



Interim Transport Services Functional Area Supporting Plan

**A Supporting Plan of the
NSW Emergency Management Plan**

31 July 2020

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1 Authority

1.1 Authority

This Interim Plan is written and issued under the authority of the *State Emergency and Rescue Management Act 1989* (NSW) (SERM Act) and the NSW State Emergency Management Plan (EMPLAN).

This interim plan is a Supporting Plan to the NSW State Emergency Management Plan (EMPLAN). It was prepared by the Manager, Emergency Management and approved by the Transport Services Functional Area Coordinator on 31 July 2010.

The plan was endorsed by the NSW State Emergency Management Committee (SEMC) on 10 September 2020.

1.2 Revision history

Version updates are recorded in the following table.

Version Number	History	Date
Original V1		June 2008
Version 2		July 2020

1.3 Revision Control

Proposals for amendments to content of Transport Service Functional Area Supporting Plan are to be forwarded to:

Transport Services Functional Area Coordinator
Deputy Secretary, Safety Environment and Regulation
PO Box K659. Haymarket NSW 1240

1.4 Distribution

This plan is not distributed in hard copy. Organisations and individuals should confirm they have the latest copy by checking the current version at www.emergency.nsw.gov.au

2 Introduction

2.1 Context

The New South Wales State Emergency and Rescue Management Act 1989 (SERM Act) establishes the Transport Services Functional Area (TSFA).

The NSW State Emergency Management Plan notes Functional Areas as key sectors that provide support to Combat Agencies across the prevention, preparedness, response and recovery. 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.

Ensuring the continuance and restoration of a Transport Network supports the effective response to and recovery from disruptive events.

2.2 Interim Plan

The preceding Transport Area Supporting Plan expired in June 2013.

Transport is currently undergoing an 'Evolving Transport' structural review process. That review includes the functions and operations of the Emergency Management Branch and its support of both the State Emergency Management Committee and State Emergency Operations Centre.

Given the time since the expiration of the previous review, this 'Interim' plan seeks to ensure the continuance and restoration of a Transport Network and recovery from disruptive events response whilst the review is underway.

It is anticipated that a final plan will be submitted at the conclusion of the Evolving Transport review, in December 2020.

2.3 Coordinating Agency

The Transport Services Functional area is vested in Transport for NSW and is the Agency responsible for resourcing the Transport Services Functional Area.

2.4 Aim / Purpose

This Transport Services Functional Area (TSFA) plan describes the strategic emergency management arrangements for the coordination of transport support as a result of events that require significant and coordinated response and recovery in New South Wales.

2.5 Activation

Similar to EMPLAN, the arrangements in this plan are active at all times and do not require formal activation.

Support may be requested by any Emergency Management Stakeholder as a result of an event or in preparation for an imminent emergency.

Actions will normally be undertaken on receipt of a request and/or decision to act by the Transport Services Functional Area Coordinator including advice to the NSSW SEOC.

The provisions of the Plan apply without the need for a declaration of a State of Emergency

2.6 Scope

This plan details the coordination arrangements for information, advice, actions and resources through the Transport Services Functional Area.

The Plan:

- is not limited by the type of hazard or cause and includes natural disasters (e.g. storm, flood, landslide, bushfire, tsunami, earthquake, pandemic (Human and Animal) etc.) man-made disasters (e.g. structure fires, structural collapse, hazardous materials contamination and major transport related incidents etc.) or deliberate actions (e.g. terrorism)
- applies across the PPRR phases
- applies to emergency operations that require a significant and coordinated multi-agency approach
- provides for representation at the State level with support to Regional emergency management levels and engagement with local emergency management committees as required
- supports arrangements involving Transport Services assistance specified within other NSW Sub Plans and Supporting plans
- does not address the actions of private transport operators without a contractual relationship with Transport for NSW

2.7 Assumptions

The planning assumptions for this plan include:

- a. the resources that the Supporting Plan relies upon would be made available when required
- b. all Transport Cluster stakeholders have prepared, tested and maintain appropriate internal instructions and/or standing operating procedures required to facilitate the arrangements detailed in this plan
- c. each Participating and Supporting Organisation is responsible for the basic work health and safety training and management of its own personnel under relevant Workplace Health and Safety legislation
- d. each Cluster division supports the overarching aims of Transport for NSW and has in place Business Continuity Plans (BCP) that are regularly reviewed and take into consideration the potential impacts of significant emergency operations

2.8 Audience

The audience for this plan is the NSW Government and agencies within the emergency management sector, including non-government organisations (NGOs) business and community groups with a significant role in emergency management.

Although the wider community is not the primary audience, community members may find the contents of this plan informative.

2.9 Linkages

This plan reflects current legislation, the arrangements in the EMPLAN, the strategic direction and accepted practice for emergency management in NSW.

The EMPLAN arrangements are not repeated unless necessary to ensure context and readability. Any variations from these arrangements have been identified and justified.

2.10 Maintaining the plan

The Transport Services Functional Area Coordinator will keep this plan current by:

1. ensuring that all agencies, organisations, businesses and officers included in this plan are made aware of their roles and responsibilities;
2. conducting exercises to test the arrangements;
3. reviewing the contents of the plan;
 - a. after significant emergency operations;
 - b. when there are changes to the machinery of government;
 - c. when there are changes that alter agreed plan arrangements; and
 - d. as determined by the NSW SEMC.
4. This plan will be reviewed no less frequently than every five years.

3 The Functional Area

3.1 Transport Services Functional Area Coordinator

The 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 responsible for the Office of Emergency Management.

The Transport Services Functional Area Coordinator is the Deputy Secretary, Safety, Environment and Regulation Division of Transport for NSW.

The role of the SEMC member for transport is to manage the legislative, strategic and policy aspects of the Transport Services emergency management responsibilities

The Functional Area Coordinator has the authority to commit the resources of Transport for NSW and is responsible for coordinating the provision of Functional Area support and resources for emergency response and recovery operations. Actions include:

- Establishing and maintaining administrative arrangements to support the Functional Area
- Establishing strong relationships with organisations and agencies involved within the Transport Services Functional Area
- Establishing and maintaining partnerships with Combat Agencies and other relevant stakeholders as appropriate
- Identifying and facilitating access to relevant emergency management training for personnel responsible for emergency prevention, preparedness, response and recovery
- coordinating functional area support during response and recovery operations

3.2 Role of the Transport Services Functional Area

The Transport Services Functional Area is responsible for coordination of land, sea and air transport support as required by a Combat Agency, Emergency Service Organisations, Functional Areas and other participating stakeholders, whilst maintaining as far as practicable, the normal operations and activities of public and commercial transport services.

The Plan recognises that the TSFA works with Cluster Stakeholders within the Transport Cluster who are responsible for the management of their infrastructure, including their commercial interests in maintaining efficient service delivery.

3.3 Coordination

The coordination of support is authorised by the TSFAC or their delegate.

The TSFAC has the authority to commit the resources of Transport for NSW in order to meet the obligations of the Functional Area

The Transport for NSW Security & Emergency Management Team supports the Functional Area coordination of support and resources for emergency operations in all phases of Emergency Management.

3.4 Planning

The TSFA provides planning assistance including:

- Emergency Management planning processes within the Cluster
- Representation in the State and Regional Emergency Management Committees
- Participation in Local, Regional and State Emergency Management exercises, workshops etc.
- Support for Cluster staff participation in Emergency Management development activities e.g. Online and face to face course and professional development
- Contribution to reviews of standards and frameworks

This is achieved through legislation, codes, guidelines and standards developed at the Commonwealth and State levels of Government and applied at a regional and/or local level.

3.5 Operational readiness

The Functional Area Coordinator maintains a program of capability development of personnel, equipment and systems including:

- Provision of guidance to Transport for NSW cluster agencies and stakeholders to assist with emergency management preparedness, prevention, response and recovery
- Supporting a surge staffing capability including inductions, training, participation in exercises, mentoring and EM professional development
- Encouraging involvement in local, regional and state level exercises including writing, participating and evaluations
- Technology renewal and replacement programs to ensure compatibility with other agencies and with contemporary systems
- “Work from anywhere” principles underlying staff resourcing
- Support of online systems to enhance options for interoperability
- Open data systems to facilitate real time information sharing

3.6 Operations Centre

The Functional Area Coordinator maintains robust links with the NSW Transport Management Centre (TMC).

The TMC exists to lead planning and coordination for the proactive real-time management of the transport network enabling seamless, safe and reliable journeys for our customers.

The TMC underpins the maintenance of the real time public information capability, media support to the Public Information Services Functional Area Coordinator and other transport support to participating organisations in emergency response and recovery.

4 Roles and Responsibilities

The key roles and responsibilities include:

4.1 Prevention

- Support Transport Operations Centre's (including the Transport Management Centre and Rail Operations Centre) to develop or maintain codes, policies, regulations and plans that promote the continuity of transport services during an emergency event
- contribute to risk management and emergency plans
- Support the planning and implementation of transport related resilience measures and programs
- Participate in critical infrastructure protection programs related to Transport
- 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.

4.2 Preparedness

- Maintain and operate a road condition/closure advisory service to Combat Agencies, Functional Areas and members of the public
- Undertake planning for response and recovery operations
- Maintain the Transport services Functional Area Supporting Plan
- Maintain contact information for stakeholders
- Maintain and develop the Transport Operational Information System
- Plan, participate in, contribute to and conduct emergency management exercises for Transport and in support of Emergency Management Partners
- Maintain a surge staffing capability
- Arrange / Support the development of Emergency Operational staff at the State and Regional level through access to emergency management professional development opportunities
- Maintenance of interstate relationships and cross border liaison to provide / request transport support in other Australian jurisdictions

4.3 Response

- Briefings, Situation Reports, access to Operational Information Systems
- Deployment of Transport Liaison Officers and Media Liaison Officers

- Provision of advice and guidance regarding TSFA capabilities and activities
- Coordination of Transport tasks as required e.g. emergency bussing
- Real time data provision in relation to transport services (where available) to support public information via Transport variable messaging and electronic signage boards (road, rail etc.), Live Traffic and third party apps
- Contributions to assessments of potential or actual impacts upon public transport networks, staff or assets, supply chains etc.;
- Coordinate access to Transport managed CCTV systems or similar
- Support establishment of Cluster wide coordination arrangements e.g. Taskforce
- Contribute to multi-agency operational planning
- Provide inputs into food and fuel supply management for communities experiencing, or expect to experience isolation and resupply issues
- 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:
 - Movement of emergency equipment and personnel
 - Movement of emergency supplies and goods, including water, fuel and food
 - Evacuation of people and animals
 - Assistance for medical transport

4.4 Recovery

- Contribute to After Action Reviews and Lessons learnt processes.
- Assistance with development and implementation of strategies and programs to provide greater support to restore damaged assets to a significantly more disaster resilient standard ('betterment')
- Participate in Recovery Committee arrangements
- Support whole of government Recovery arrangements
- Contribute to Transport and multi-agency after action reviews
- Contribute to assessments of potential or actual impacts of the emergency on public transport and transport networks, staff or assets, supply chains etc.
- Coordination of Transport tasks as required e.g. emergency bussing
- Provide transport support to the recovery operation including participation in Recovery Committees, where required

5 Emergency Operations

The Transport functional area will deliver services to the community during the response and through some or all of the recovery.

5.1 Control

Control of an emergency, whether at Local, Regional or State level remains vested with a Combat Agency or Emergency Operations Controller.

Response: The Transport Liaison Officer reports directly to the relevant Combat Agency Controller and/or the EOCON for the duration of emergency operations.

Recovery: The Functional Area will coordinate with the SERCON or an appointed Recovery Coordinator on as required to support recovery.

5.2 Coordination

The TSFA will coordinate support to emergency response and recovery operations from a State or Regional level as appropriate.

The coordination of information and deployment of Liaison Officers will be managed through the Security & Emergency Management Team.

Requests for support from any participating organisation should be through Transport Liaison Officers in place for that emergency or the Transport State Emergency Management Duty Officer. Requests may be subject to review to ensure alignment with the Combat Agency / EOCON aims

The TSFA will coordinate support to recovery operations as requested.

5.3 Communication

The Functional area through the Security and Emergency Management Team maintains:

- a 24 / 7 / 365 Transport Emergency Management Duty Officer
- a secure operational information system with logging and alerting capabilities
- Emergency Management contact lists including the State Operations Centre, Combat Agencies, Emergency y Service Organisations, Functional Areas, Transport Executive and Interstate points of contacts

The Functional Area Coordinator will ensure regular briefings to the Transport Executive to maintain situational awareness of emergency operations

5.4 Concept of operations

Recognised stages of activation for the TSFA in the response phase are Alert, Standby Activation and Stand down. In each stage, the TSFAC may:

Alert

- Issue alerts to stakeholders within the Transport for NSW Cluster
- Provide operational advice to be on a heightened state of readiness
- Notify stakeholders of potential service interruptions etc.
- Prepare Transport Liaison Officer(s) for operational deployment
- Establish / Confirm communication links to relevant agencies

Standby

- Prepare for activation
- Confirm arrangements with SEOC if required
- Monitor until activated and/or stood-down

Activation

- Deploy TLO/s as required or requested
- Brief Cluster Executive and other stakeholders of the situation and potential impacts
- Combat Agency, Emergency Services Organisations, Functional Areas and other participating stakeholders
- Maintain effective records

Stand down

- Issue advice to stakeholders within the Transport for NSW Cluster of the stand down
- Support arrangements for the collection of data and final reports from debriefs of all transport supporting and participating involved in providing transport support services
- Support arrangements for internal After Action Reviews, issues identified, and lessons learnt, recommended actions and post operation summary
- Contribute to other agencies / multiagency after action reviews
- Continue activities in support of the recovery process

5.5 Finance

Under the NSW Emergency Management arrangements, TSFA expenditure of funds during emergency response or recovery operations should be met in the first instance from within normal operating budgets.

Expenditure associated with emergency management activities may be reimbursed under State and Commonwealth arrangements.

In the event that additional funding is required, the TSFA will seeking additional funding through the existing process as advised by Treasury.

Appendix A Definitions

Readers should also refer to EMPLAN.

Control

Overall direction of activities, agencies or individuals concerned. Control operates horizontally across all agencies/organisations, functions and individuals. Situations are controlled. (As per SERM Act and EMPLAN)

Coordination

Bringing together of agencies and individuals to ensure effective emergency or rescue management, but does not include control of agencies and individuals by direction. (As per SERM Act and EMPLAN)

EMPLAN

The NSW State Emergency Management Plan. The object of the EMPLAN is to ensure the coordinated response to emergencies by all agencies having responsibilities and functions in emergencies.

Emergency

An emergency due to an actual or imminent occurrence (such as fire, flood, storm, earthquake, explosion, terrorist act, accident, epidemic or warlike action) which:

- endangers, or threatens to endanger, the safety or health of persons or animals in the State; or
- destroys or damages, or threatens to destroy or damage, any property in the State, being an emergency, which requires a significant and coordinated 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:

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

Transport Liaison Officer (TLO)

A representative from Transport for NSW who provides;

- the communication link between the TSFAC and the State Emergency Operations Controller at the State Emergency Operations Centre;
- the link between the TSFAC and a designated Combat Agency or EOCON responsible for controlling an emergency; or
- a link to TSFAC from the participating or supporting organisation represented at a Combat Agency State Operations Centre.

Transport Liaison Officers are to be capable of providing immediate advice on the whole of transport capabilities and current status of the resources of the agency or organisation they

represent.

Local Government Area

A city, municipality or shire within the meaning of the Local Government Act 1993 or combined local government areas as referred to in section 27 of the State Emergency and Rescue Management Act, 1989.

Recovery

The process of returning an affected community to its normal level of functioning after an emergency. 'Initial' recovery limits this process to that necessary to restore essential services to the level where the continuing process can be managed by local authorities.

Response

The process of combating an emergency and of providing immediate relief for persons affected by an emergency. The aim of response operations is to save lives, protect property and render an affected area safe.

Sub Plan

An action plan required for a specific hazard, critical task or special event. It is required when the arrangements necessary to deal with the hazard, critical task or special event differ from the general coordination arrangements set out in the main or supporting plans for the area.

Supporting Plan

A plan prepared by an organisation, or a group or agencies, which describes the support which is to be provided to a controlling or coordinating body during an emergency. It is an action plan which describes how a single service or function is to be coordinated in order to fulfil the roles and responsibilities allocated.

Transport Services Functional Area Coordinator

The nominated coordinator of the Transport Services Functional Area tasked to coordinate the provision of transport support and resources for emergency response and recovery operations.

Emergency Operations Centre (EOC)

A centre established at state, region or local level as a centre of communication and as a centre for coordination of operations and support during an emergency.

Emergency Operations Controller (EOCON)

Police Officer appointed by Commissioner of Police, as the Emergency Operations Controller for state, regional or local emergency management area.

Liaison Officer

A person, nominated or appointed by an organisation or functional area, to represent that organisation or functional area at a control centre, emergency operation centre or coordination centre. A liaison officer maintains communications with and conveys directions/requests, and provides advice on status, capabilities, actions and requirements of their organisation or functional area.

Appendix B Abbreviations and Acronyms

EMPLAN	NSW State Emergency Management Plan
EOC	Emergency Operations Centre
EOCON	Emergency Operations Controller
PPRR	Prevention, Preparedness, Response & Recovery
SEMC	State Emergency Management Committee
SEOC	State Emergency Operations Centre
SEOCON	State Emergency Operations Controller
SERCON	State Emergency Recovery Controller
SITREP	Situation Report
TLO	Transport Liaison Officer
TfNSW	Transport for NSW
TSFA	Transport Services Functional Area
TSFAC	Transport Services Functional Area Coordinator
TSFAPLAN	Transport Services Functional Area Supporting Plan
TMC	Transport Management Centre
ROC	Rail Operations Centre

Appendix C Legislation and Plans

Legislation:

- NSW State Emergency and Rescue Management Act 1989
- Rural Fires Act 1997 (NSW)
- State Emergency Service Act 1989 (NSW)
- Roads Act 1993 NSW
- Environmental Planning and Assessment Act 1979 (NSW) and planning instruments under that Act
- State Emergency and Rescue Management Act 1989 (NSW),
- Local Land Services Act 2013 (NSW) and
- Environment Protection and Biodiversity Conservation Act 1999 (Commonwealth)

In addition to these instruments, the following Acts and Regulations apply to providing Transport support:

- Dangerous Goods (Road and Rail Transport) Act 2008
- Roads Act 1993 NSW,
- Maritime Safety Act 1998
- State Emergency and Rescue Management Act 1989 (NSW),
- And any other applicable legislation.

Plans

- Emergency Management Plan (EMPLAN)
- State Emergency Recovery Plan
- Sub Plans
 - Aviation Emergency
 - Biosecurity (Animal and Plant) Emergency
 - Botany Bay Precinct Emergency
 - Bush Fire
 - Counter Terrorism
 - Cyber Security
 - Electricity
 - Flood
 - Food Industry Emergency
 - Hawkesbury-Nepean Flood Emergency

- Hazardous Materials/Chemical, Biological, Radiological and Nuclear
- Heatwave
- Human Influenza Pandemic
- Kooragang Precinct
- Lucas Heights Emergency
- Major Structure Collapse
- Mine
- Natural Gas Supply
- State Waters Marine Oil and Chemical Spill Contingency
- Storm
- Sydney CBD Safety (Sydney CBD Emergency)
- Tsunami Emergency

Functional Area Sub Plans

- Agriculture and Animal Services
- Energy and Utility Services
- Engineering Services
- Environmental Services
- Health Services
- Public Information Services
- Recovery Plan
- Telecommunications Services
- Transport Services
- Welfare Services Functional Area