



NEW SOUTH WALES STATE STORM PLAN

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

Endorsed by the State Emergency Management Committee

7 June 2018

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Proposals for amendment to this plan are to be forwarded to:
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1. OUTLINE AND SCOPE

1.1 PURPOSE

- 1.1.1 The purpose of this plan is to set out the state wide multi-agency arrangements for the emergency management of storms in New South Wales including Lord Howe Island.

1.2 AUTHORITY

- 1.2.1 This Plan is written and issued under the authority of the *State Emergency and Rescue Management Act 1989* (NSW) ('SERM Act'), the *State Emergency Service Act 1989* (NSW) ('SES Act') and the NSW State Emergency Management Plan (EMPLAN).
- 1.2.2 This plan is a Sub Plan to the NSW State Emergency Management Plan (EMPLAN) and is endorsed by the NSW State Emergency Management Committee (SEMC).
- 1.2.3 The NSW SES is the designated Combat Agency for storm damage control and for coordinating the evacuation of affected communities.

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 active at all times in anticipation of the need to coordinate support and resources requested by combat agencies, including the NSW State Emergency Service (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, 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 Local Emergency Operations Controller (LEOCON).
- 1.4.4 The arrangements for the emergency management of flooding are dealt with in the New South Wales State Flood Emergency Sub Plan (www.emergency.nsw.gov.au/Pages/publications/plans/sub-plans/flood-sub-plan.aspx). A 'flood' is defined as a relatively high water level which overtops the natural or artificial banks in any part of a stream, river, estuary, lake or dam, and/or local overland flooding associated with drainage before entering a

watercourse, and/or coastal inundation resulting from super-elevated sea levels and/or waves (including tsunami) overtopping coastline defences.

- 1.4.5 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 for storm emergency management in NSW are:

- a. Protection and preservation of life (including the lives of responders and the community);
- b. Issuing of community information and community warnings;
- c. Coordination of evacuation and welfare of affected communities;
- d. Protection of critical infrastructure and community assets essential to community survival during an emergency event;
- e. Protection of property (where able and time and resources permit);
- f. Protection of assets and infrastructure that support individual and community financial sustainability and aid assisting a community to recover from an incident;
- g. Protection of the environment and conservation values considering the cultural, biodiversity and social values of the environment; and
- h. Initiation of recovery.

1.6 ROLES AND RESPONSIBILITIES

1.6.1 General responsibilities of emergency service organisations and functional areas are set out in the NSW State EMPLAN.

1.6.2 Specific roles and responsibilities for agency, functional areas and organisations in relation to storm are detailed in this Plan and Appendix A.

1.6.3 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 or NSW SES State Duty Operations Controller (for state level responsibilities);
- b. NSW SES Incident Controller (for local level responsibilities during response operations); and
- c. NSW SES Local Controller (for local level responsibilities outside of response operations).

1.7 PLAN MAINTENANCE AND REVIEW

1.7.1 The NSW SES Commissioner 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 exercises to test arrangements;
- c. Reviewing the contents of the plan;
 - After severe storm operations;
 - When changes to land use strategic plans and policies increase the population at risk;
 - When there are changes which alter agreed plan arrangements; and
 - As determined by the NSW SES Commissioner.
- d. The plan is to be reviewed no less frequently than every five years.

1.8 SUPPLEMENTARY DOCUMENTS

1.8.1 Supplementary material published in previous versions of the State Storm Plan is now available on the NSW SES website at: <https://www.ses.nsw.gov.au/about-us/flood-storm-and-tsunami-plans/>. Supplementary documents include:

- a. The Storm Hazard and Risk in NSW

2. OVERVIEW OF NSW STORM HAZARD AND RISK

2.1 THE STORM THREAT

2.1.1 The NSW 2017 State Level Risk Assessment (SLERA) classifies storm and coastal erosion as priority hazards that pose a significant risk to the state.

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 100 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 (can exceed the size of a cricket ball); and
- 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 very strong 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, 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 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, sometimes as far north as the Queensland border.
- 2.2.8 Australian Government Bureau of Meteorology specifies the following thresholds when issuing warnings of 'severe' storms. These are consistent across the range of the Bureau's warning services:
- a. Wind equal to or exceeding 90 km/h (damaging), 125 km/h (destructive), or average wind speed equal to or exceeding 63km/h;
 - b. Tornadoes;
 - c. Rainfall sufficient intensity to cause flash flooding (generally 10% Annual Exceedance Probability or less);
 - d. Hailstones of at least 2cm diameter;
 - e. Waves equal to or exceeding 5m height in the surf zone; and
 - f. Sea level higher than 50cm above the Highest Astronomical Tide (Abnormally High Tides and Storm Surge).

2.3 CONSEQUENCES OF STORMS

- 2.3.1 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 NSW;
 - c. Infrastructure damage - such as downed power and telephone lines;

- d. Isolation of properties or vehicles due to road closures;
- 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. Impacts to the natural environment, including the generation of large volumes of waste that is potentially hazardous.
- h. 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 routes etc; and
- i. 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.

2.3.2 Further information on the storm threat in NSW, coastal erosion and the impacts of climate change can be found in the State Storm Plan Supplementary Documentation (see Section 1.8).

3. PREVENTION

3.1 INTRODUCTION

3.1.1 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.

3.1.2 The NSW SES works with all agencies and the community to assist them in building their own resilience with the aim of risk avoidance in respect of storms.

3.2 STORM MITIGATION

3.2.1 **Strategy:** Work with 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 storms events.

3.2.2 **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 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.

- c. Local Government Councils integrate emergency risk management for storms into relevant local government strategy and policy.

3.3 COASTAL ZONE MANAGEMENT

3.3.1 **Strategy:** Work with 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.

3.3.2 **Actions:**

- a. Local Government Councils develop and implement Coastal Management Programs, Coastal Zone Management Plans and Coastal Zone Emergency Management Subplans within coastal vulnerability areas in accordance with the *Coastal Management Act 2016*;
- b. NSW SES will work with Local Government Councils in the development of Coastal Zone Emergency Management Subplans;
- c. Consent authorities to ensure applicable provisions of the *Environmental Planning and Assessment Act 1979*, *Coastal Management Act 2016* and the *Coastal Management State Environmental Planning Policy (SEPP)* are considered when assessing development within coastal vulnerability areas.
- d. NSW SES will work with consent authorities to ensure the above are considered.

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 Preparation is undertaken by:

- a. Agencies and organisation which have responsibilities before, during and/or in the recovery from storms; and
- b. Communities, businesses and households which are likely to be impacted by the effects of storms.

4.2 EMERGENCY PLANNING

4.2.1 **Strategy:** NSW SES develop, review and maintain storm Sub Plans.

4.2.2 **Actions:**

- a. Develop and review the State Storm Plan;
- b. Develop and review Local Snow Plans as required. Local Snow Plans outline the specific arrangements for management of snow storm events within a Local Government Area (LGA). If no Local Snow plan exists, Consequence Management Guides may be used as a planning tool;

- c. Develop and review Local Flood Plans (as outlined in the State Flood Plan). Local Flood Plans include local level emergency response planning for coastal erosion and/or coastal inundation where required; and
- d. Review Sub Plans as per section 1.7.

4.2.3 **Strategy:** Local Government Councils develop, review and maintain Coastal Management Programs / Coastal Zone Management Plans and Coastal Zone Emergency Action Subplans.

4.2.4 **Actions:**

- a. Local Government Councils develop, review and maintain Coastal Management Programs (and review and maintain Coastal Zone Management Plans as applicable) in accordance with the requirements of the *Coastal Management Act 2016* and the *State Environmental Planning Policy (Coastal Management) 2016*.
- b. Local Government Councils develop, review and maintain Coastal Zone Emergency Action Subplans in accordance with the requirements of the *Coastal Management Act 2016* and the *State Environmental Planning Policy (Coastal Management) 2016*. 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 Subplans to ensure compatibility with Storm Sub Plans.

4.3 BRIEFING, TRAINING AND EXERCISING

4.3.1 **Strategy:** Ensure NSW SES, supporting agencies, functional areas and the community are familiar with the strategies and arrangements within the Storm Sub Plan and supporting documents.

4.3.2 **Actions:**

- a. NSW SES will consult stakeholders through the development of plans;
- b. NSW SES will inform stakeholders of content changes after revisions;
- c. NSW SES will train personnel for their expected storm operation roles;
- d. NSW SES will regularly brief and exercise the arrangements contained in the Storm Sub Plan with stakeholders;
- e. NSW SES will conduct activities to engage and educate the community about the arrangements within the Storm Sub Plan; and
- f. Supporting agencies will ensure all personnel are appropriately trained for storm operational roles they are required to undertake as outlined in Appendix A.

4.4 COMMUNITY RESILIENCE TO STORMS

4.4.1 **Strategy:** NSW SES provides and maintains a flexible volunteer workforce to support community resilience.

4.4.2 **Actions:**

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

4.4.3 **Strategy:** NSW SES work with individuals, communities, businesses and government agencies to build storm resilience.

4.4.4 **Actions:**

- a. NSW SES work with communities to understand and manage the risks associated with storms, including coastal erosion caused by storm events, such as providing business continuity guidance (Emergency Business Continuity Plan), family preparedness (Home Emergency Plan) and other engagement strategies;
- b. NSW SES collate, assess and disseminate storm information to the community;
- c. NSW SES collaborate with individuals, businesses, government agencies and communities when developing storm intelligence, preparedness and response information; and
- d. NSW SES plan for storms collaboratively with communities through community and stakeholder participation and engagement.

5. RESPONSE

5.1 INTRODUCTION

5.1.1 Storm response operations will begin:

- a. On receipt by NSW SES of a Bureau Severe Weather Warning;
- b. On receipt by NSW SES of a Bureau Severe Thunderstorm Warning or Detailed Severe Thunderstorm Warning;
- c. On receipt by NSW SES of a Bureau Tropical Cyclone Watch or Warning;
- d. On verbal advice from the Bureau to the NSW SES; and
- e. Prior to, during or following impact of a storm not covered by a formal warning.

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

5.2 INCIDENT MANAGEMENT ARRANGEMENTS

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

5.2.2 **Actions:**

- a. NSW SES 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 will appoint Incident Controllers and establish Incident Control Centres;
- d. The NSW State Controller (or representative) will determine one or more Areas of Operations; and
- e. The Incident Controller, in consultation with participating supporting emergency services and Functional Areas when required, will determine appropriate breakdown of an Incident Area into Division and/or Sector in accordance with the principles of AIIMS.
- f. NSW SES may request response units from other emergency services to accept responsibility for particular types of 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.

5.2.3 **Strategy:** Maintain a single State Operations Centre.

5.2.4 **Actions:**

- a. NSW SES will operate a 24/7 State Operations Centre to enable agencies and the public to contact the NSW SES on 132 500; and
- b. The NSW SES State Operations Centre will:
 - Coordinate and oversee multiple areas of operation ensuring internal and external information flow;
 - Undertake state wide resource management; and
 - Provide operational oversight and support to Operations/Incident Management Team(s).

5.2.5 **Strategy:** Maintain Incident Control Centres.

5.2.6 **Actions:**

- a. NSW SES will operate Incident Control Centre(s) as required;
- b. The NSW SES Incident Control Centre(s) will:
 - Control resources from NSW SES and coordinate resources of supporting emergency services and functional areas;
 - Manage Request for Assistance (RFA) tasking 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.

5.2.7 **Strategy:** Provide effective liaison between NSW SES and supporting agencies or functional areas in accordance with the NSW State EMPLAN.

5.2.8 **Actions:**

- a. Supporting emergency services and Functional Areas will provide Liaison Officers to NSW SES Incident Control Centres, NSW SES State Operations Centre and/or Emergency Operation Centres as required;
- b. NSW SES will provide Liaison Officer to Emergency Operations Centres as required; and
- c. The NSW SES State Duty Operations Controller (SDOC) will ensure consultation with the State Emergency Operations Controller (SEOC) and SEOC is ongoing throughout response operations.

5.2.9 **Strategy:** Supporting agencies support Storm Operations as required.

5.2.10 **Actions:**

- a. Emergency Operations Centres will be activated as per the Emergency Operations Centre Policy;
- b. Emergency Services, Functional Areas and supporting organisations provide support as per arrangements in the following plans:
 - Agriculture and Animal Services Supporting Plan;
 - Ambulance Supporting Plan (AMPLAN);
 - Asbestos Emergency Sub Plan;
 - Environmental Services Functional Area Supporting Plan;
 - Hazardous Materials (HAZMAT) / CBRN Emergency Sub Plan;
 - Health Services Supporting Plan (HEALTHPLAN);
 - Major Structural Collapse Sub Plan; and
 - Welfare Services Functional Area Supporting Plan;
- c. Local Government Councils activate Coastal Zone Erosion Emergency Action Sub Plans as required, in addition to requirements listed in this plan.

5.2.11 **Strategy:** Coordinate resources and logistics support to ensure operational effectiveness.

5.2.12 **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 particular tasks, liaison with the SEOC will occur to determine the need for access to Interstate or Commonwealth assistance;
- b. Wherever possible, supporting organisations are to provide their own logistics support in consultation with NSW SES where appropriate;
- c. If local NSW SES and other local resources are insufficient or likely to be exhausted within the operational area of command, additional NSW SES resources may be deployed. NSW SES Out-of-area teams and other emergency services will normally be placed under the operational control of local NSW SES units for tasking purposes; and

- d. NSW SES will provide consumable operational stores such as tarpaulins, rope and plastic.
- e. NSW SES will coordinate the acquisition and utilisation of major equipment such as cranes, cherry pickers and front-end loaders unless specifically authorised separately.

5.2.13 **Strategy:** Coordinate specialist logistics support.

5.2.14 **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; and
- c. Engineering Services Functional Area may assist with the supply of goods and services as requested by the NSW SES.

5.3 PROTECTION OF LIFE AND PROPERTY

5.3.1 **Strategy:** Coordinate the protection of life and property from damage arising from storms to minimise further damage/potential injury.

5.3.2 **Actions:**

5.3.3 NSW SES, supporting agencies and community volunteers will undertake storm damage tasks including:

- a. Making trees safe that are threatening;
- b. Removing trees fallen on buildings;
- c. Covering damaged buildings;
- d. The temporary repair of roof sections;
- e. Covering broken windows;
- f. Unblocking stormwater drains;
- g. Pumping water out of premises;
- h. Shoring-up damaged buildings against collapse (excluding properties damaged by coastal erosion);
- i. Clearing debris, that directly interferes with operation response, or poses a direct threat to the public;
- j. Identifying potential asbestos and other contamination; and
- k. Limiting access to hazardous areas by the general public until they are deemed safe.

5.3.4 NSW SES will work with the relevant authorities to ensure response operations detailed within this plan do not unnecessarily impact on the natural environment.

5.3.5 **Strategy:** Coordinate the protection (relocation/removal) of property (limited to readily movable contents) from destruction or damage arising from coastal erosion.

5.3.6 **Actions:**

- a. NSW SES will coordinate the protection (relocation/removal) of readily moveable household and commercial contents where time and resources permit when property is at risk as a consequence 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.

5.4 **PROTECTION OF ENERGY, TELECOMMUNICATION AND UTILITY**

SERVICES INFRASTRUCTURE

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

5.4.2 **Actions:**

- a. The Energy and Utilities Services Functional Area is to facilitate the coordination of the assessment and restoration of essential energy and utility services (not including telecommunications);
- b. The Telecommunications Services Functional Area is to coordinate the assessment and restoration of telecommunications and the Government Radio Network; and

5.5 **USE OF INFORMATION AND COLLECTION OF INTELLIGENCE**

5.5.1 **Strategy:** Ensure storm information is effectively collected and communicated to the combat agency, supporting agencies and Functional Areas during a storm in a timely manner.

5.5.2 **Actions:**

- a. Information relating to specific Requests for Assistance (RFA's) must be entered into the NSW SES Operational Management System (OMS) – beacon;
- b. Information relating to the consequences and impacts of storms, response strategies, situational awareness and operational updates will be distributed by NSW SES to supporting agencies, emergency services and Functional Areas listed under this Plan;
- c. All supporting emergency services 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 Operations Controller (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;
- d. Supporting agencies which respond directly to calls for assistance received from the public must provide real time reports to the NSW SES through

ICEMS/OMS for all storm related tasks. The following details must be provided:

- Names of occupants;
 - Address of damaged buildings;
 - Telephone number;
 - Whether the task has been completed; and
 - A general description of the task and the action taken.
- e. NSW SES may establish and operate a Joint Intelligence Unit (incorporating situation and analysis, modelling and predictions, technical advice and mapping) to coordinate the collection, collation, interpretation, mapping, actioning and dissemination of information; and
- f. 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.

5.6 PROVISION OF INFORMATION AND WARNINGS TO THE COMMUNITY

5.6.1 **Strategy:** Timely and effective warnings are distributed to the community.

5.6.2 **Actions:**

- a. The Bureau of Meteorology issue public weather and storm warning products before and during a storm. These may include:
- Severe Thunderstorm Warnings;
 - Detailed Severe Thunderstorm Warnings (for Sydney/ Newcastle/ Wollongong);
 - Severe Weather Warnings;
 - Tropical Cyclone Watches;
 - Tropical Cyclone Warnings; and
 - Coastal Strong Wind, Gale Storm and Hurricane Force 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 will provide alerts and deliver storm information to affected communities using a combination of some of the following methods:
- Mobile and fixed public address systems;
 - Emergency Alert (SMS and voice message alerting system);
 - Telephony (including Auto dial systems);
 - Facsimile;
 - Standard Emergency Warning Signal;
 - Doorknocking;

- Variable message signs;
 - Community notices in identified hubs;
 - Distribution through established community liaison networks, partnerships and relationships;
 - NSW SES social media and website; and
 - Standard Media outlets including the emergency broadcaster – ABC radio;
- d. NSW SES may request supporting agencies redistribute NSW SES alerts and information;
 - e. Marine Rescue NSW broadcasts Bureau and NSW SES warnings to boaters in the NSW marine radio network; and
 - f. A Joint Media Information Centre may be formed and coordinated by the NSW SES.

5.7 EVACUATION MANAGEMENT AND WELFARE

5.7.1 **Strategy:** NSW SES evacuate people from dangerous or potentially dangerous places created by storm damage or coastal erosion to safe locations away from the hazard.

5.7.2 **Actions:**

- a. NSW SES will control and coordinate the evacuation of affected communities/properties;
- b. Evacuations will take place when there is a risk to public safety. Circumstances may include:
 - Evacuation of people where buildings have been made uninhabitable or are at risk from building collapse; and
 - Evacuation from areas that have been deemed hazardous due to the storm activity (such as near downed power-lines);
 - Evacuation of people where essential energy and utility services have failed.
- c. All evacuation decisions will be made as per the NSW SES Communication and Dissemination of Evacuation Decisions Standard Operating Procedure;
- d. Evacuations operations need to be consistent with the NSW Evacuation Management Guidelines;
- e. Support to evacuation operations may be requested from other emergency services and supporting agencies using arrangements in the NSW State EMPLAN and supporting plans; and
- f. Disaster Victim Registration will be managed by the NSW Police Force.

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

5.7.4 **Actions:**

- a. NSW SES will provide immediate welfare for evacuees where required but will hand the responsibility over to the Welfare Services Functional Area as soon as possible. In these cases the NSW SES will brief the Welfare Services Functional Area at the earliest opportunity regarding the assistance required;
- b. The 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 in the management of school evacuees;
- c. Welfare Services Functional Area will manage evacuation centres for affected residents and travellers in accordance with the Welfare Services Functional Area Supporting Plan;
- d. NSW SES 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. 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 SEOCAN may establish Major Evacuation Centres or Mass Care facilities; and
- g. The decision to establish Major Evacuation Centres or Mass Care Facilities will be made by the SEOCAN on the recommendation of the NSW SES, and in consultation with members of the State Emergency Management Committee.

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

5.7.6 **Action:** The provision of environmental health advice, assessment of public health risks and coordination of immediate mental health support will be provided by Health Services Functional Area.

5.8 **SEARCH AND RESCUE**

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

5.8.2 **Actions:**

- a. NSW Police Force will control and coordinate search and rescue unless the Major Structural Collapse Sub Plan is activated, in which case FRNSW will control urban search and rescue operations;

- b. NSW Police Force will keep the NSW SES State Duty Operations Controller and NSW SES Incident Controller informed of the progress of search and rescue operations and the requirements for rescue operations;
- c. NSW SES will respond appropriate resources to support the rescue of victims relating to storm damage; and
- d. The SEOCON will activate the Major Structural Collapse Plan if required.

5.8.3 **Strategy:** Control and coordinate flood rescue of people and domestic animals arising from flash flooding.

5.8.4 **Action:** NSW SES and accredited rescue agencies will perform flood rescue of people and domestic animals as per arrangements in the State Flood Plan.

5.9 RESUPPLY

5.9.1 **Strategy:** Coordinate resupply to towns and villages isolated by storms to minimise disruption to the community.

5.9.2 **Action:** NSW SES to coordinate the resupply of isolated communities and/or properties.

5.10 ESTABLISHMENT OF ACCESS

5.10.1 **Strategy:** Minimise disruption upon the community by re-establishing access to properties, dwellings and impact areas;

5.10.2 **Actions:**

- a. NSW SES will coordinate the re-establishment of access, for example by removing fallen trees blocking roads, and may utilise supporting agencies with the shortest lead time based on operational priorities;
- b. Where directly notified of a hazard or requested by NSW SES:
 - The Transport Management Centre (TMC) in coordination with RMS and its maintenance contractors will coordinate the clearance of debris from the state road network; and
 - Local Government Councils will coordinate the clearance of debris from Council managed roads and public land including beaches.

Emergency services or supporting agencies with the shortest lead time may be used, based on operational priorities;

- c. Engineering Services Functional Area may provide assistance with the coordination of road access if requested by NSW SES;
- d. The NSW Police Force and the Roads and Maritime Services coordinate traffic control activities, with assistance from NSW SES.
- e. Fire and Rescue NSW coordinate the re-establishment of access for HAZMAT affected areas, once deemed safe;
- f. Environmental Services Functional Area can provide assistance with the re-establishment of access following a hazardous materials / substances incident in accordance with the HAZMAT / CBRN Management Plan;

- g. For larger impacts areas in which people have been evacuated the NSW SES will assess, in consultation with the relevant EOCON and SERCON, the level of access to be granted. Access may be initially limited to:
- Emergency services and response agencies, or
 - Residents and/or business operators.

5.11 END OF RESPONSE OPERATIONS

5.11.1 **Strategy:** Conclude response operations.

5.11.2 **Actions:** Response operations will conclude when all of the following conditions have been met:

- a. The physical impact of the storm has ceased;
- b. All requests for assistance related to the storm have been completed;
- c. The need for warning and evacuation no longer exists;
- d. There is no further prospect of rescuing people;
- e. Resupply is no longer required (resupply operations may occur concurrently with the recovery phase); and
- f. Response to fire and hazardous materials incidents have concluded (not including subsequent clean-up of contaminated sites).

5.12 POST IMPACT ACTIONS

5.12.1 **Strategy:** Learnings from the event are used to inform recovery and future events.

5.12.2 **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 of Meteorology, Welfare Services and Local Council representatives;
- b. NSW SES will ensure that damage assessment information is provided to the SEOCAN or relevant Emergency Operations Controller to inform the recovery impact assessment within agreed upon timeframes;
- c. NSW SES will conduct After Action Reviews, wherever possible, within three weeks of the end of response operations, which will involve all stakeholders. Findings will be shared and incorporated into improved disaster resilience planning;
- d. NSW SES will provide a response summary report to the SEOCAN to inform the response to recovery handover from the SEOCAN to the SERCON. The response summary should outline:
 - 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 end of response operations and handover to recovery operations; and
 - Any actions that are incomplete or outstanding.
- e. NSW SES will undertake/coordinate a comprehensive review of plans following significant storm events.

6. RECOVERY OPERATIONS

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 Supporting Plan.

6.2 NSW SES RECOVERY ROLE

- 6.2.1 **Strategy:** NSW SES will support recovery operations and established Recovery Committees.
- 6.2.2 **Actions:**
- a. NSW SES will provide representation to Recovery Committees as required and may have an ongoing role in the Recovery phase through its community engagement personnel and other relevant NSW SES members;
 - 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 will provide information to the Office of Emergency Management to support applications to Treasury for Natural Disaster Relief and Recovery Arrangements;
 - d. NSW SES will assist with clean-up operations after storms where possible;
 - e. NSW SES, in conjunction with a Recovery Committee, will provide a service to support the information needs of a community immediately following a storm; and
 - f. 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.

7. ABBREVIATIONS

AIIMS	Australasian Inter-service Incident Management System
Bureau	Australian Government Bureau of Meteorology
CBRN	Chemical, Biological, Radiological, Nuclear
EMPLAN	Emergency Management Plan
HAZMAT	Hazardous Materials
IGA	Intergovernmental Agreement on the Provision of Bureau of Meteorology Hazard Services to the States and Territories
NSW SES	New South Wales State Emergency Service
RFA	Request for Assistance
RMS	Roads and Maritime Services
SDOC	State Duty Operations Controller
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
TMC	Transport Management Centre

8. GLOSSARY

Coastal Erosion. Coastal erosion is the loss of land along the shoreline due to the natural removal of beach and dune material in response to changing wave and water conditions.

Coastal Management Program. The purpose of a coastal management program is to set the long-term strategy for the co-ordinated management of land within the coastal zone with a focus on achieving the objects of the *Coastal Management Act 2016*. It is the responsibility of NSW Local Government Councils within NSW coastal areas to develop these.

Coastal Zone Management Plan. Means a coastal zone management plan (including any emergency action subplan in that plan) in force under the former *Coastal Protection Act 1979* until it is replaced by a Coastal Management Program prepared and adopted under the *Coastal Management Act 2016*.

Coastal Zone Emergency Action Subplan. Is a plan that outlines the roles and responsibilities of all public authorities (including local council) in response to emergencies immediately preceding or during periods of beach erosion, coastal inundation or cliff instability, where the beach erosion, coastal inundation or cliff instability occurs through storm activity or an extreme or irregular event. Those roles and responsibilities include the carrying out of works for the protection of property affected or likely to be affected by beach erosion, coastal inundation or cliff instability.

Community Resilience. Communities and individuals harnessing local resources and expertise to help themselves in an emergency, in a way that complements the response of the emergency services. Resilient communities are better able to withstand a crisis event and have an enhanced ability to recover from residual impacts.

Damage Assessment. Collection and collation of specific impact information to inform the impact assessment. The information assists with the transition to recovery.

Evacuation. A risk management strategy that may be used to mitigate the effects of an emergency on a community. It involves the movement of people to a safe location and their return. For an evacuation to be effective, it must be appropriately planned and implemented

Incident Controller. The individual responsible for the management of all incident control activities across a whole incident.

Storm. A weather event accompanied by wind, 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.

Storm Surge. The increases in coastal water levels above predicted astronomical tide levels (i.e. tidal anomaly) resulting from a range of location factors including the inverted barometer effect, wind and wave set-up and astronomical tidal waves, together with any other factors that increase tidal water level

NSW SES State Controller. The NSW SES Commissioner, in connection with the exercise of his or her functions under the SES Act, may use the title NSW SES State Controller and the NSW SES Deputy Commissioner may use the title NSW SES Deputy State Controller

NSW SES State Duty Operation Controller (SDOC). A position delegated by the State Controller, that provides strategic control, command and coordination for NSW SES controlled event and other emergencies for which the State Controller is accountable. The SDOC must ensure compliance with policy and directions as set by the Commissioner/State Controller as well as provide support and guidance to Operations Controller and/or Incident Controllers as required.

Spontaneous Volunteers. Emergent volunteers during times of crisis who volunteer their time to help their local communities but do not wish to have an ongoing commitment to an organisation.

Telecommunications. In this plan means resources and services provided by members of the functional area which are telecommunications carriers as well as the NSW Government Radio Network.

Utilities. In this plan, utilities are those businesses that own, operate and provide utility services, namely electricity, water, sewerage, gas and liquid fuels, but excluding telecommunication and engineering services.

9. APPENDIX A – ROLES AND RESPONSIBILITIES

AGENCY	RESPONSIBILITIES
NSW State Emergency Service	<p>The NSW SES is the designated Combat Agency for storms and floods and controls response operations.</p> <p>NSW SES roles and responsibilities in relation to storms and coastal erosion are detailed within the NSW State Storm Plan above, and where relevant the NSW State Flood Plan.</p>
Agriculture and Animal Services Functional Area	<p>The roles and responsibilities for Agriculture and Animal Services are outlined in the Agriculture and Animal Services Supporting Plan.</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> • Disseminate briefing information to participating agriculture and animal services and related stakeholders; and • Coordinate support to primary producers, animal holding establishments, evacuees and the community in emergencies, including rescue, evacuation and emergency care of animals in accordance with other relevant NSW State Plans.
Australian Bureau of Meteorology	<p>Preparedness</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 IGA; • Deliver a Thunderstorm Forecast (2 day outlook) to the NSW SES; • Undertake community engagement activities and contribute to similar community engagement and capacity building programs undertaken by the NSW SES; and <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; and • Formulate, issue and publish official forecasts and warnings and include NSW SES safety messages within warnings.
Energy and Utilities Services Functional Area	<p>The roles and responsibilities for Energy and Utilities Services are outlined in the Energy and Utility Services Supporting Plan (EUSPLAN).</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> • Assist NSW SES with identification of infrastructure at risk from storm damage, within available resources; and • Liaise with the NSW SES State Duty Operations Controller or Incident Controller to develop priorities of response.

AGENCY	RESPONSIBILITIES
Engineering Services Functional Area	The roles and responsibilities for Engineering Services are outlined in the Engineering Services Supporting Plan .
Environmental Services Functional Area	The roles and responsibilities for Environmental Services are outlined in the Environmental Services (ENVIROPLAN) Supporting Plan . Additionally, Environmental Services Functional Area have roles and responsibilities that are outlined in the Hazardous Materials/ Chemical, Biological, Radiological and Nuclear Sub Plan .
Fire and Rescue NSW	<p>Preparedness</p> <ul style="list-style-type: none"> • Identify and notify the NSW SES of any locations at risk from fire (within Fire Districts) or hazardous materials that pose a significant threat to surrounding populations due to the impact of a storm for incorporation into NSW SES storm intelligence and planning; <p>Response</p> <ul style="list-style-type: none"> • Meet the agreed arrangements described in the NSW SES and Fire and Rescue NSW Mutual Aid Agreement; • Provide Incident Management personnel and Liaison Officers to the NSW SES when required; • Notify the SES of storm related jobs received via the Triple Zero system; • When requested, assist the NSW SES with the warning and/or evacuation of at risk communities; • Conduct Hazmat operations including asbestos risks, resulting from storm emergencies in coordination with the SES Incident Controller; • Provide storm damage response teams to assist the NSW SES with property protection tasks; • Provide Land Based and In Water Flood Rescue Operators as required; • Provide appropriately trained personnel to perform Down the Wire (DTW) functions as required; • 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 in monitoring/reconnaissance of areas potentially damaged by storms; • Assist the NSW SES to undertake damage assessment including structural collapse risks, and recommend activation of the Major Structural Collapse Sub Plan if required and

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> Recommend activation of the Hazmat/CBRN Emergency Sub Plan and/or the NSW Asbestos Emergency Sub Plan if required.
Health Services Functional Area	<p>The roles and responsibilities for Health Services Functional Area are outlined in the Health Services (HEALTHPLAN) Supporting Plan.</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> Ensure that appropriate business continuity plans are developed for essential health infrastructure and are activated during storms as required.
Housing NSW	<p>Response</p> <ul style="list-style-type: none"> Assist the NSW SES with the response to damaged public housing.
Local Government Councils	<p>Prevention</p> <ul style="list-style-type: none"> Local Government Councils to refer planning proposals to the NSW SES, where there is a significant storm, coastal erosion or flood risk. <p>Preparedness</p> <ul style="list-style-type: none"> Contribute to community engagement activities; 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; In council areas subject to coastal erosion: <ul style="list-style-type: none"> Prepare and maintain Coastal Zone Management Programs (and review and maintain Coastal Zone Management Plans as applicable) and Coastal Zone Emergency Action Sub Plans in accordance with the <i>Coastal Management Act, 2016</i> and the <i>State Environmental Planning Policy (Coastal Management) 2016</i> including arrangements for the emergency management of coastal erosion; and Consult with the NSW SES and other relevant emergency services and functional areas when developing emergency management arrangements for inclusion in Coastal Management Programs/ Coastal Zone Management Plans and Coastal Zone Emergency Action Subplans; Provide NSW SES with copies of Coastal Management Programs / Coastal Zone Management Plans and Coastal Zone Emergency Action Subplans to assist with emergency planning and intelligence development; Assist the NSW SES with community awareness programs to ensure people in locations potentially threatened by coastal erosion understand the threat and its management;

AGENCY	RESPONSIBILITIES
	<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; and – Close and reopen Council roads (and other roads nominated by agreement with RMS) and advise the NSW SES, the NSW Police Force and people who contact the council for road information. • Where surf lifeguard services are operated by Local Government Councils, distribute advice contained in weather warnings to people on beaches when dangerous surf conditions are predicted; • Close beach areas when dangerous conditions caused by storms occur and notify the NSW SES and Surf Life Saving NSW; • In addition, in council areas subject to coastal erosion and/or inundation: <ul style="list-style-type: none"> – Assist the NSW SES with reconnaissance of areas susceptible to coastal erosion and/or inundation; – Install temporary fencing and/or signage in areas affected by erosion where erosion has resulted in unsafe conditions (e.g. damaged beach access unsafe dune escarpments); remove fencing/signage after storm following restoration of safe access conditions; – Council are responsible for coordinating coastal protection works on beaches in accordance with SEPP (Coastal management) 2016 and Coastal Zone Emergency Action Subplans prepared under Coastal Management Programs. – After the storm, remove and/or mitigate the impact of temporary physical protective measures on the beach; and – 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.
NSW Ambulance	<p>The roles and responsibilities for NSW Ambulance are outlined in the Health Services (HEALTHPLAN) Supporting Plan.</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p>

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> • Provide Land Based and In Water Flood Rescue Operators as required; • Provide specialist storm damage response teams as requested to assist the NSW SES.
NSW Department of Education	<p>NSW Department of Education is listed as a supporting agency under this plan.</p> <p>Preparedness</p> <ul style="list-style-type: none"> • NSW Department of Education will ensure each school and Education workplace has an emergency management plan (that is accessible locally and from a central incident management team), that includes local response procedure for severe weather events. <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 weather events; • Provide a Liaison Officer to the NSW SES Operations Centre if required; • Consider and act on the advice of the NSW SES with regard to temporary ceasing operations of schools across the NSW Education sector; and • Coordinate local situation reports from all schools in relation to impact during a storm related incident through to the SEOC. <p>Recovery</p> <ul style="list-style-type: none"> • Support schools to return to normal operations as soon as practicable; and • Participate in After Action Reviews as required.
NSW Marine Rescue	<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; • Include NSW SES safety messages within warnings if appropriate; • Consider and act on the advice of NSW SES with regard to 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 and areas;

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> • Assist the NSW SES and NSW Police Force with the provision of trained members to support public information units; • Assist with search and rescue operations from the ocean/coastal waterways; • At the direction of the NSW Police Force Marine Area Command assist in the identification and recovery of vessels; • Assist NSW SES in conducting reconnaissance and/or storm impact assessment; • Support NSW Police Force by providing suitable MRNSW facilities as Search and Rescue Coordination Centres and/or operations centres; and • Assist NSW SES with the resupply of isolated coastal communities.
NSW National Parks and Wildlife Services	<p>Preparedness</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"> • Close and reopen National Parks and Wildlife Service roads when affected by storms and advise the NSW SES of its status; • Facilitate the safe reliable access by emergency resources on National Parks and Wildlife Service managed roads; • Assist the NSW SES with the communication of warnings and information provision to the public through variable message signs and other appropriate means.
NSW Office of Emergency Management	<p>Preparedness</p> <ul style="list-style-type: none"> • Administer the <i>State Emergency and Rescue Management Act 1989</i> (NSW) and the State Emergency Management Plan (EMPLAN); • Contribute to NSW SES reviews into plans, policies and procedures as required; <p>Response</p> <ul style="list-style-type: none"> • Display, wherever practicable, the Bureau weather and storm warnings without change on the Emergency NSW website; • Support the State Emergency Operations Centre; <p>Recovery</p> <ul style="list-style-type: none"> • When required, undertake recovery operations under direction of the SERCON; • When requested, establish evacuation and recovery centres; • Administer Disaster Relief Account; and

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> Participate in After Action Reviews as required.
NSW Office of Environment and Heritage	<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 council 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>Preparedness</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. Provide related advice on coastal hazards to the NSW SES on request.
NSW Police Force	<p>Response</p> <ul style="list-style-type: none"> Provide a Liaison Officer to the NSW SES Operation Centre if required; When requested by NSW SES in storm operations: <ul style="list-style-type: none"> Restrict access to areas affected by storms; Assist with warning and/or evacuation of at-risk communities; Provide specialist storm damage response teams to assist the NSW SES if available; and Assist with monitoring and reconnaissance of areas potentially damaged by storms; Coordinate search and rescue operations; Provide Land Based and In Water Flood Rescue Operators as required; Conduct road and traffic control operations in conjunction with NSW SES, council and/or RMS; Coordinate security for supply lines, evacuated and damaged areas; Manage Disaster Victim Registration; and Operate the Public Information and Inquiry Centre, if requested or otherwise needed during storm events.
NSW Rural Fire Service	<p>Response</p> <ul style="list-style-type: none"> Meet the agreed arrangements described in the NSW SES / NSW RFS Memorandum of Understanding;

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> • Provide a Liaison Officer to the NSW SES Operations Centre or Emergency Operations Centre as required; • Provide Incident Management personnel when requested; • Provide trained staff to support a joint intelligence unit, if established by NSW SES; • 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/reconnaissance of areas potentially damaged by storms; – Property protection tasks; – Back-up radio communications; – The resupply of isolated communities and/ or properties and – Providing access to areas/ properties isolated by storm damage. • Assist the NSW SES with the provision and management of aircraft through the State Air Desk; and • Assist NSW SES with impact and damage assessments.
NSW Volunteer Rescue Association	<p>Response</p> <ul style="list-style-type: none"> • Meet the agreed arrangements described in any NSW SES/ NSW VRA Memorandum of Understanding; • Assist the NSW SES with the evacuation of at-risk communities; • Assist the NSW SES in monitoring / reconnaissance of areas potentially damaged by storms; and • Provide storm damage response teams to assist the NSW SES.
Public Information Services Functional Area	<p>The roles and responsibilities for Public Information Services are outlined in the Public Information Services Supporting Plan.</p>
Roads and Maritime Services	<p>Response</p> <ul style="list-style-type: none"> • Traffic Management Centre (TMC) in conjunction with RMS, coordinates the clearing and removal of trees and debris from roadways prior to opening, in consultation with NSW SES; • TMC in conjunction with RMS, coordinates assisting NSW SES in monitoring / reconnaissance of areas potentially damaged by storms through consultation with transport/traffic commanders, RMD Crews and other Transport for NSW or RMS Staff; • TMC in conjunction with RMS coordinates information on road conditions for emergency services access;

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> • TMC in conjunction with RMS coordinates the management of the road network across all modes of transport; • TMC will assist the NSW SES with the communication of storm warnings and information provision to the public through variable message signs (VMS) according to the VMS protocols and procedures; • Transport for NSW, TMC and RMS in conjunction will assist the NSW SES with the evacuation of at-risk communities by maintaining access and egress routes; • RMS Maritime will coordinate harbour clearing services to remove obstacles causing obstruction to Sydney waterways; • RMS Maritime, following the direction of the NSW Police Force will assist in the identification and recovery of vessels.
SEOCON	<p>Response</p> <ul style="list-style-type: none"> • Monitor storm operations; • Open SEOC as necessary; • 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; and • If requested, coordinate support to the NSW SES and/or other agencies.
Surf Life Saving NSW	<ul style="list-style-type: none"> • Where local arrangements allow, provide support to NSW SES as per agreed arrangements. <p>Response</p> <ul style="list-style-type: none"> • Distribute advice contained in the Bureau's weather warnings to people on Surf Life Saving patrolled beaches when dangerous surf conditions are predicted; and • Close Surf Life Saving patrolled beach water areas when dangerous conditions caused by storms occur in consultation with Local Government Councils, and advise NSW SES.
Telecommunication Services Functional Area	<p>The roles and responsibilities for Telecommunications Services are outlined in the Telecommunications Services (TELCOPLAN) Supporting Plan.</p>
Transport Services Functional Area	<p>The roles and responsibilities for Transport Services are outlined in the Transport Services Supporting Plan.</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p>

AGENCY	RESPONSIBILITIES
	<ul style="list-style-type: none"> • Assist the NSW SES with the resupply of isolated communities and/or properties; and • Assist with the coordination of transport of readily moveable household and business contents from areas likely to be affected by coastal erosion.
Welfare Services Functional Area	The roles and responsibilities for Welfare Services are outlined in the Welfare Services Functional Area Supporting Plan .