the NSW SES with the communication of warnings and information provision to the public through variable message signs and other appropriate means. • Close and direct people to leave camping grounds at risk from storms in State Forest managed areas. • Close and reopen Forestry Corporation of NSW roads when affected

	<p>by storms and advise the NSW SES of their status.</p> <ul style="list-style-type: none"> • Manage traffic on Forestry Corporation of NSW roads. • Facilitate the safe reliable access of emergency resources on Forestry Corporation of NSW roads.
Health Services Functional Area	The roles and responsibilities for Health Services Functional Area are outlined in the NSW Health Services Functional Area Supporting Plan (NSW HEALTHPLAN) .
Local Government/ Councils (for Lord Howe Island, this is the Lord Howe Island Board)	<p>Prevention</p> <ul style="list-style-type: none"> • Local Government Councils to refer planning proposals to the NSW SES, where there is a flash flood risk. • In council areas subject to coastal erosion: <ul style="list-style-type: none"> – Consult with the NSW SES and other relevant emergency services and functional areas when developing emergency management arrangements for inclusion in Coastal Management Programs and Coastal Zone Management Plans. – Include NSW SES on Coastal Zone Management Plan committees. • Provide NSW SES with copies of Coastal Management Programs and Coastal Zone Management Plans to assist with emergency planning and intelligence development. <p>Preparation</p> <ul style="list-style-type: none"> • Provide advice to the community about the size and type of trees and shrubs to be planted near homes and advice about existing trees that may be dangerous. • Assist the NSW SES with community awareness programs to ensure people in locations potentially threatened by coastal erosion understand the threat and its management. <p>Response</p> <ul style="list-style-type: none"> • Subject to the availability of council resources, assist the NSW SES with storm damage operations including: <ul style="list-style-type: none"> – The conduct of reconnaissance to identify storm damage. – Traffic management on council managed roads. – Provide assistance to the local NSW SES unit (plant, equipment, and personnel, including headquarters staff where able and as requested). – Remove tree and other debris from council managed roads and council managed public land during storm damage clean-up operations in consultation with the NSW SES. – Close and reopen council managed roads (and other roads nominated by agreement with Transport Services Functional Area) and advise the NSW SES, the NSWPF and people who contact the council for road information. • Assist the NSW SES with the protection of readily moveable household and business contents in areas where coastal storms (likely to result in coastal erosion and/or inundation) are forecast or occurring. • The SES is not responsible for planning or conduct of emergency beach protection works or other physical mitigation works. Local Government Council is responsible for the activation of any Coastal Zone Emergency Action Plan.
Marine Rescue NSW (MRNSW)	<p>Response</p> <ul style="list-style-type: none"> • Maintain and monitor the NSW marine radio network for boaters and coastal on-water users on a 24x7 basis. • Disseminate official warnings and related weather information to boaters through the NSW marine radio network.

	<ul style="list-style-type: none"> • Include NSW SES safety messages within warnings if appropriate. • Consider and act on the advice of NSW SES regarding the warning and evacuation of exposed MRNSW facilities and assets. • Assist the NSW SES with the warning and/or evacuation of at-risk coastal communities. • Assist the NSW SES and NSWPF with the provision of trained members to support public information units. • Assist with NSW SES with property protection tasks including sandbagging. • Assist with search and rescue operations from the ocean/coastal waterways. • At the direction of the NSWPF Marine Area Command assist in the identification and recovery of vessels. • Assist NSW SES in conducting reconnaissance and/or storm impact assessment. • Support NSWPF by providing suitable MRNSW facilities as Search and Rescue Coordination Centres and/or operations centres. • Assist NSW SES with the resupply of isolated coastal communities.
<p>NSW Ambulance</p>	<p>The roles and responsibilities for NSW Ambulance are outlined in the NSW Health Services Functional Area Supporting Plan (NSW HEALTHPLAN).</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <p>Preparation</p> <ul style="list-style-type: none"> • Participate in NSW SES briefings, training and exercises as required. <p>Response</p> <ul style="list-style-type: none"> • Meet the agreed arrangements described in the NSW SES and NSW Ambulance Memorandum of Understanding. • Provide Incident Management personnel and Liaison Officers to the NSW SES as required. • Provide Land Based & In Water Flood Rescue Operators as required. • Provide specialist storm damage response teams as required.
<p>NSW Department of Education, Association of Independent Schools of NSW, and National Catholic Education Commission</p>	<p>Preparation</p> <ul style="list-style-type: none"> • Liaise with the NSW SES and arrange for the early release of students whose travel arrangements are likely to be disrupted by severe weather events and/or road closures (or where required, for students to be moved to a suitable location until normal school closing time). • Ensure that evacuation plans for schools and Education workplaces have arrangements for severe weather events. • Assist NSW SES with community engagement and capacity building programs. <p>Response</p> <ul style="list-style-type: none"> • Disseminate official warnings and related weather information to all schools across the NSW Education sector. • Coordinate the early notification to all schools across the NSW Education sector where schools, staff and students are likely to be impacted by severe weather events. • Provide a Liaison Officer to the NSW SES State Command Centre or EOC as required. • Consider and act on the advice of the NSW SES regarding temporary ceasing operations of schools across the NSW Education sector. • Coordinate local situation reports from all schools in relation to impact during a storm related incident through to the SEOC. • Assist with the coordination of the evacuation of schools and the

	<p>immediate welfare of students until returned to the appropriate carer.</p> <ul style="list-style-type: none"> • Pass information to school bus drivers/companies and/or school principals on expected or actual impacts of severe weather events. • Provide space in schools for evacuation centres where necessary. <p>Recovery</p> <ul style="list-style-type: none"> • Support schools to return to normal operations as soon as practicable. • Participate in AAR as required.
NSW Department of Planning and Environment - Environment and Heritage Group (DPE EHG)	<p>Prevention</p> <ul style="list-style-type: none"> • Oversee the delivery of the NSW Coastal legislation including financial support through the Coastal Management Program and technical advice to Local Government Councils and state agencies including assistance with the identification of risks in areas which are subject to coastal erosion, the preparation and implementation of management plans and programs and associated mitigation and management actions. <p>Preparation</p> <ul style="list-style-type: none"> • Advise the NSW SES about conditions which may lead to coastal erosion. <p>Response</p> <ul style="list-style-type: none"> • Provide storm damage response teams to assist the NSW SES and National Parks and Wildlife Service (NPWS). • Provide related advice on coastal hazards to the NSW SES on request. <p>Recovery</p> <ul style="list-style-type: none"> • Support recovery committees as required.
NSW Food Authority	The roles and responsibilities for NSW Food Authority are outlined in the Food Safety Emergency Sub Plan .
NSW National Parks and Wildlife Service (NPWS)	<p>Preparation</p> <ul style="list-style-type: none"> • Assist the NSW SES with identification of road infrastructure in National Parks at risk from storms. <p>Response</p> <ul style="list-style-type: none"> • Assist the NSW SES with the communication of warnings and information provision to the public through variable message signs and other appropriate means. • Close and direct people to leave camping grounds at risk from storms in NPWS managed areas. • Close and reopen NPWS roads when affected by storms and advise the NSW SES of their status. • Facilitate the safe reliable access by emergency resources on NPWS managed roads. • Provide a Liaison Office to the NSW SES Incident Control Centre or EOC as required. <p>Recovery</p> <ul style="list-style-type: none"> • Participate in AAR as required.
NSW Police Force (NSWPF)	<p>Preparation</p> <ul style="list-style-type: none"> • Participate in NSW SES briefings, training and exercises as required. <p>Response</p>

	<ul style="list-style-type: none"> • Provide Incident Management personnel and Liaison Officers to the NSW SES as required. • When requested by NSW SES, assist in storm operations when training and equipment are available and suitable: <ul style="list-style-type: none"> – Restrict access to areas affected by storms. – Assist with warning and/or evacuation of at-risk communities. – Assist with monitoring and reconnaissance of areas potentially damaged by storms. • Conduct road and traffic control operations in conjunction with NSW SES, Local Government Councils and/or Transport Services Functional Area. • Coordinate search and rescue operations. • Provide Land Based and In Water Flood Rescue Operators as required. • Provide specialist storm damage response teams to assist the NSW SES if available. • Coordinate security for supply lines, evacuated and damaged areas. • Manage Disaster Victim Registration. • Operate the Public Information and Inquiry Centre, if requested or otherwise needed during storm events. <p>Recovery</p> <ul style="list-style-type: none"> • Participate in AAR as required.
<p>NSW Reconstruction Authority (NSWRA)</p>	<p>Prevention</p> <ul style="list-style-type: none"> • Provide support to the SEMC to administer the <i>State Emergency and Rescue Management Act 1989</i> (NSW) and the NSW State EMPLAN. • Administer grant funding to support emergency risk management in NSW. <p>Preparation</p> <ul style="list-style-type: none"> • Contribute to NSW SES reviews into plans, policies and procedures as required. <p>Response</p> <ul style="list-style-type: none"> • Support the SEOC. <p>Recovery</p> <ul style="list-style-type: none"> • Host the role of SERCON. • When required, undertake recovery operations under direction of the SERCON. • When requested, establish recovery centres. • Administer Disaster Relief Account. • Participate in AAR as required.
<p>NSW Rural Fire Service (NSW RFS)</p>	<p>Preparation</p> <ul style="list-style-type: none"> • Participate in NSW SES briefings, training and exercises as required. <p>Response</p> <ul style="list-style-type: none"> • Meet the agreed arrangements described in the NSW SES and NSW RFS Memorandum of Understanding. • Provide Incident Management personnel and Liaison Officers to the NSW SES as required. • Provide trained staff to support a Joint Intelligence Unit, if established by NSW SES. • Provide aviation support, management and advice as requested through the State AirDesk. • Provide speciality aircraft and appropriately trained personnel to

	<p>perform Down the Wire (DTW) functions as required.</p> <ul style="list-style-type: none"> • Assist with Damage Assessments. • Advise NSW SES of storm related jobs received by the NSW RFS. • Provide Strike Teams during storm operations when requested by NSW SES. This may include assistance with: <ul style="list-style-type: none"> – Warning and/or evacuation of at-risk communities. – Monitoring and reconnaissance of areas potentially damaged by storms. – Property protection tasks including sandbagging. – Pumping water out of buildings and from low-lying areas. – Back-up radio communications. – Deploying resources to communities within Rural Fire Districts where access is expected to be lost in consultation with the NSW SES. – The resupply of isolated communities and/or properties. – Providing access to areas/ properties isolated by storm damage. – Decontamination of NSW SES Flood Rescue Operators as required. • Co-ordinate the deployment of fire resources to communities within Rural Fire Districts to maintain fire suppression capability in consultation with NSW SES. <p>Recovery</p> <ul style="list-style-type: none"> • Assist with clean-up operations. • Participate in AAR as required.
<p>Public Information Services Functional Area</p>	<p>The roles and responsibilities for Public Information Services are outlined in the Public Information Functional Area Services Supporting Plan.</p>
<p>SEOCN/SEOC</p>	<p>Response</p> <ul style="list-style-type: none"> • Monitor storm operations. • Consider requests for State or Commonwealth assistance. • Coordinate the establishment of a Major Evacuation Centre in accordance with Major Evacuation Centre Guidelines if required. • Facilitate requests for the Public Inquiry and Information Centre to be stood up. • If requested, coordinate support to the NSW SES and/or other agencies.
<p>Surf Life Saving NSW (SLSNSW)</p>	<p>Preparation</p> <ul style="list-style-type: none"> • Contribute to NSW SES reviews into plans, policies and procedures as required. • Participate in NSW SES briefings, training and exercises as required. <p>Response</p> <ul style="list-style-type: none"> • Distribute advice contained in the Bureau's weather warnings to people on SLSNSW patrolled beaches when dangerous surf conditions are predicted. • Close SLSNSW patrolled beach water areas when dangerous conditions caused by storms occur in consultation with Local Government Councils and advise NSW SES. • Assist the NSW SES with the warning and/or evacuation of at-risk communities. • Provide accommodation in SLSNSW facilities for evacuation centres where required. • Assist the NSW SES with storm operations, where training and equipment are suitable.

Telecommunication Services Functional Area	<p>The roles and responsibilities for Telecommunications Services are outlined in the NSW Telecommunications Services Functional Area Supporting Plan (TELCOPLAN).</p>
Transport Services Functional Area	<p>The roles and responsibilities for Transport Services are outlined in the NSW Transport Services Functional Area Supporting Plan (TSFA PLAN).</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> • Assist the NSW SES with the communication of storm warnings and information provision to the public (for example, via Variable Message Signs VMS). • Assist the NSW SES with the evacuation of at-risk communities by maintaining access and egress routes. • Assist with the coordination of transport of readily moveable household and business contents from areas likely to be affected by coastal erosion. • Coordinate information on road conditions for emergency services access. • Coordinate the management of the transport network, across all modes. • Coordinate assisting NSW SES in monitoring and reconnaissance of areas potentially damaged by storms through consultation with transport/traffic commanders, crews, and other staff. • Coordinate the clearing and removal of trees and debris on state roads prior to opening, in consultation with NSW SES. • Coordinate harbour clearing services to remove obstacles causing obstruction to Sydney waterways. • Coordinate multi-agency operational planning and return to services for traffic and transport operations in the response and recovery stage. • Assist the NSW SES with the resupply of isolated communities and/or properties by providing information regarding network status and priority repair works. • Following the direction of the NSWPF will assist in the identification and recovery of vessels.
VRA Rescue NSW	<p>Response</p> <ul style="list-style-type: none"> • Meet the agreed arrangements described in the NSW SES and VRA NSW Memorandum of Understanding. • Where requested by NSW SES, assist in storm operations when training and equipment are available and suitable: <ul style="list-style-type: none"> – Property protection tasks including sandbagging. – Assist with warning and/or evacuation of at-risk communities. – Assist with monitoring and reconnaissance of areas potentially damaged by storms. – Provide storm damage response teams to assist the NSW SES. – Resupply of isolated communities and/or properties.
Welfare Services Functional Area	<p>The roles and responsibilities for Welfare Services are outlined in the Welfare Services Functional Area Supporting Plan.</p>