



SYDNEY CBD SAFETY SUB PLAN (Unrestricted Version)

**A SUBPLAN OF THE
NSW STATE EMERGENCY MANAGEMENT PLAN**

Endorsed by Sydney Metropolitan REMC on 2nd February 2023
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AUTHORISATION

The Sydney CBD Safety Subplan has been prepared as a subplan to the New South Wales State Emergency Management Plan (EMPLAN) to detail the control and coordination arrangements for aspects of the preparation for, response to, and immediate recovery from an emergency incident occurring at Sydney CBD.

This plan has been prepared on behalf of the State Emergency Operations Controller and was endorsed by the State Emergency Management Committee.

AMENDMENTS

Proposals for amendment or addition to the contents of the Sydney CBD Evacuation Subplan are to be forwarded to:

New South Wales Police Force
Incident and Emergency Management Command
Sydney Police Centre
151-241 Goulburn Street
Surry Hills NSW 2010

VERSION HISTORY

Version updates are recorded in the following table.

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DISTRIBUTION

This subplan may be distributed in electronic format and is available on the Emergency NSW website at www.emergency.nsw.gov.au.

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1. INTRODUCTION

This sub plan has been prepared at the direction of the State Emergency Management Committee (SEMC) as a state level sub plan of the State Emergency Management Plan.

It details the arrangements for coordinating a multi-agency and community response for the safety of people potentially affected by an emergency within the Sydney CBD. The plan details the protective strategies that are available to responders. This plan is intended to integrate with facility and local level plans that exist within the Sydney CBD area and is scalable to the nature of the emergency from Local to Regional to State level response, outlining the framework and processes for managing such a response.

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

- High-rise buildings;
- Heavy vehicular and pedestrian traffic;
- Numerous transport nodes in proximity to each other;
- Significant populations consisting of residents, workers, students and tourists;
- Daily influx of a workforce servicing commercial, governmental, educational, leisure and tourist sectors.

The intent of this plan is for any emergency to be managed at the lowest effective level, in accordance with the NSW State EMPLAN.

2. AIM

This Sub Plan aims to establish a framework for a coordinated multi agency and community response for the safety of people potentially affected by an emergency within the Sydney CBD.

3. OBJECTIVES

Consistent with the State Emergency and Rescue Management Act 1989 (SERM Act) and the NSW EMPLAN the objectives of this plan are to provide clarity as to:

- Command and control.
- Coordination of functions.
- Roles and responsibilities.
- Communications between agencies and liaison arrangements.
- Response and protective strategies.
- Public information.
- Review, testing and maintenance of this plan.

The Plan specifically intends to:

- Protect members of the public and responders from injury or death.
- Promptly facilitate the safe movement of people away from a Danger Area.
- Issue timely, regular and consistent warnings messages, public advisories and information.
- Minimise or delay the number of persons required to be moved.
- Minimise disruption caused to unaffected areas.
- Maximise availability of transportation assets.

- Allow the return of evacuees within the earliest possible timeframe.
- Provide responding organisations with the necessary strategy and information to allow them to effectively implement their roles and responsibilities in support of an evacuation.

4. SCOPE

This Sub Plan operates within the context of, and should be read in conjunction with the:

- NSW State Emergency Management Plan (EMPLAN)
- NSW State Recovery Plan
- Sydney Metropolitan Emergency Management Region EMPLAN
- City of Sydney Local EMPLAN, Recovery Plan and Consequence Management Guides
- NSW Transport Management Centre – Sydney CBD 10 Sector Incident Response Plan
- NSW Evacuation Management Guidelines
- Major Evacuation Centre Guidelines
- The supporting arrangements identified in this Sub Plan

Whilst applying the NSW EMPLAN ‘Principles of Emergency Management’ in this Sub Plan, additional considerations and arrangements are identified in the unique context of the Sydney CBD as well as the potential for deployment of significant resources to manage a large-scale emergency.

This Plan is focused on the management of consequences of an emergency rather than the emergency or immediate hazard itself and maintaining public safety by application of key protective strategies. As this Plan relates to the management of consequences, prevention strategies for emergencies are expected to be managed by the relevant Combat Agencies.

This document does not restate information mentioned in other plans concerning Combat Agency control arrangements, other emergency management or legislated roles and responsibilities, or other emergency management frameworks unless it specifically relates to evacuation management or the application of a relevant protective strategy in the CBD or the provision of support applicable to this Sub Plan.

The arrangements detailed in this document are not intended to be implemented for the evacuation of streets, open areas, a single premise or a small number of small premises.

This document is not intended for use in major events that occur within the CBD. Whilst some of the principles identified in this Plan may be applied to events, they will have specific plans that consider the characteristics of those events. In addition, the areas subject to evacuation and assembly will be significantly different for each event.

5. CONCEPT OF OPERATIONS

This Concept of Operations emphasises the response phase of an emergency, assuming the preparation phase has been effectively applied.

The ideal response to emergency at a facility/building/area will initiate an immediate response by staff (such as Chief Wardens/Wardens) in accordance with AS 3745;2010. Action is taken to prevent injury, minimise the effect of the situation, securing the site if possible, to minimise the effects of the emergency and evacuating affected persons as required. It should be noted that

the emergency may also occur in an open area, or combination of locations. In either case, it is expected that the emergency will prompt a response by emergency services.

Chief Wardens and Wardens must also understand that their building/facility may be asked to assemble following an internal evacuation at a CBD assembly area and this may differ from their usual building/facility assembly area.

Emergency Services will respond and establish forward commands, with agencies acting in support of the Combat Agency. The Combat Agency commander will control response activities via the application of an AIIMS (or ICCS Plus) structure, with the intention of reducing the impact of the emergency, whilst taking appropriate action to protect life and property. The LEOCON for City of Sydney will consider the establishment of site control and appoint a 'Site Controller'.

In consultation with the Combat Agency, Police (acting as a Directing Officer), will identify the 'Danger Area' within the relevant zone and (as directed by the Combat Agency) the relevant strategy (or strategies) to apply. This may include sheltering in place or an evacuation to a CBD Assembly Area or combination of any of these strategies.

At the request of the Incident Controller, Police Forward Commander or Site Controller, Police and TMC will implement the Traffic Management Plan relating to the relevant sector/s. Implementation of this plan will allow the Incident Controller, Site Controller and/or Police Forward Commander to determine the most appropriate site control location, vehicle staging, CBD assembly areas and if required evacuation centres to support the emergency response.

If an evacuation is initiated as a strategy and this is beyond the scope of any facility assembly area, then the evacuees will be requested to move to the nominated CBD assembly area for that sector. The CBD assembly area is likely to be the closest "green space" to the sector.

The decision regarding those gathered in a CBD assembly area to remain or move onward to an evacuation centre or transport option will remain with the Police Commander or Evacuation Coordinator. The decision will be made on the advice of the Combat Agency and will consider the expected duration of the emergency, environmental conditions, availability of transport, availability of welfare support and potential spread/effect of the emergency.

If it is determined that people will not be able to return in the short term, then onward movement to manage evacuees will be required. As the bulk of evacuees may be workers who reside in suburbs outside the CBD, transport out of the CBD will be the most feasible strategy. CBD residents and hotel patrons may require other arrangements, including the establishment of evacuation centres (Phase 2). Large scale evacuations may require the opening of a Major Evacuation Centre or Mass Care Facility.

Transport plans to facilitate the movement of persons from the assembly areas are most likely to involve the use of trains, light rail, buses and ferries. If, due to the type, size or scale of the emergency, these services are not available, then persons may be directed to walk to alternative transport hubs.

To support these activities, the City of Sydney LEOCON may consider the establishment of an Emergency Operations Centre (EOC). If required, the LEOC may be supported at Regional and State levels by the establishment of REOC and SEOC, dependant on the scale of emergency, scale of the evacuation, resourcing and/or complexity. In a significant event, the Police Commander may appoint an Evacuation Coordinator, Pedestrian Coordinator, Transport

Coordinator, Welfare Coordinator, Logistics Coordinator, CBD Assembly Area Coordinator and/or Traffic Coordinator.

Responding agencies may be required to attend either site control or EOC in accordance with local activation arrangements. Supporting agencies and Functional Areas may be required to provide liaison officers to these locations. Information used to provide situational awareness is received from the incident site/s through Site Control to the Local, Regional and State EOC's.

Preparatory activities place responsibilities on facility and building managers in relation to their occupants, focusing particularly on vulnerable persons and special needs groups such as schools, child and health care facilities.

Critical decisions regarding response strategies are ongoing throughout the emergency and will be reviewed. Any of these decisions are likely to have significant resource implications that will require support at Regional and/or State levels. The response strategies implemented will need to be supported by significant public messaging to provide public advice for actions to ensure safety as well as underpinning public confidence. The Public Information Functional Area Coordinator arrangements are likely to be activated to manage this.

Transition into the recovery phase will require ongoing monitoring, continued public messaging in accordance with ongoing risk assessment. Responsibility for coordination of recovery operations rests with the State Emergency Recovery Controller.

6. CHARACTERISTICS OF A CBD EVACUATION

6.1 Hazard Assessment

The potential for large scale evacuation from areas within the CBD is extremely rare. Most emergencies occurring usually affect just one facility/building and such instances are confined to single facility/building assembly areas. In certain circumstances, the potential for large areas of the CBD precinct to be affected by an emergency may prompt larger scale responses.

It should be noted that evacuation is just one option for emergency services and often a large-scale evacuation is exercised as a last resort when other options (Remain at work/Shelter in Place) are not appropriate or viable.

Potential scenarios for large scale evacuation may include an earthquake or loss of utilities, tsunami or earthquake. In the case of utility loss, these may still be subject to availability of such resources within individual buildings and facilities and without an immediate threat to life. Therefore, there may be some warning and planning time with which to direct public information and requirements.

The threat of terrorism also provides a scenario that may prompt a large-scale emergency response. The most likely reaction to recent (city based) terrorism events (hostile vehicles, active armed offenders, transport based or CBR attacks) would tend to favour a protective strategy to avoid the threat (escape) or 'shelter in place/find shelter' if escape is not possible. The scenario may also involve both types of strategies depending on the situation an individual finds themselves. Authorities should encourage individuals to report the matter immediately in either case.

Should there be an imminent or actual terrorist event, alternate 'counter terrorism directional messaging' would more than likely be issued. The messaging – Escape, Hide and Tell, is a

Commonwealth Government developed system for use by all States and Territories in a terrorist event.

The terminology of 'lockdown' has potential for misunderstanding in this context and can be difficult to apply in practice. The reality of this strategy is that people cannot be kept in one place and facilities employing such strategies should prepare options for people who cannot or refuse to comply. For this Plan, 'Lockdown' is applied as a strategy by facilities in response to a direct threat to a facility rather than a general strategy across a broad geographic area such as the CBD.

There must be recognition that people will generally act in their best interests, either with or without direction. Whilst public information and directions may influence their decisions, no one approach will ensure the compliance of all persons. Authorities must be prepared for the range of human responses to an extraordinary and emotive event.

In summary, partial evacuation or shelter in place are the most likely strategies in response to an imminent or actual emergency in the Sydney CBD. However, in the application of this Plan, all protective strategies (or combinations) can be applied with the intention that all options are considered, and authorities and public are well informed in this regard.

6.2 Context and demographics

This information is contained within Annexure A.

7. COMMUNITY ROLES AND RESPONSIBILITIES

Organisational roles and responsibilities are outlined in Annexure B and whilst some tasks are unique to this sub plan, they substantially reproduce the normal roles of these organisations in a different context. The Sydney CBD population will have differing levels of preparedness regarding a required response; however, this plan recognises the role the community play in response. Listed below are the responsibilities of community groups in relation to this plan:

7.1 Residents

Residents can be prepared for a CBD emergency in the following ways:

- Develop a personal emergency plan.
- Put together a 'Go Bag'. This is a small easy to carry bag with essentials stored in an accessible place. The 'Go Bag' can be used when residents are either being evacuated, or if they are required to 'shelter in place' for an extended period. Important things to keep in the bag include:
 - o Important personal information, (identification, insurance details etc)
 - o Bottled water;
 - o A torch;
 - o AM/FM radio with extra batteries;
 - o Spare keys;
 - o First aid;
 - o Personal supplies, including medications;
 - o Leads, cages and food etc for pets.
- Be familiar with the concepts in the Plan and how you may be asked to respond, for example:

- Know your building assembly area and nearest CBD assembly area should immediate evacuation be required.
- Understand the concepts of shelter in place or find shelter; continue normal day to day activities; and evacuation.
- Understand how to best share official advice with others.
- Limit use of mobile phones. When mobile networks are used for message delivery, due consideration needs to be given to the guarantee of receipt in timely fashion because those networks are susceptible to significant congestion during emergencies and mass crowd events, which can lead to service degradation.
- Designate an out of precinct contact person.
- Know your local community resources.
- Plan for any pets you do not take with you if you evacuate.
- Designate an out of precinct contact person.

7.2 Workers

Workers can be prepared for a CBD emergency in the following ways:

- Familiarisation with building evacuation plan and building's assembly area.
- Become familiar with alternate transport modes, outside usual means of commute.
- Put together a 'Go Bag' (Please see above – in 'Residents' for details).
- Be familiar with the concepts in this Plan and how you may be asked to respond, for example:
 - Know your building assembly area and nearest CBD assembly area should immediate evacuation be required.
 - Understand the concepts of shelter in place or find shelter; continue normal day to day activities; and evacuation.
 - Understand how to best share official advice with others.
 - Limit use of mobile phones. When mobile networks are used for message delivery, due consideration needs to be given to the guarantee of receipt in timely fashion because those networks are susceptible to significant congestion during emergencies and mass crowd events, which can lead to service degradation.
 - Designate an out of precinct contact person.

7.3 Visitors

Visitors can be prepared for a CBD emergency in the following ways:

- Seek advice from emergency service organisations and/or other members of the public about what to do.
- Review emergency and safety information from accommodation provider.
- Heed warnings from mainstream media and/or emergency services.
- Limit use of mobile phones. When mobile networks are used for message delivery, due consideration needs to be given to the guarantee of receipt in timely fashion because those networks are susceptible to significant congestion during emergencies and mass crowd events, which can lead to service degradation.

7.4 Students

Students can be prepared for a CBD emergency in the following ways:

- Be familiar with the educational institution's building evacuation plan and arrangements.

- Become familiar with alternate transport modes, outside usual means of commute.
- Heed warnings from mainstream media and/or emergency services.
- Be familiar with the concepts in the Plan and how you may be asked to respond, for example:
 - o Know your building assembly area and nearest CBD assembly area should immediate evacuation be required.
 - o Understand the concepts of shelter in place or find shelter; continue normal day to day activities; and evacuation.
 - o Understand how to best share official advice with others.
 - o Limit use of mobile phones. When mobile networks are used for message delivery, due consideration needs to be given to the guarantee of receipt in timely fashion because those networks are susceptible to significant congestion during emergencies and mass crowd events, which can lead to service degradation.
 - o Designate an out of precinct contact person.

7.5 Building Managers

Owners and/or managers of CBD buildings have responsibilities in accordance with the Work, Health and Safety Act 2011. Regulations ensure they comply with standards - AS3745:2010 Emergency Control Organisation and procedures for buildings, structures and workplaces and AS/NZS 4801:2001 Occupational Health and Safety Management Systems. Building managers can prepare their buildings for a CBD emergency in the following ways:

- Ensure fire and emergency plans include how the information regarding an evacuation will be disseminated from the Chief Warden to occupants of the building.
- Ensure emergency plans are contemporary and are regularly practiced.
- Consideration should be given to multiple buildings not having the same assembly point.
- Educate occupants about this plan and its concepts.
- Know and disseminate the buildings most appropriate CBD assembly area.
- Be familiar with the concepts in the Plan, for example:
 - o Understand the concepts of shelter in place or find shelter; continue normal day to day activities; and evacuation.
 - o Understand how to best share official advice with others.
 - o Limit use of mobile phones. When mobile networks are used for message delivery, due consideration needs to be given to the guarantee of receipt in timely fashion because those networks are susceptible to significant congestion during emergencies and mass crowd events, which can lead to service degradation.

7.6 Chief Wardens

Chief Wardens within CBD buildings have the following responsibilities:

- In the first instance, carry out the appropriate response as shown in their relevant emergency response plan. This includes seeking and complying with advice from emergency services.
- Monitor public information sources (radio, tv, social media platforms, websites and other media alerts, door knocking, SEWS, sydneyALERT) for information regarding the incident and for specific directions from emergency services.

Information will be provided to Chief Wardens via direct contact and/or through broadcast over commercial media networks unless immediate evacuation is required, emergency services advice will typically be to initially secure the building and 'shelter in place'.

When advice is given to evacuate, Chief Wardens are to marshal building occupants from the building to their usual assembly area. Chief Wardens may be then requested to assist with marshalling from the buildings assembly area, along an evacuation route to a CBD assembly area, Evacuation Centre or transport hub. Alternately, Chief Wardens may be asked to help facilitate the self-evacuation of their buildings occupants home or to an alternate location outside the CBD.

7.7 Child Care Centres

Owners, licensees and directors of CBD childcare centres have the following responsibilities:

- In accordance with statutory requirements, have an emergency plan for the safe evacuation of the centre in accordance with AS3745:2010.
- Licensees and directors should familiarise themselves with this Plan and its concepts, for example:
 - o Understand the concepts of shelter in place or find shelter indoors; continue normal day to day activities; and evacuation.
 - o Understand how to best share official advice with others.
 - o Limit use of mobile phones. When mobile networks are used for message delivery, due consideration needs to be given to the guarantee of receipt in timely fashion because those networks are susceptible to significant congestion during emergencies and mass crowd events, which can lead to service degradation.
- Prepare 'Go Bags' containing useful supplies in easily accessible locations. Bags could include nappies, formula, bottles, petty cash, and parent contact details. Consider having wrist bands or stickers in the bag with the name of the centre and emergency contact details.
- Plans to care for children during extended periods, if required to 'shelter indoors'.
- Have systems that educate parents on their responsibilities in an evacuation and how their children will be managed and cared for in such an event.
- Have a communications strategy for providing advice to parents should the circumstances allow.

7.8 Educational Facilities

Educational facilities have the following responsibilities:

- In accordance with statutory requirements, have an emergency plan for the safe evacuation of the facility in accordance with AS3745:2010.
- Consideration should be given to multiple buildings not having the same assembly point.
- Educate staff and students about this plan and its concepts.
- Know and disseminate the buildings most appropriate CBD assembly area.
- Be familiar with the concepts in the Plan, for example:
 - o Understand the concepts of shelter in place or find shelter; continue normal day to day activities; and evacuation.
 - o Understand how to best share official advice with others.
 - o Limit use of mobile phones. When mobile networks are used for message delivery, due consideration needs to be given to the guarantee of receipt in timely fashion because those networks are susceptible to significant congestion during emergencies and mass crowd events, which can lead to service degradation.
- Chief Wardens should familiarise themselves with this Plan, as per the above.

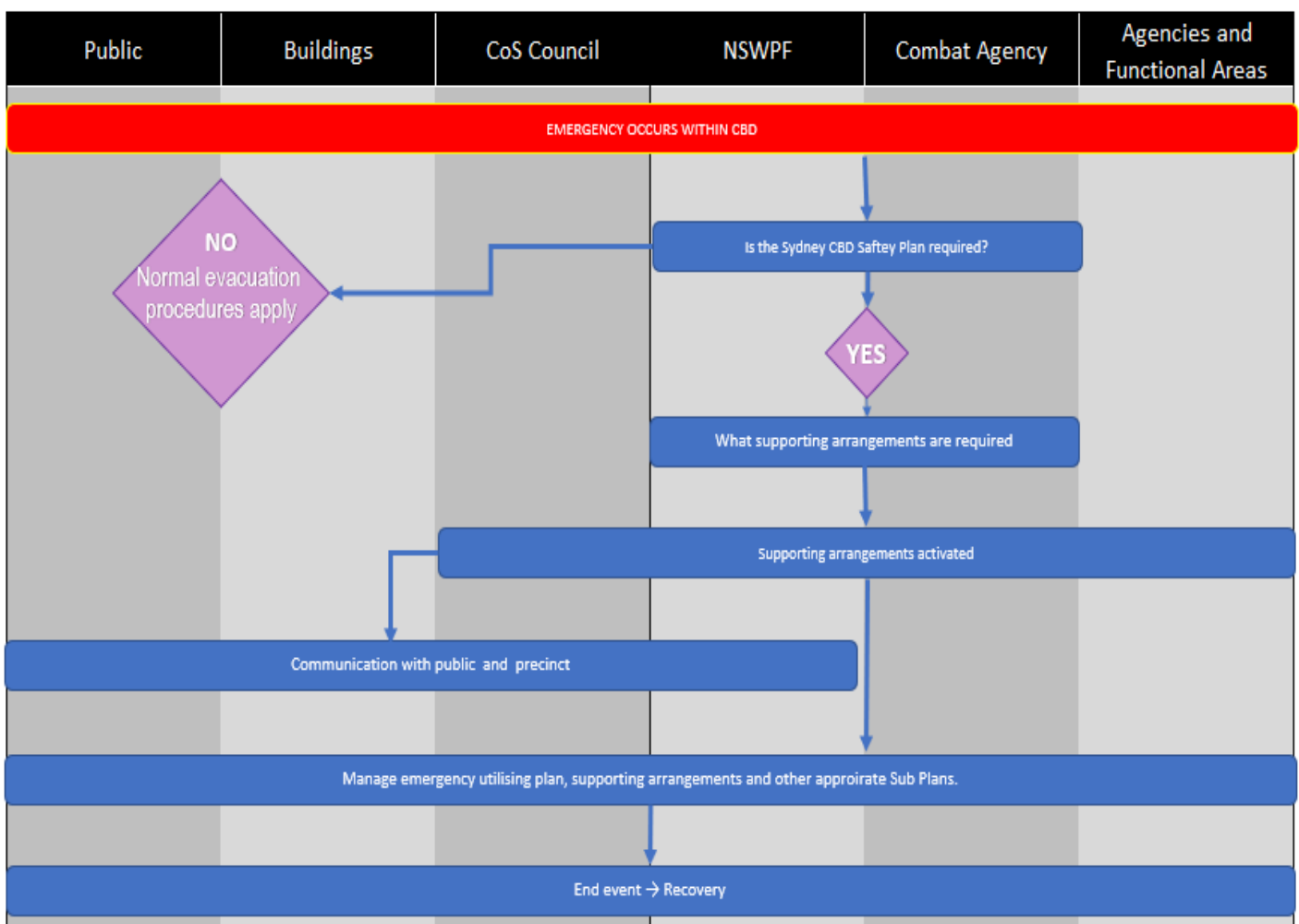
7.9 Hotels and other Accommodation Providers

Hotels and accommodation providers can be prepared for a CBD emergency in accordance with similar reasonability's to that of a building manager. However, hotels and accommodation providers should ensure that any advice accounts for the likely cultural and language needs of their guests.

8. ACTIVATION

To ensure that immediate response to an emergency by either Police or another Emergency Service Organisation, this plan does not require a specific level of approval for activation. The arrangements set out in this plan can be activated at the lowest possible level through consultation between the combat agency and/or EOCON and relevant supporting agencies/organisations.

8.1 Activation and Decisions



8.2 Escalation to SEOCON

Due to the potential consequences of an emergency within the Sydney CBD, any incident requiring the activation of this plan may require notification to the SEOCON. It is expected that this would occur through normal escalation procedures and if there are any delays, then the SEOCON can be contacted directly through the SEOC Duty Officer.

9. PREVENTION

As this Plan describes the management of the consequences of an emergency, it does not specifically prescribe prevention activities. Prevention strategies for emergencies are expected to be managed by the relevant Combat Agencies, local EMPLANS and/or other hazard specific Sub Plans.

10. PREPARATION

10.1 Emergency Planning

The emergency planning arrangements established and maintained by the City of Sydney LEMC and constituent agencies are intended to integrate with the arrangements in this Plan. This includes the City of Sydney EMPLAN, Recovery Plan and relevant Consequence Management Guides.

10.2 Resources and Capability

Emergency Management Committees at Local, Regional and State levels are to ensure that their relevant ESO's and Functional Areas are aware of this Plan. They should undertake the relevant liaison and ensure familiarisation arrangements occur to respond to emergencies within the Sydney CBD.

10.3 Training

Agencies involved in activities covered by this plan are responsible for the training of their personnel. Ensuring an appropriate level of skill and knowledge is maintained to fulfil their agencies roles.

For practical purposes, the City of Sydney LEMC should identify training needs for immediate responses.

10.4 Review and Exercise

The arrangements in this plan are to be exercised at least on a biennial basis or at the direction of the SEOCAN, unless an activation of this sub plan has occurred within two years from the previous activation or exercise.

This plan is to be reviewed at the direction of the SEOCAN or at least within 3 years.

Review and exercise should ensure operational capability is maintained in relation to the immediate response and supporting arrangements.

For practical purposes, the LEMC should identify exercise objectives for immediate responses, REMC for Regional Level and recommendations to SEMC for State level.

10.5 Public Education & Information

Delivering education to the public regarding this Plan is identified as a key activity to ensure the public is aware of their relevant assembly areas, actions required by them, meaning of potential instructions and expected methods of communications/reporting.

In this regard, a document has been produced 'Guide to CBD Evacuations', as part of the 'Get Ready Sydney' arrangements.

A Sydney CBD Emergency Warning System (CBD EWS) can also be used to advise the public of specific requirements during an emergency, including shelter in place or a partial or full evacuation. The SydneyALERT system is a combination of visual display boards and audio speakers in key locations across the Sydney CBD area.

10.6 **Building and facility preparation**

Building and facility managers must ensure that they have emergency plans that are compliant with AS 3745:2010 that outline the minimum standards in emergency preparation. This includes establishing and maintaining an emergency planning committee, a warden structure to manage emergencies, identification of emergency assembly areas and methods of accounting for evacuees.

They must ensure that people/groups with special needs within their facilities/buildings have been planned for and if necessary 'personal emergency evacuation plans' are prepared. If the building/facility has public access (such as a shopping centre) plans must account for the potential for persons to 'Find Shelter' (when directed or on their own instigation) within their premises during emergencies.

This requirement covers transport hubs or other public places within the Sydney CBD area, regardless of any site specific plans or procedures.

Those facilities that provide essential and critical community services should have in place appropriate business continuity plans, that consider relevant implications of the bellow response strategies.

11. **RESPONSE STRATEGIES**

There are several response or protective strategies available to decision makers to keep communities safe. The options available to the Combat Agency and/or Police are indicated below, with combinations also possible, depending on the nature of the emergency.

Any decision regarding public safety should consider all of the strategies below and be scalable according to the emergency type.

Evacuate to a Nominated Location

- This instruction will be used when it is assessed an area within the CBD requires evacuation for safety and control reasons. While it is always the intent to keep an evacuation zone to a minimum, it needs to be understood that some emergencies may require the evacuation of large areas of the CBD.
- An identified CBD assembly area in this sub-plan is likely to be the nominated location. However, alternate instructions may be given subject to information known at the time.
- Conducted as outlined within the NSW Evacuation Management Guidelines.
- This plan acknowledges that an entire mass evacuation of the Sydney CBD is unlikely.

Shelter-in-Place / Find Shelter

- This direction will be used when it is assessed that for the safety of the occupants of a building(s) or for control reasons, it is safer for occupants to remain in the building than to be outside.
- The period for which people will be required to shelter in place will depend on the nature of the emergency. Public transport availability may also influence the decision to evacuate thus leading for a need to Shelter-in-Place.
- Sheltering in place may require additional protective measure be taken. For example, those measures may include, to:
 - actually seek shelter, if outside;
 - close windows and shut off ventilation systems;
 - stay away from windows and move to a more protected room, area or a stairwell or go to a 'Lock Down' posture;
 - monitor media for updates.

Stay at Work / Delay your Journey

- This message will be issued to areas of the CBD and surrounds where the public are not directly threatened by the emergency. It also implies that public transport is affected and may not be available for some time. This message is intended to stop people rushing to transport nodes, thus allowing time for these services to be stabilised or re-established. Stay at Work assists in achieving the desired response from businesses and residents in areas of the CBD unaffected by the emergency, which is to:
 - carry on their normal business;
 - advise their staff and any other persons on their premises that an emergency has resulted in a disruption to public transport; and
 - monitor the media for updates.

Business as Usual

- This notification will be used when it is assessed that it is safe to return to the CBD.
- Some caveats on this may be required if areas remain restricted. This advice recognises the economic, political and social importance of the CBD, and the need to return the area to usual function as quickly as possible.
- This message will assist the public to return to the CBD, either from an assembly area, from a place of shelter or from home in the days that follow an event.

12. RESPONSE PROCESS

12.1 10 Sector Incident Response Plan (10 Sector Plan)

The “10 Sector Incident Response Plan” separates the Sydney CBD area into 10 sectors. The 10 sectors are shown in Annexure C, and correspond to transport supporting arrangements. The separate sectors allow any evacuation, traffic or transport planning to be scaled appropriately, with consideration given to all protective strategies available, a combination of strategies may be used in differing sectors.

In the event of an evacuation, this plan can be activated for an entire sector, part of a sector or for multiple sectors. Each sector has a primary and secondary CBD assembly area assigned, and these are detailed in Annexure F.

12.2 CBD Assembly Areas

The purpose of CBD assembly areas is for the temporary retention of evacuated persons, following the activation of this plan. Persons will remain until movement onwards can be facilitated or a return is permitted. For clarification CBD assembly areas are those assembly areas associated with the “10 Sector Plan” and differ to building/facility assembly areas. They are large out-door, mostly unsheltered areas such as public squares, parklands and sporting fields. Being outdoors, these areas will be subject to the elements of the weather and offer very limited services, if any.

The NSW Police Force will manage the identified CBD assembly areas. It is likely local police resources will be committed to directly managing the emergency, which prompted the evacuation process. Police from surrounding police areas will be allocated one or more assembly areas to manage. Those allocations and management responsibilities are listed in the Annexure B.

Several locations in the Sydney CBD have been identified as CBD assembly areas for use in accordance with this Plan. Those locations are:

	Barangaroo Reserve
	Belmore Park
	Hyde Park (North)
	Hyde Park (South)
	Prince Alfred Park
	Royal Botanic Gardens
	The Domain
	Tumbalong Park
	Victoria Park
	Wentworth Park

During an event, CBD assembly areas will be selected based on the situation with the intent of minimising risk to persons. Criteria for selection may include:

- Type of hazard
- Proximity to the hazard
- Weather conditions, especially wind direction
- An area's holding capacity
- Traffic and transport arrangements.

12.3 Response Phases

Phase 1 – Initial Assessment and Immediate Actions

The immediate response to an emergency will be the attendance of emergency service organisation who will conduct an initial assessment. The Combat Agency will assume command and control as well as identify the impacts or likely consequences of the emergency. Police will consult with the Combat Agency and determine what protective measures are required and assess the requirement for a Danger Area.

The first phase will generally only involve ESOs but may utilise local level resources from other agencies or groups such as building owners/managers and building wardens. This phase will focus on:

- Prevention of serious injury or loss of life.
- Gathering of intelligence to deliver an appropriate response to the emergency.
- Activation of required resources to incident site.
- Establishing command, control and coordination structure. A Site Controller will be appointed, and site control location nominated.
- Initial basic triage of those affected persons.
- Evacuation of those persons at immediate risk.
- Efforts to contain the emergency and limit impact.

During this phase those persons at risk will either:

- Immediately evacuate to their facility/building assembly area.
- Shelter in place / find shelter
- Continue with day to day activities.

As per the decision-making diagram in Annexure E, the key activities to be undertaken during this phase are:

- ESO response as per internal SOP's.
- Danger Area to be declared by Police in consultation with Combat Agency.
- Identify the impacted sector/s using the CBD "10 Sector Plan"
- Police and Combat Agency to make decision on most appropriate 'protective strategy'
- Identify traffic impact and if necessary, the implementation of corresponding traffic arrangements.
- Identify transport impacts and if necessary, the implementation of transport plans.

Immediate Evacuation

An immediate evacuation should be undertaken to protect those persons who are at direct risk of harm from the emergency. This type of an evacuation is likely to be self-initiated in response to an obvious threat or danger.

Any self-initiated, immediate evacuation is likely to assemble in a building/facility assembly area. It can also be presumed that these areas are unlikely to be CBD assembly areas. However, Police and the Combat Agency must consider and implement the following:

- Identify those buildings/groups that require immediate evacuation.
- Using Annexure F, identify the most appropriate CBD assembly area.
- Advise building managers of the safest and most appropriate route to take to the identified CBD assembly area. Annexure F should be utilised for this.
- Begin to appropriately resource the CBD assembly area.
- Continually assess the CBD assembly area to ensure the safety and welfare of those evacuated persons. This activity may initiate phase 2.

If multiple buildings/facilities are required to evacuate Police and/or the Combat Agency should consider the use of the “10 sector plan” detailed in Annexure C.

It can be presumed that regardless of the emergency type that some type of self-initiated, immediate evacuation will occur within the Sydney CBD and ESOs must be ready to manage an influx of persons in “green” or empty spaces near the incident site.

Shelter in place / find shelter

There may be occasions where a Combat Agency (in consultation with Police) conduct a risk assessment and decide it is safer for persons impacted by the emergency to remain inside. If this response is most appropriate it must be recognised that not all persons within the Sydney CBD will have immediate access to shelter, and so, shelter may have to be actively sought by these persons.

To immediately implement this response, contact should be made with those building/facility managers directly. Advice should be given by the Combat Agency on how to safely allow persons who wish to transition from shelter in place to self-evacuating, given the inability to enforce such a response.

Continue with day to day activities

Not all emergency situations will require any of the above response strategies. Some will allow for day to day activities to continue, however some of these activities may be impacted upon, (i.e. road closures, pedestrian route changes or public transport changes). It is important that these changes are communicated to the public

Phase 2 – Determine and implement the ‘Protective Strategy’

The second phase will generally commence when:

- The parameters of the emergency are better understood.
- The incident has become contained.

- Functional Areas and support services are operational.
- A command and control structure is established.
- Appointment of an Evacuation Coordinator (if required)

Given the above, decisions around the duration of the emergency can more accurately be made. Accurate and regular timelining the emergency run time is important no matter the protective strategy implemented, as it will assist the Combat Agency and Evacuation Coordinator in both applying the most appropriate protective strategy and better facilitate shifting the process from phase 1 to phase 2.

The Evacuation Coordinator, in consultation with the Combat Agency should begin to timeline the duration and ongoing requirement for the evacuation protective strategy. Other factors that should be considered are:

- Time frame and reasonable ability to keep people waiting.
- Time frame – exceeding normal business hours
- Available transport options
- Environmental factors, such as weather.
- Welfare
- Safety
- Ability to resource assembly areas and/evacuation centres.

After considering the above the following options are available:

- Open evacuation centres to provide shelter and welfare to those persons within the CBD assembly areas. Depending on the number of persons requiring shelter, a local or the Major Evacuation Centre may be established.
- Move those persons to a safer or more appropriate CBD assembly area (i.e. closer to transport hubs, shelter from elements available etc).
- Utilise transport options and established plans to move persons out of the CBD precinct.
- If transport options are delayed or unavailable, persons will be moved to transport hubs and their outward movement from the CBD precinct facilitated.

If the evacuation and/or emergency is likely to last only a short duration, consideration should be given to allowing persons to wait before allowing them to return. The Evacuation Coordinator is to manage the return process.

12.4 Disaster Victim Registration

In NSW, the responsible agency for the Disaster Victim Registration (DVR) process is the NSW Police Force. It is a process which involves documenting person/s visiting or living in an area impacted by an incident, event or emergency. This includes those transported to a medical care facility because of injury. All displaced persons who attend a nominated evacuation centre should be registered either by entering their details in an Official Police Notebook, or more formal methods for more significant events. Registration can be as simple as completing a notebook entry detailing a person's identity for later reference or a complete working system (Register.Find.Reunite), with records and linkages to other Government and non-Government agencies to enable reuniting after the event has ceased to impact the community. The situation faced will dictate the level of detail and accountability required.

13. RESPONSE TASKS

In responding to an emergency, responding Police will consult the Combat Agency (and facility/building staff) to determine the nature and scale of the emergency and the immediate strategies to be implemented. Any strategies will be in the context of the '10 Sector Plan' and consider the implementation of the relevant Sector Traffic Plan.

13.1 Authority

Powers to evacuate and take other measures are contained in section 60L of the State Emergency and Rescue Management Act, 1989.

These directions include the ability to declare a Danger Area by a Directing Officer. Any declaration of a 'Danger Area' should be reported at the Local and Regional level then reviewed by the SEOCN to ensure that the appropriate level of advice accords with the identified 'Danger Area'.

It should be noted that the strategy or strategies may be delegated to the REOCN or LEOCON to implement. Further details to implement the strategy or strategies may be issued by the relevant EOCON.

13.2 Facility/Site Tasks and Responsibility

The following actions are the responsibility of building or facility staff:

- Respond to the emergency in accordance with Building/Facility Emergency Plan.
- Notify, request and update emergency services on situation - provide support and information as required.
- Begin to notify affected building/facilities and if possible surrounding buildings.
- Account for (prepare to account for) staff in the building being evacuated.

13.3 ESO Response

Identification of the relevant agencies response tasks are identified but may alter depending on circumstances:

Response Task	Responsible Agency
Consider the implementation of the 10 Sector Increase Response Plan (10 Sector Plan)	NSWPF Combat Agency
Apply the corresponding 10 sector/s traffic management plan	NSWPF
Identify and declare Danger Area	NSWPF
Establishment of Forward Commands	NSWPF Combat Agency Responding ESO's
Establish Site Control	NSWPF
Appoint a Site Controller	LEOCON
Identify staging areas	Site Controller Combat Agency
Assess emergency and determine response strategy / strategies	NSWPF

	Combat Agency
Consider activation of EOC	LEOCON
Appoint an Evacuation Coordinator	NSWPF
Identify and activate CBD assembly areas	NSWPF (Evacuation Coordinator) LEOCON Combat Agency
Activate the DVR process	NSWPF

13.4 Regional Level Response

The following actions are initiated by the REOCON as Regional level tasks and responsibilities:

- Maintain liaison with LEOCON and LEOC to ensure appropriate levels of regional support.
- Notify and update SEOCON.
- Consider the need to establish a REOC.
- Notify and provide updates to REMC members (REMO to assist).
- Engage relevant Regional Liaison Officers and update as required (REMO to assist).

13.5 State Level Response

The following are State levels tasks and responsibilities:

SEOCON:

- Notify and provide updates to the SEMC membership.
- Liaise with REOCON regarding state level resourcing.
- Establish liaison with relevant agencies to control the emergency and evacuation.
- Obtain situational awareness regarding the emergency, actions taken and status of evacuation to ensure the appropriate response strategy is being applied.
- Assess the requirement for PIFAC arrangements to be initiated.
- Formulate joint media strategies and message through the PIFAC.
- Brief appropriate Ministers/Government agencies as required.
- Identify the need for Commonwealth/ADF support and initiate DACC requests as required.

NSW Government:

- Liaise with Commonwealth agencies.
- Assess the requirement of State Crisis Centre.

13.6 Liaison Officers:

Emergency Services and Functional Areas are to be prepared to provide LOs to the EOC, Site Control or Forward Commands as required.

Where there are limited resources available, the relevant organisation should identify priorities for attendance/liasion with the relevant EOC/Site Control/Forward Commands in consultation with the SEOCON.

14. SUPPORTING ARRANGEMENTS

This plan has several supporting arrangements. These documents are owned and maintained by Combat Agencies and Functional Areas. Multiple supporting arrangements may be used in combination or in isolation, the application of the supporting arrangements will be dependent on the emergency scale and type.

14.1 Traffic Management – Sydney CBD 10 Sector Incident Response Plan

The Transport Management Centre (TMC) has developed the Sydney CBD 10 Sector Incident Response Plan, which divides Sydney CBD into 10 sectors, known as ‘10 Sector Plan’.

By implementing predefined sectors and their closure points, Police and other emergency service can isolate a sector faster and more efficiently whilst reducing the impact to road network.

As traffic is almost always affected by an emergency it is assumed this plan will be enacted by the Police. Local Police and Police radio have these plans and can institute a series of road diversions that will ensure traffic flow is maintained and will be coordinated and managed by TMC.

Each sector can be closed independently or in combination with other sectors depending on the severity of the emergency.

More detailed traffic plans may be implemented by the Police Traffic Coordinator if appointed.

14.2 Transport Plan

Transport for NSW maintains a Transport Services Functional Area Sub Plan that details transport support arrangements during emergencies. Public transport networks may be substantially disrupted, the Transport Service Functional Area will work with the other participating ESOs and Agencies to coordinate support and effective transport outcomes.

Evacuees will be directed to the most appropriate transport hub to start their journey. This may not necessarily be their normal method or route. People who can walk to their destination may be encouraged to do so.

14.3 Welfare Services Sub Plan

The aim of this Plan is to describe and detail preparedness measures and arrangements for the provision of welfare services during response to and recovery from emergencies in New South Wales.

This Plan provides for the mobilisation of agencies and resources within the Welfare Services Functional Area for the conduct of emergency preparedness, response and recovery operations to assist people affected by emergencies, no matter what the cause of the emergency. Types of emergencies include natural disasters and human made disasters that require a significant and coordinated response.

This Plan may be implemented during response and recovery emergency operations and details the management arrangements adopted by NSW Recovery Authority and/or the Department of Communities and Justice (DCJ) to coordinate community welfare services in accordance with the Community Welfare Act 1987, the State Emergency and Rescue Management Act 1989, and the welfare services function under EMPLAN.

14.4 Evacuation Management Guidelines

The aim of this guideline is to inform and enhance existing emergency management arrangements for evacuations during actual and or forecast emergencies. This guideline covers key considerations (including, but not limited, to Shelter in Place, Vulnerable Persons, Messaging, Evacuation Centres, Disaster Victim Registration, and Return). It does not replace evacuation arrangements for specific hazards (e.g. flood), which are contained within individual Sub Plans and agency specific policies. Welfare Services Functional Area has the responsibility to establish and manage evacuation centres with the support of other Functional Areas

14.5 Evacuation Coordinator Guidelines

The NSWPF have developed guidelines to assist senior officers who may be appointed as Evacuation Coordinators during a CBD emergency. The document contains pertinent information relating to the appointment process of senior officer to the role as well as key considerations and responsibilities relevant to this plan. The guidelines also outline what tactical support the Evacuation Coordinator may require and what supplementary policing roles may be required.

14.6 Major Evacuation Centre

The aim of this guideline is to inform and enhance existing emergency management arrangements for the establishment and operations of Major Evacuation Centres (MECs).

MECs are defined in New South Wales as “large scale evacuation centres that require multi agency co-ordination and response to deliver basic services to individuals and their companion animals affected by an emergency. MECs are established to provide emergency accommodation when the scale and duration of the emergency are beyond the capability and capacity of the established local/regional emergency management arrangements for evacuation centres.”

This guideline covers key considerations (including but not limited to MEC Trigger Points and Activation Process, Establishment, Control Framework, Agency Roles and Responsibilities, Demobilisation and Restoration).

NSW Police has the responsibility to establish and manage MECs (under the authority of the SEOCN), with the support of Combat Agencies and Functional Areas.

14.7 Mass Care Facility Guidelines

Mass Care is defined as ‘a wide range of humanitarian activities that provide life-sustaining support to individuals and families who are temporarily displaced or otherwise impacted by disaster or emergency that disrupts their ability to provide for their basic needs. Mass Care services begin as soon as a disaster is imminent or occurs and continues through the recovery phase’ (USA National Mass Care Strategy).

Mass Care also includes 'actions taken to protect evacuees and other disaster victims from the effects of the disaster. Activities include providing temporary shelter, food, medical care, clothing and other essential life support needs to people who have been displaced because of a disaster or threatened disaster' (USA Federal Emergency Management Agency Glossary). Mass Care encompasses sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, psychological support and collecting and providing information to displaced residents and family members.

While New South Wales has well established and effective arrangement to deal with the numbers of residents who may be affected by an emergency event, some emergency events may be of a scale and complexity that exceeds the local and regional capability. This places additional demands on the Government services beyond those generally experienced.

The Mass Care Facility guideline outlines the procedures to establish, manage and decommission a Mass Care Facility within a pre-determined site.

14.8 City of Sydney Local EMPLAN

The City of Sydney Local EMPLAN details the arrangements for the prevention of, preparation for, response to and recovery from emergencies within the City of Sydney Local Government Area (LGA). It encompasses arrangements for:

- Emergencies controlled by combat agencies
- Emergencies controlled by combat agencies and supported by the Local Emergency Operations Controller (LEOCON)
- Emergency operations for which there is no Combat Agency
- Circumstances where a Combat Agency has passed control to the LEOCON.

14.9 City of Sydney Local Recovery Plan

The City of Sydney Local Emergency Management area covers the City of Sydney Local Government Area (LGA). The City of Sydney Local Recovery Plan provides a framework for the management and coordination of recovery operations to support the City of Sydney community following a disaster. The objectives of the plan are to:

- Ensure effective and efficient coordination in recovery
- Establish how services will work to support community recovery
- Determine how agencies will operate during recover

15. CONTROL AND COORDINATION CENTRES

15.1 Police operations Centre (POC)

In addition to its ability to direct large-scale policing operations, the Police Operations Centre (POC) has the capability to monitor and control the Transport for NSW Traffic Camera system, monitor the City of Sydney's and Sydney Trains' Closed-Circuit Television systems. It also has designated positions for several operational liaison officers from emergency services organisations, transport, council and other response organisations or agencies.

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

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

15.2 **State Emergency Operations Centre (SEOC)**

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

At the direction of the SEOC, the SEOC will open and provide such support as determined necessary by the SEOC. This will include the provision of support to any evacuation operation. In any event, the SEOC is to ensure notification is distributed to appropriate agencies and Functional Areas regarding the activation of this subplan.

15.3 **State Operations Centre (SOC)**

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

The SOC is the consolidation of the Police Operations Centre (POC) and the State Emergency Operations Centre (SEOC). While the POC and SEOC are physically dislocated, both operations centres will maintain a shared situational awareness of the incident on behalf of the SOC Commander. This unique arrangement is designed to effectively control both crisis and consequence management operations. The SOC will be under the control of a nominated Police Commander for the terrorist event.

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

15.4 **Transport Joint Operations Centre (TJOC)**

As the peak body for transport in this State, Transport for NSW has within its portfolio access to, and coordination of:

- CBD, regional and state-wide transport systems information;
- Government and private service providers and
- Traffic management systems and resources.

During times of emergency, coordination of the above sectors can be consolidated and managed from the Transport Joint Operations Centre (TJOC).

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

15.5 **Other Coordination or Operations Centres**

Depending on the nature and scale of the emergency, other agencies and Functional Areas are likely to activate various facilities to manage the actual emergency, the consequences of the emergency or both.

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

- The centre's location;
- Primary contact numbers, centre manager's name and their direct contact details;
- Operational status and a confirmation of function;
- Other information as the SEOC deems appropriate, such as operating hours, etc;

16. PUBLIC INFORMATION

The relevant EOCON may request the PIFAC co-ordinate all public safety messaging in response to the emergency.

The Public Information and Inquiry Centre (PIIC) may be activated by the State Emergency Operations Controller (SEOC) to assist with public inquiries. If the PIIC is activated, the PIFAC will co-ordinate public information messaging to be provided to the PIIC.

Should the emergency be of such magnitude that the State Crisis Centre is activated, and the Crisis Policy Committee meet, then the Public Information Co-ordination Office (PICO) will be established to co-ordinate whole of government messaging.

17. RETURN

The process of return is referred to in the State Evacuation Management Guidelines and infers a 'return' of displaced persons to the evacuated area or other place of safety. Although this may affect residents of the CBD, it should be recognised that the bulk of persons evacuated from the CBD will be leaving the CBD to go to their suburban homes. In this context, the concept of 'return' is different from how it is normally applied and return from a place of evacuation may not be required.

Management of CBD residents during an evacuation, including return is outlined in the City of Sydney EMLAN.

18. RECOVERY

The arrangements for recovery operations in New South Wales are outlined in the NSW State EMLAN and further described in the State Recovery Plan. These arrangements are only required where there have been impacts and consequences significant enough to require a coordinated approach to recovery. The City of Sydney Local Recovery Plan should also be relied upon to help coordinate recovery within the City of Sydney, in the first instance. This local recovery plan is maintained by the City of Sydney LEMC and outlined in the City of Sydney Recovery Plan.

19. DEBRIEF

A debrief will occur as soon as practical following the activation of this plan. This will be facilitated by the Combat Agency, and all debrief documentation forwarded to the NSW Police Incident and Emergency Management Command (IEMC) for review, on behalf of the SEOC.

20. ABBREVIATIONS

AIIMS	Australasian Inter-Service Incident Management System
CMG/s	Consequence Management Guide/s
DACC	Defence Assistance to the Civil Community
EICU	Emergency Information Coordination Unit
EMPLAN	NSW State Emergency Management Plan
EOC	Emergency Operations Centre
EOCON	Emergency Operations Controller
EPA	Environmental Protection Agency
ESO	Emergency Service Organisation
FAC	Functional Area Coordinator
FRNSW	Fire and Rescue NSW
HSFAC	Health Services Functional Area Coordinator
ICCS+	Incident Command and Control System Plus
LEMC	Local Emergency Management Committee
LEOC	Local Emergency Operations Centre
LEOCON	Local Emergency Operations Controller
LO	Liaison Officer
NSWPF	New South Wales Police Force
PICO	Public Information Coordination Office
PIFAC	Public Information Functional Area Coordinator
REOC	Regional Emergency Operations Centre
REOCON	Regional Emergency Operations Controller
SEMC	State Emergency Management Committee
SEOC	State Emergency Operations Centre
SEOCON	State Emergency Operations Controller

SES	State Emergency Service
SERCON	State Emergency Recovery Controller
SERM Act	State Emergency and Rescue Management Act 1989
SEWS	Standard Emergency Warning System
TfNSW	Transport for New South Wales

GLOSSARY

Act

Means the State Emergency and Rescue Management Act 1989

Assembly Area

Is a space where people are directed to go immediately upon being evacuated from their homes/locale where they may stay for a short time before returning to their homes or proceeding to an evacuation centre or other location. An assembly area may also be space to undertake Disaster Victim Registration (DVR)

Assembly areas are designated locations used for the assembly of affected persons outside an emergency area prior to transport to a place of safety or evacuation centre. As such, these areas do not provide welfare assistance, nor are they used for longer term sheltering or provision of meals. Assembly areas, if not pre-determined, are generally chosen by the Combat Agency in consultation with the NSW Police Force or other supporting agencies.

CBD Assembly Area

Are designated locations used for the assembly of affected persons outside an emergency area prior to transport to a place of safety or evacuation centre. As such, these areas do not provide welfare assistance, nor are they used for longer term sheltering or provision of meals. The most appropriate CBD Assembly area will have identified by the Combat Agency in consultation with the NSW Police Force or other supporting agencies.

Combat Agency

Means the agency identified in the State Emergency Management Plan (EMPLAN) as the agency primarily responsible for controlling the response to a particular emergency. *(Source: SERM Act).*

Command

Means the direction of members and resources of an agency/organisation in the performance of the agency/organisation's roles and tasks *(Source: SERM Act).*

Authority to command is established by legislation or by agreement with the agency/organisation. Command relates to agencies/organisations only and operates vertically within the agency/organisation.

Consequence Management Guide/s (CMG/s)

Is a hazard specific document which provides agreed emergency management arrangements in a 'checklist' concept.

Control

Means the overall direction of the activities, agencies or individuals concerned. *(Source: SERM Act).*

Control operates horizontally across all agencies/organisations, functions and individuals. Situations are controlled.

Coordination

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

Danger Area

Danger Area means the area specified by a Directing Officer as the area affected by an emergency.

For the purpose of this Plan, the Danger Area is expected to be the same area as the 'Urgent Protective Action' (UPZ) in which specific response strategies or 'Protective Actions' will be identified and applied to reduce the risk of radiation.

A Directing Officer may, if satisfied that there are reasonable grounds for protecting persons from injury or death threatened by an actual or imminent emergency, may direct persons to leave any particular premises and to move outside the Danger Area, to take any children or adults present in any particular premises who are in the person's care and to move them outside the Danger Area, or not to enter the Danger Area. *(Source: Section 60L(1) SERM Act)*

Decontamination

The process of assessing, removing, reducing and/or preventing the spread of contamination.

A Directing Officer may, if satisfied that there are reasonable grounds for doing so for the purpose of protecting persons from chemical, biological or radiological contamination, direct or authorise another police officer to direct, a person who may have been subjected to such contamination to do any or all of the following - to remain in a particular area, to remain quarantined from other persons, and/or to submit to decontamination procedures. *(Source: Section 60L(1A) SERM Act)*

Directing officer

Means:

- (a) the Minister, or
- (b) the State Emergency Operations Controller, or
- (c) a police officer of or above the rank of sergeant, or
- (d) a police officer of a class prescribed by the regulations for the purposes of this definition.

(Source: SERM Act).

Disaster Victim Registration (DVR)

Means a process where the names and contact details of persons, who are displaced from their usual home/locale, because of an emergency, are registered. Its function is to account for those persons' whereabouts, obtain their intended destination and, if consent is given, to inform others who may make inquiries as to the displaced persons location, destination or contact details. The NSW Police Force is the agency with the responsibility and authority to activate and manage DVR process.

Emergency

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

- (a) endangers, or threatens to endanger, the safety or health of persons or animals in the State, or
 - (b) destroys or damages, or threatens to destroy or damage, property in the State, or
 - (c) causes a failure of, or a significant disruption to, an essential service or infrastructure, being an emergency which requires a significant and co-ordinated response.
- (2) 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 this Act to:
- (a) threats or danger to property includes a reference to threats or danger to the environment, and
 - (b) the protection of property includes a reference to the protection of the environment.

(Source: SERM Act).

Emergency Operations Centre (EOC)

Means a centre established at state, regional or local level as a centre of communication and as a centre for the coordination of operations and support during an emergency. (Source: SERM Act).

For this plan, the Local Emergency Operations Centres (LEOCs) for City of Sydney are as designated within the City of Sydney Local Emergency Management Plan. The Regional Emergency Operations Centre (REOC) is located within the Sydney Metropolitan EM Region and the State Emergency Operations Centre (SEOC) is located at Homebush.

Emergency Operations Controller (EOCON)

The member of the NSW Police Force who has been appointed as Local, Regional or State Emergency Operations Controllers. (Source: SERM Act).

For this Plan, the Local Emergency Operations Controller (LEOCON) is the City of Sydney LEOCON, and the Regional Emergency Operations Controller (REOCON) is the Sydney Metropolitan Emergency Operations Controller.

Emergency Services Organisation

Means the NSW Police Force, Fire and Rescue NSW, Rural Fire Brigades, NSW Ambulance, NSW, State Emergency Service. (Source: SERM Act).

Evacuation

Is a risk management strategy that may be used as a means of lessening the effects of an emergency or impact event on a community. It functions by removing people from the effects of an event, using distance as a protective measure. The following stages form the evacuation process: Decision to evacuate, Warning, Withdrawal, Shelter and Return.

For this Sub Plan, arrangements for evacuation are recorded within the City of Sydney Shire EMPLAN.

Evacuation Centre

Is a risk management strategy that may be used as a means of lessening the effects of an emergency or impact event on a community. It functions by removing people from the effects of an event, using distance as a protective measure. The following stages form the evacuation process: Decision to evacuate, Warning, Withdrawal, Shelter and Return.

For this Sub Plan, arrangements for evacuation are recorded within the City of Sydney EMPLAN.

Facility

A facility is a building or infrastructure within the area of operation for this plan.

Functional Area

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

- Agriculture and Animal Services
- Communication Services
- Energy & Utility Services
- Engineering Services
- Environmental Services
- Health Services
- Public Information Services
- Transport Services
- Welfare Services

(Source: SERM Act).

Functional Area Coordinator (FAC)

Is the nominated coordinator of a Functional Area, tasked to coordinate the provision of Functional Area support and resources for emergency response and recovery operations, who, by agreement of Participating and Supporting Organisations within the Functional Area, has the authority to commit the resources of those utility. (Source: EMPLAN).

Liaison Officer

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

Local Emergency Management Committee (LEMC)

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

For this plan, a reference to LEMC means the City of Sydney LEMC.

Local Emergency Management Officer (LEMO)

Means a person appointed, under the Act, as principal executive officer to a LEMC.

For this plan, the LEMO is appointed from City of Sydney Council.

Preparation

In relation to an emergency includes arrangements or plans to deal with an emergency or the effects of an emergency {Source: SERM Act}.

Prevention

In relation to an emergency includes the identification of hazards, the assessment of threats to life and property and the taking of measures to reduce potential loss to life and property {Source: SERM Act}.

Public Education

Means public awareness through increasing knowledge to enable people to understand the risk and the necessary actions to take to mitigate the effects of the risk. Public education is delivered prior to the event.

Public Information

Means the information and advice provided to the to the public m in the lead up to or during an emergency to inform them of the response actions being taken and the specific actions that they should take, given the circumstances, to protect themselves.

Recovery

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

Regional Emergency Operations Controller (REOCON)

Means the Region Commander of Police appointed by the Commissioner of Police, as the Regional Emergency Operations Controller for the emergency management region. (Source: SERM Act).

For this Plan, the Regional Emergency Operations Controller (REOCON) is the Sydney Metropolitan Emergency Operations Controller.

Regional Emergency Management Committee (REMC)

Means the committee, constituted under the State Emergency and Rescue Management Act 1989 (as amended) for each emergency region, and is responsible for the preparation of plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the local government area, for which it is constituted. In the exercise of its functions, any such committee is responsible to the State Emergency Management Committee (SEMC) {Source: SERM Act}.

Regional Emergency Management Officer (REMO)

Means a person appointed, under the Act, as principal executive officer to the REMC and the REOCON.

For this Plan, the Regional Emergency Management Officer is the Sydney Metropolitan REMO.

Recovery

In relation to an emergency includes the process of returning an affected community to its proper level of functioning after an emergency {Source: SERM Act}. This includes the welfare of affected persons as well as the physical reconstruction of the community.

Responder

In this plan, means persons officially engaged in operational efforts. This includes personnel from emergency service organisations, Functional Area agencies and other participating or supporting agencies.

Response

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

Site Control

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

Site Controller

A police officer appointed by and subject to the direction of an emergency operations controller to be responsible for determining the site, establishing site control and controlling on the ground response to an emergency. Until the Emergency Operations Controller appoints a Site Controller, the Senior Police Officer will assume control.

Self-Evacuation

Means a situation where persons, who have been advised or instructed to evacuate, have their own means of transportation and require no further assistance to move away from the area being evacuated.

Staging Area

Means a prearranged, strategically placed area where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency.

Standard Emergency Warning Signal (SEWS)

Means a distinctive series of audible tones used, in emergencies, before a broadcast media announcement to alert a listener that an important announcement or information is about to be broadcast.

State Emergency Operations Controller (SEOCON)

Means the person designated by the Governor, on the recommendation of the Minister as the person for the time being holding or acting in that position.

The SEOCON is responsible for controlling, in accordance with the SERM Act, the response to an emergency that affects more than one region or for which the SEOCON assumes responsibility.

State Emergency Management Committee (SEMC)

Means the committee constituted under the State Emergency and Rescue Management Act, 1989 (as amended), as the principal committee established under this Act for the purposes of emergency management throughout the State, and, in particular, is responsible for emergency planning at a State level {Source: SERM Act}.

State Emergency Recovery Controller (SERCON)

Means the Secretary of the Department of Justice or a senior executive of the Department of Justice designated by the Secretary.

The SERCON is responsible for controlling, in accordance with the SERM Act, the recovery from an emergency that affects more than one region or for which the SERCON assumes responsibility.

Sub Plan

A sub plan is an action plan required for a specific hazard, or event. Sub plans may be prepared when the management arrangements necessary to deal with the effects of the hazard, or the requirements due to an event differ from the general coordination arrangements. A sub plan may be required where the planning is more specialised or detailed than can be provided for in EMPLAN (Source: NSW EMPLAN).

ANNEXURES

<i>Annex Number</i>	<i>Description</i>
<i>Annex A</i>	Context and Demographics
<i>Annex B</i>	Roles and Responsibilities
<i>Annex C</i>	10 Sector Plan
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ANNEXURE A – CONTEXT AND DEMOGRAPHICS

The Rocks, Millers Point & Dawes Point

The Rocks - Millers Point - Dawes Point is bounded by the shoreline of Port Jackson in the north and east, Cahill Street, George Street, Grosvenor Street and a line running continuous of Grosvenor Street in the south and Darling Harbour in the west.

Population: 2,984

Land area: 82ha (1km²)

Population density: 36.51 (per hectare)

Sydney

Sydney is bounded by a line running continuous of Grosvenor Street, Grosvenor Street, George Street, the Cahill Expressway and the shoreline of Port Jackson in the north, Woolloomooloo Bay, Lincoln Crescent, Sir John Young Crescent, College Street and Wentworth Avenue in the east, Elizabeth Street, Goulburn Street and Pier Street in the south and Pyrmont Street, Murray Street and Darling Harbour in the west.

Population: 19,650

Land area: 297ha (3km²)

Population density: 66.11 (per hectare)

Haymarket

Haymarket is bounded by Pier Street and Goulburn Street in the north, Elizabeth Street and Chalmers Street in the east, the Devonshire Street Tunnel, Lee Street and Railway Square in the south and the railway line in the west.

Population: 8,331

Land area: 52ha (1km²)

Population density: 160.02 (per hectare)

Chippendale

Chippendale is bounded by Broadway, Railway Square, Lee Street and the Devonshire Street Tunnel in the north, the railway lines in the east, Cleveland Street in the south and City Road in the west.

Population: 9,773

Land area: 46ha (0km²)

Population density: 211.27 (per hectare)

Ultimo

Ultimo is bounded by Fig Street in the north, Pyrmont Street and the railway line in the east, Broadway in the south and Bay Street, William Henry Street and Wattle Street in the west.

Population: 9,821

Land area: 56ha (1km²)

Population density: 175.13 (per hectare)

ANNEXURE B – ROLES AND RESPONSIBILITIES

The Roles and Responsibilities listed below may be additional or variations to those listed in the NSW EMPLAN.

20.1 Agriculture and Animal Services - NSW Department of Primary Industries

NSW Department of Primary Industries (DPI) is the combat agency for biosecurity (animal and plant) and food safety emergencies.

In other emergencies, it forms the Agriculture and Animal Services Functional Area (AASFA) to support combat agencies in addressing impacts on agriculture and animal services. Local Land Services is the Principal Supporting Organisation in AASFA. Greater Sydney Local Land Services is the relevant region for this Plan.

AASFA may provide an AASFA Liaison Officer who may:

- provide advice to the Site Controller on their capability and capacity
- support the combat agency in responding to specific events
- support police and emergency service organisations.

Tasks relevant to this Plan include:

- Identify at-risk domestic animals and agriculture including fisheries.
- Support warning and preparedness measures through relevant channels.
- Coordinate support to primary producers, animal holding establishments and the community in emergencies, including:
 - o Rescue, evacuation and emergency care of domestic animals (noting AASFA is not a State Rescue Board Accredited Rescue Unit)
 - o Assessment, humane destruction and disposal of affected domestic animals.

Domestic animals include pets, horses and livestock.

The responsibility for wildlife in natural disasters and marine pollution transitioned to the Environmental Services Functional Area (EnvSFA) in 2022. AASFA retains responsibility for wildlife affected by a biosecurity event under the *Biosecurity (Animal and Plant) Sub Plan*.

20.2 Bureau of Meteorology (BoM)

The Bureau of Meteorology provides information to various agencies to enable decision making environment monitoring to be undertaken. This support can be provided in various means including direct to agencies and from secondary means such as the BoM website.

20.3 City of Sydney Council

Local Government may have responsibility for aiding with information related to the site and/or facility, resources and equipment, enhancing community resilience, assisting the Combat Agency, providing support to the emergency operation and recovery phase services.

Tasks:

- Assist in establishing and maintaining support to the LEOC.
- Assist with the identification of vulnerable facilities and communities;
- Assist in the development and delivery of the Public Education program for the precinct;

- Assist in warning residents that an evacuation is required; and
- Assist in managing evacuation centres if requested to do so by the Disaster Recovery Human Services Functional Area Coordinator.

20.4 **City of Sydney LEMC**

Tasks relevant to this Plan:

- Maintain liaison with the REMC.
- Maintain the City of Sydney CMG and ensure that the EMPLAN arrangements (including evacuation arrangements and warning systems) are contemporary.
- Ensure regular testing of the plan occurs (every 2 years) by ensuring contemporary objectives are set.

20.5 **Energy and Utility Services:**

The Energy and Utility Services Functional Area Coordinator of Office of Energy and climate change NSW Treasury, and participating organisations, will provide specialist advice on energy and utilities arrangements, and provide support to police, functional areas and emergency service operations where necessary or directed.

Tasks relevant to this Plan:

- If required and directed by the designated controller, safety plan and coordinate supply configuration changes (e.g. remotely de-energise or re-energise) to support emergency service operation.
- Call in resources and/or specialist advice on energy and utilities assets or customers where necessary.

20.6 **Environmental Services Functional Area (EnvSFA) – NSW Environment Protection Authority**

The Environmental Services Functional Area has the primary role in coordinating identified agencies responding to emergencies where the environment is at risk. Specific responsibilities of EnvSFA are outlined in the Environmental Services Supporting Plan, Hazardous Materials Sub Plan and the Marine Pollution Emergency Response Plan.

EnvSFA is responsible for the management of wildlife in natural disasters and marine pollution.

20.7 **Fire & Rescue NSW (FRNSW)**

In relation to Fire Districts, prescribed in the Fire and Rescue NSW Act 1989 (as amended), FRNSW is the designated Combat Agency for taking all practicable measures for preventing and extinguishing fires and protecting and saving life and property in case of fire.

With respect to any land-based hazardous material incidents (and to any fires that may result from them) that occur anywhere in NSW except on State waters, FRNSW will assume the role of Combat Agency.

FRNSW maintain procedures, equipment, training and resources to command, detect, decontaminate and render safe people, property and areas affected by hazardous materials.

Tasks relevant to this Plan:

- Identify and assess potential hazards.
- Call in resources and place FRNSW units in Staging, including specialist resources as required.
- Refer to and facilitate tasks as outlined in associated plans.
- Monitor, assess and render safe operations.
- Provide ongoing assistance and information sharing to the relevant EOCON and the Police Site Controller.

20.8 Local Emergency Operations Controller – City of Sydney

The Local Emergency Operations Controller (LEOCON) is to:

- On notification of an emergency affecting the CBD, obtain advice regarding the impact and consequences of the emergency from the Combat Agency, Site Control or other source and provide notification to the REOCON.
- Establish lines of communication to the REOCON and REOC if established.
- Direct the establishment of the City of Sydney LEOC if required.
- Appoint a Site Controller and support the Combat Agency and/or Site Control as required.
- Assess the level of threat to areas surrounding the site based on advice received at the local level from any appropriate source and provide advice to REOCON as required.
- If not already declared, identify and declare the Danger Area in relation to the emergency, or assess the current Danger Area and amend if necessary.
- Facilitate information and advice as required to the REOCON to determine the appropriate response strategy for affected areas to eliminate or reduce the risk from the emergency.
- Implement and/or communicate the 'response strategies' as directed by the SEOCON.
- Identify resource requirements at the Local level and allocate or coordinate as required.
- Facilitate the public information requirements as directed by the SEOCON and initiate public messaging if required.
- Maintain situational awareness of the emergency from the Local level, facilitate regular briefings at Local level and provide ongoing information to the REOCON.
- Prepare for likely response strategies such as evacuation by notifying relevant agencies and consider supporting public messaging if required.

20.9 NSW Ambulance

NSW Ambulance is a supporting agency responsible for the emergency care and pre-hospital management of all casualties including the establishment of casualty triage, treatment and transport. The Ambulance component of the NSW Health Plan aims to provide a coordinated ambulance response to an incident, the establishment of a structured and coordinated command system and the initiation of prioritised patient management.

Tasks relevant to this Plan include:

- Assist with the provision of medical assistance to persons affected by the emergency and transport as required.
- Provide LO's to relevant EOCON's and provide representation to site control as required.
- Undertake other duties as directed by the State Health Services Functional Area Coordinator (HSFAC).

20.10 NSW Department of Education and Training

Tasks relevant to this Plan:

- Ensure principals of all schools within a Danger or Emergency Area are aware of the evacuation/shelter in place and other protective strategies in an emergency;
- The school Principal or Executive member in charge of the school will manage the evacuation/shelter in place of students (or other protective strategies) when directed by relevant agencies or Department of Education Health and Safety Directorate
- The school will provide staff for supervision at evacuation centres to supervise students, as required.

20.11 NSW Health

NSW Health is a supporting agency and provides health services in accordance with the Health Services Supporting Plan (HEALTHPLAN). During an emergency, NSW Health is responsible for providing definitive healthcare to casualties, protecting the physical and mental health of the public during response and recovery operations and providing health advice to other agencies and the public during all phases of the emergency management cycle.

The NSW Department of Health is responsible for coordinating and controlling the mobilisation of all health response to emergencies when this Plan is activated.

Tasks relevant to this Plan:

- Arrange for first aid and counselling support at evacuation centres;
- Ensure facilities under NSW Health management are aware of their responsibilities under this plan and appropriately prepared;

20.12 NSW Police Force (NSWPF)

Combat Agency for Search and Rescue, public order as the result of an emergency and Terrorism. Protection of life and property as per the NSW Police Act, undertaking investigations and traffic management.

Tasks relevant to this Plan:

- Work with ESO's to take immediate action to protect life and property.
- If required, a senior NSW Police officer may assume the role of Site Controller, until the EOCON formally appoints a Site Controller.
- If required, a senior NSW Police officer may be appointed as an Evacuation Coordinator.
- An officer of or above the rank of Sergeant to liaise with the Combat Agency and declare a Danger Area if appropriate.
- Provide LO's to relevant EOCON's and provide representation to site control as required.
- Establish perimeters to control both access and egress of pedestrian and vehicular traffic.
- Assist the relevant Combat Agency and/or EOCON to evacuate areas within the Evacuation Zone.
- Manage movement of pedestrian and vehicular traffic.
- Secure evacuated areas.
- Manage staging areas.
- Control and manage CBD assembly areas.
- Activate and control the Disaster Victim Registration (DVR) process;

- Establish and operate the Public Information and Inquiry Centre (PIIC)

20.13 **NSW Police Media**

The NSW Police Media Unit provides media and public information support, advice and information sharing capability support activities of the NSW Police Force.

Tasks relevant to this Plan include:

- If required, Police Media Liaison Officers can be deployed to an EOC if required.
- Consult with the Site Controller and other ESO's as required.
- Undertake Public Information activities as directed by the Public information Functional Area Co-ordinator (PIFAC)

20.14 **NSW Public Works and Engineering Services**

NSW Public Works is responsible for the provision and coordination of engineering support and resources including providing expert advice regarding the planning, design, delivery and maintenance of building and engineering projects, and infrastructure to manage the risk during emergency operations.

Tasks relevant to this Plan:

- Maintain an Engineering Emergency Management capability to support Combat Agencies, other Functional Areas and asset owners prevent, prepare for, respond to and recover from any event.
- Provide engineers in support of Combat Agencies in first response.

20.15 **NSW State Emergency Service**

The NSW State Emergency Service (SES) is the defined combat agency for storm, flood and Tsunami emergencies and remains ready and equipped to manage emergencies, and where appropriate, provide assistance and support to other agencies.

Tasks relevant to this Plan:

- Identify and assess potential hazards and risks related to our combat agency role.
- If required, provide specialist resource capability within an IMT.
- Provide information/intelligence sharing with other agencies and the EOCON.
- Where appropriate, provide operational assistance and support to other combat agencies.

20.16 **Police Evacuation Coordinator (PEC)**

The Police Evacuation Coordinator is appointed by the EOCON or Site Controller. They are responsible for evacuation management operations under this subplan.

Tasks relevant to this Plan:

- control and coordinate the evacuation management processes;
- Liaise with the Site Controller and/or Combat Agency regarding decisions about response and protective strategies.

- In consultation with the Combat Agency/Police Forward Commander and/or Site Controller, determine:
 - o Any declared Danger Areas under Section 60KA, SERM Act;
 - o Which evacuations sectors are affected;
 - o Decide on which evacuation strategies are to be implemented;
 - o select and activate the appropriate assembly CBD areas;
 - o Activate the most appropriate method of Disaster Victim Registration;
 - o Request the activation of Welfare Services Functional Area;
- maintain close liaison with the Police Commanders, Combat Agency, site controller, identify, communicate and resolve emerging issues;
- Liaise with the PIFAC and other agencies regarding:
 - o Protective management strategies being implemented;
 - o CBD assembly areas that are active;
- Liaise with the Police Commander regarding scarce or shared resources to minimise duplication of effort or resource shortfalls.
- Identify vulnerable facilities with assistance from local government.
- Identifying evacuation centres with assistance from local government.
- Advise Welfare Services Functional Area of CBD assembly Area locations, likely number of evacuees and expected time of arrival of evacuees to those CBD assembly areas and/or evacuation centres.
- Notify the NSW Department of Education and NSW Health regarding relevant vulnerable facilities.
- Liaise with the traffic and transport management agencies to create and ensure evacuation routes are appropriately maintained throughout the emergency operation.
- Provide regular updates to relevant EOCON and Combat Agency as required.

20.17 **Police Commander**

Tasks relevant to this Plan:

- Consider the appointment of a Staging Area Coordinator (NSWPF officer) for each incident site and if appropriate assembly area.
- Consider the appointment of a Traffic Coordinator (NSWPF officer)
- Consider the appointment of LO's at Site Control and EOC.
- Consider the appointment of an Evacuation Coordinator (NSWPF officer) and/or other roles outlines within internal Sydney CBD Evacuation Coordinator Guidelines.
- Consider the appointment of CBD Assembly Area Coordinators (NSWPF officer).
- Establish inner and outer perimeters in consultation with the Combat Agency.

20.18 **Public Information Services Functional Area**

The Public Information Coordinator, Public Affairs Branch, NSW Police Force is the lead agency for the Public Information Services Functional Area. As lead agency, it issues warnings and public information during emergencies controlled by the SEOCON. The responsibility includes the coordination of messaging across a multi-agency spectrum. The Public Information Services Functional Area role, in general, is subtly distinct from the Public Affairs Branch's day-to-day role in the provision of media information to broadcast and print media outlets on behalf of the NSW Police Force.

Tasks relating to this Plan:

- Disseminate warnings and advice to the public provision and coordination of warning and advisory messages and other public information, in consultation with the Police Commander, Site Controller or EOCON for distribution via, but not limited to SydneyALERT, Emergency Alert, Broadcast Media (radio and television), Agency Websites and Social Media
- Identify available methods of communication which is appropriate for use in disseminating warnings and advice to the residential, business and transient population in the Sydney CBD area.
- Determine the PEC's operational intentions and strategies.
- Develop a Communications Strategy to support the PEC's operational intentions and strategies.
- Implement the Concept of Operations for the Public Information arrangements and modify, if necessary, based on operational intelligence.
- Coordinate and monitor the Public Information messaging across the multi-agency spectrum.
- Ensure information is disseminated without undue delay.
- Monitor the effectiveness of the provision of Public Information.
- Monitor and counter instances of misinformation.

20.19 **Regional Emergency Operations Controller – Sydney Metropolitan EM Region**

The Regional Emergency Operations Controller (REOCON) is to:

- On notification of an emergency affecting the CBD, obtain advice regarding the impact and consequences of the emergency from the LEOCON, Site Control or Combat Agency. Provide timely notification to the SEOCON.
- Establish lines of communication between the LEOCON/LEOC through the REOC if established to the SEOC/SEOCON.
- Direct the establishment of the REOC if required and support Local Operations as required.
- If not already declared, identify and declare the Danger Area in relation to the emergency, or assess the current Danger Area and amend if necessary.
- Facilitate information and advice as required to the SEOCON to determine the appropriate response/protective strategy for the affected areas to eliminate or reduce the risk.
- Implement and/or communicate the response/protective strategies as directed by the SEOCON.
- Identify resource requirements at the Regional level and allocate or coordinate as required.
- Facilitate the public information requirements as directed by the SEOCON and initiate public messaging if required.
- Maintain situational awareness of the emergency from the Local level and facilitate regular briefings at the region level (REMO to assist where appropriate). Provide ongoing information to the SEOCON.

20.20 **SafeWork NSW**

SafeWork NSW has responsibility for investigations and enforcement of workplace regulations under NSW jurisdiction. They may also provide resources to monitor and manage occupational risks, provide advice on regulation compliance, and support to the NSWPF or another relevant investigative regulator following an emergency.

The Investigations & Emergency Response Directorate is responsible for SafeWork NSW's coordination and response actions at the time of a declared emergency.

20.21 **Spatial Services, Department of Finance, Services and Innovation.**

Through its Emergency Information Coordination Unit (EICU), Spatial Services is the key provider of Spatial land administration services in NSW. In emergency situations, EICU provides relevant geospatial information to ensure a more efficient and effective response and recovery.

20.22 **State Emergency Operations Controller**

The State Emergency Operations Controller (SEOCON) is to:

- On notification of an emergency affecting the site, obtain advice from other agencies regarding the impact and consequences of the emergency.
- Direct the establishment of the SEOC.
- Assess the level of threat to areas surrounding the site based on advice received from any appropriate source.
- If not already declared, identify and declare the Danger Area in relation to the emergency, or assess the current Danger Area and amend if necessary.
- Determine and direct the most appropriate response/protective strategy for affected areas.
- Identify resource requirements and allocate or coordinate as required.
- Obtain advice from the PIFAC in relation to the identification of public information issues, requirements and relevant messaging arrangements.
- Direct the establishment of the PICC if required.
- Identify the requirements for higher level engagement with State and Federal Government and identify the appropriate method of engagement.
- Coordinate and authorise DACC requests if required.
- Maintain situational awareness of the emergency and facilitate regular briefings through the SEOC processes.

20.23 **State Emergency Management Committee**

Tasks relevant to this Plan:

- Review and endorse this Plan.
- Recommend and initiate reviews of this Plan as required.
- Maintain awareness of changes in arrangements that will require review and/or updates of the plan.
- Ensure awareness of plan by SEMC members and relevant agencies/stakeholders.
- Ensure regular testing of plans at the State Level by ensuring contemporary objectives are set at regular intervals.
- Facilitate strategic State level emergency management capability in the application of this Plan, through inter-agency co-ordination, co-operation and information sharing arrangements,

20.24 **Sydney Metropolitan REMC**

Tasks relevant to this Plan:

- Maintain awareness of changes in arrangements that will require review and/or updates of plans.
- Ensure awareness of plan by REMC members and relevant agencies/stakeholders.
- Ensure regular testing of plans at the Regional Level by ensuring contemporary objectives are set.

20.25 **Transport for NSW**

Transport for NSW (TfNSW) has two roles regarding transport services during emergencies. It is the peak body for transport services in NSW and it is the lead agency of the Transport Services Functional Area.

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

Tasks relevant to this Plan:

- Reconfiguring transport systems and services to attempt to accommodate and circumvent disruptions.
- Providing advice regarding alternate transport options.
- Publishing public information, within its own right as the peak transport body though its own agencies, in close consultation with the Public Information Services Functional Area Coordinator.
- Keeping the Police Commander/EOCON apprised of impacted transport infrastructure, alternate movement options and alternate transport termini arrangements, as applicable.
- TfNSW will provide expert advice on transport arrangements and provide support to police and emergency service operations where necessary.
- Provide transport for evacuees and if required, emergency workers.

20.26 **Welfare Services**

Welfare Services are responsible for the coordination of evacuation centres and provision of immediate assistance under the SERM Act and Emergency Management Plans. During the response phase, Welfare Services may advise on or coordinate welfare arrangements, such as emergency accommodation and catering, material aid and personal support to disaster affected people.

Tasks relevant to this Plan:

- Establish and manage evacuation centres at the direction of the relevant EOCON.
- Provide welfare support as required consistent with the Welfare Services Functional Area Supporting Plan.