

# Tweed Shire Local Disaster Plan – DISPLAN

October 2010



## Supporting members



**Kingscliff Coast Guard**



# TWEED SHIRE LOCAL DISASTER PLAN (DISPLAN)

**AUTHORITY:**

The Tweed Shire Local Disaster Plan (DISPLAN) has been prepared by the Tweed Shire Emergency Management Committee under the authority of the State Emergency and Rescue Management Act, 1989, Section 29(1).

**APPROVED**

.....  
Chairperson  
Tweed Shire Local Emergency Management Committee.

Dated: \_\_\_\_\_

**ENDORSED**

.....  
Chairperson  
Northern Rivers District Emergency Management Committee.

Dated: \_\_\_\_\_

# AMENDMENTS

Suggested amendments or additions to the contents of this plan are to be forwarded in writing to:

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Suggested amendments or additions received are to be endorsed by the LEMC prior to inclusion. Revision will be issued to holders of controlled copies of the DISPLAN. Revision status is indicated in the table below:

Issued amendments are to be recorded in the following table when entered.

Date	Amendment	Authorised By
2010	Complete review and incorporation of introduced recovery arrangements	

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## Document Distribution

The Tweed Shire Local Emergency Management Officer (LEMO) is responsible for the distribution of the Tweed Shire Local Disaster Plan (DISPLAN) according to the distribution list.

The following web address is the medium used to disseminate the plan to emergency agencies not listed below, and to the wider community:

<http://www.tweed.nsw.gov.au>

The Controlled copy number of the DISPLAN is indicated in **RED** in the box below:

Copy Number: _____
LEMO Initials: _____

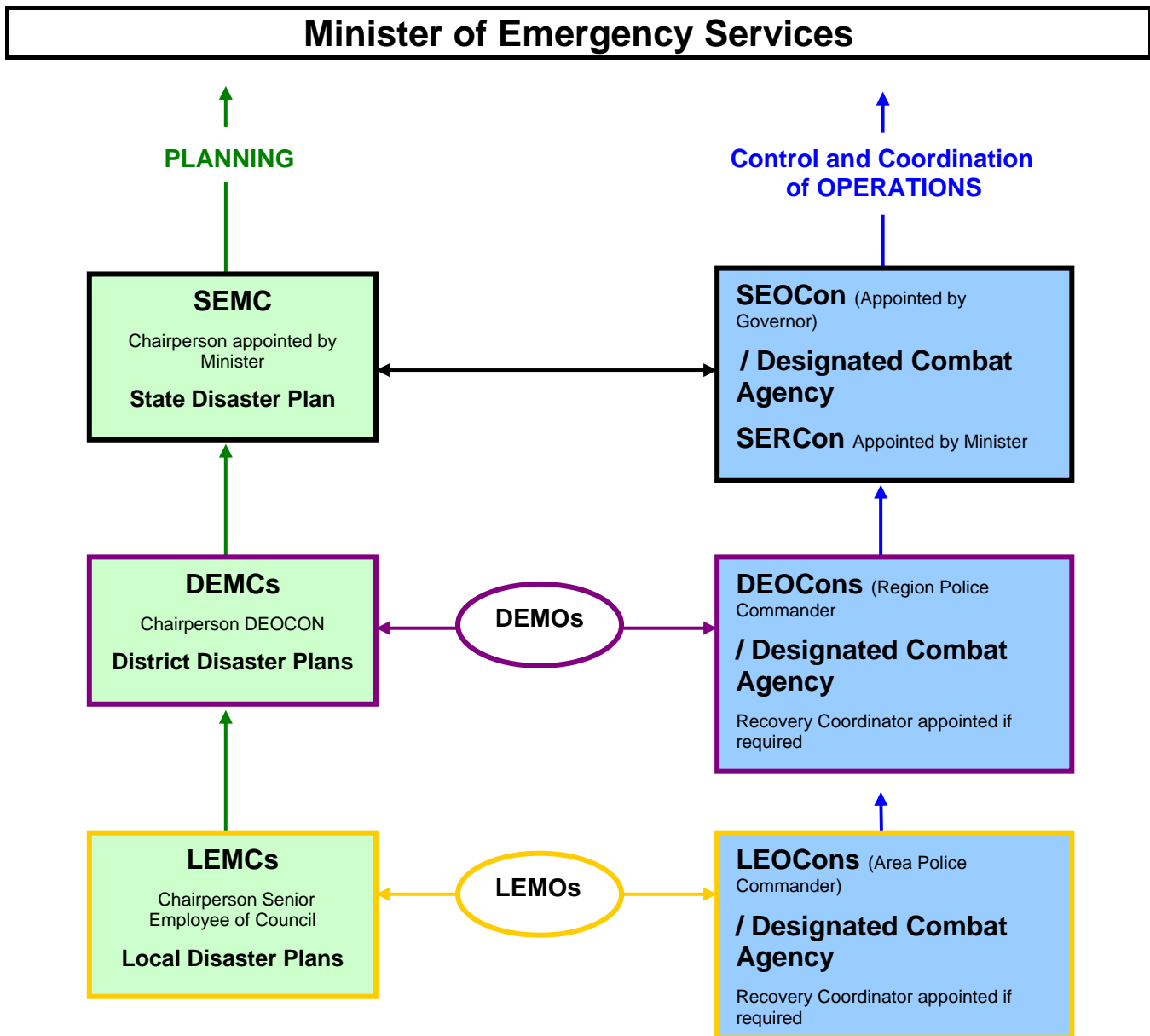
<b>CONTROLLED COPY OF DISPLAN SENT TO:</b>		
<b>Northern Rivers District</b>	<b>Location</b>	<b>Copy No. and Type</b>
District Emergency Operations Controller (DEOCON)	Lismore	1
District Emergency Management Officer (DEMO)	Lismore	2
District Emergency Operations Centre (2)	Lismore	3A & 3B
<b>Tweed Shire Local Emergency Management Committee</b>	<b>Location</b>	<b>Copy No. and Type</b>
Local Emergency Operations Centre (2)	Tweed Heads	4A & 4B
Local Emergency Operations Controller (LEOCON)	Tweed Heads	5
Local Emergency Management Officer (LEMO)	Murwillumbah	6
NSW Police - Tweed Heads Police Station	Tweed Heads	7A
NSW Police - Kingscliff Police Station	Kingscliff	7B
NSW Police - Murwillumbah Police Station	Murwillumbah	7C
Zone Commander Regional North 2 NSW Fire Brigade	Lismore	8A
NSW Fire Brigades – Tweed Heads Fire Station	Tweed Heads	8B
NSW Fire Brigades – Banora Point Fire Station	Tweed Heads Sth	8C
NSW Fire Brigades – Murwillumbah Fire Station	Murwillumbah	8D
NSW Fire Brigades – Kingscliff Fire Station	Kingscliff	8E
District Superintendent NSW Ambulance	Lismore	9A
Ambulance Service NSW	Tweed Heads	9B
Ambulance Service NSW	Murwillumbah	9C
Ambulance Service NSW	Kingscliff	9D
State Emergency Service – Richmond/Tweed Controller	Lismore	10A
State Emergency Service – Tweed Controller	Murwillumbah	10B

<b>CONTROLLED COPY OF DISPLAN SENT TO:</b>		
State Emergency Services – Pottsville Unit	Pottsville	10C
State Emergency Services – Tweed Heads Unit	Banora Point	10D
State Emergency Services – Murwillumbah Unit	Murwillumbah	10E
Chief Superintendent NSW Rural Fire Service	Grafton	11A
NSW Rural Fire Service – Operations Officer	Murwillumbah	11B
Volunteer Rescue Association – Tweed District	Tweed Heads	12
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<b>Council</b>	<b>Location</b>	<b>Copy No. and Type</b>
Tweed Shire Council – General Manager	Murwillumbah	28A
Tweed Shire Council – Mayor	Murwillumbah	28B
Tweed Shire Council – Chairperson LEMC	Murwillumbah	28C
Tweed Shire Council – Director Engineering & Operations	Murwillumbah	28D
Tweed Heads Library	Tweed Heads	28E
Murwillumbah Library	Murwillumbah	28F
<b>Organisation</b>	<b>Location</b>	<b>Copy No. and type</b>
Disaster District Coordinator	Gold Coast	29
Police Communications Centre VKG	Newcastle	30
NSW Fire Brigade Communications Centre	Newcastle	31
<b>Adjoining NSW Council Areas</b>	<b>Location</b>	<b>Copy No. and Type</b>
Byron Shire Council – LEMO	Byron Bay	32
Kyogle Shire Council – LEMO	Kyogle	33
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## Abbreviations

ADF	Australian Defence Force
AVCG	Australian Volunteer Coast Guard
BCA	Building Code of Australia
DACC	Defence Assistance to the Civil Community
DCP	Development Control Plan
DDC	District Disaster Co-ordinator (QLD)
DECCW	Department of Environment, Climate Change and Water
DEMC	District Emergency Management Committee
DEMO	District Emergency Management Officer
DEOCON	District Emergency Operations Controller
DII	Department of Industry and Investment
DISPLAN	Disaster Plan
DSEP	Dam Safety Emergency Plan
CS	Community Services
EOC	Emergency Operations Centre
FAC	Functional Area Co-ordinator
HAZMAT	Hazardous Material
LEMC	Local Emergency Management Committee
LEMO	Local Emergency Management Officer
LEP	Local Environment Plan
LEOC	Local Emergency Operations Centre
LEOCON	Local Emergency Operations Controller
LGA	Local Government Area
LO	Liaison Officer
LRC	Local Recovery Coordinator
VMR	Volunteer Marine Rescue
NCAHS	North Coast Area Health Service
NPWS	National Parks and Wildlife Service
NRIS	National Registration and Inquiry System
NSW	New South Wales
NSWFB	New South Wales Fire Brigade
RC	Recovery Coordinator
RFS	NSW Rural Fire Service
RTA	Roads and Traffic Authority of NSW
RVCP	Royal Volunteer Coastal Patrol
SCAT	Special Casualty Access Team
SEMC	State Emergency Management Committee
SEOCON	State Emergency Operations Controller
SERCON	State Emergency Recovery Controller
SES	State Emergency Service
SEWS	Standard Emergency Warning Signal
SOP	Standing Operating Procedure
TMC	Traffic Management Centre
USAR	Urban Search and Rescue
VRA	Volunteer Rescue Association

## Overview of NSW Emergency Management Arrangements



**SEMC** State Emergency Management Committee  
**SEOCon** State Emergency Operations Controller  
**SERCon** State Emergency Recovery Controller

**DEMC** District Emergency Management Committee  
**DEOCon** District Emergency Operations Controller  
**DEMO** District Emergency Management Officer

**LEMC** Local Emergency Management Committee  
**LEOCon** Local Emergency Operations Controller  
**LEMO** Local Emergency Management Officer

Emergency management arrangements are designed for emergency management operations to be conducted on a decentralised basis at the Local level first. The District and State levels of the emergency management structure are available to provide support and additional resources as required, and to only assume operational control when a higher level of control is essential.

## Definitions

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

### **Act**

Means the State Emergency and Rescue Management Act, 1989. (SERM Act 1989)

### **Agency**

Means a government agency or a non-government agency. (Source: SERM Act 1989)

### **Agency Controller**

In this plan means the operational head of the agency, identified in this plan as the combat agency, whom has command of the resources of the particular agency. (Source: NSW DISPLAN Dec 2009)

### **Casual Volunteer**

Means a person who:

- (a) assists an accredited rescue unit in carrying out a rescue operation with the consent of the person in charge of the rescue operation; or
- (b) assists, on his or her own initiative, in a rescue operation or otherwise in response to an emergency in circumstances in which the assistance was reasonably given. (Source: SERM Act 1989)

### **Civil Defence**

Means the performance of some or all of the 15 humanitarian tasks intended to protect the civilian population against the dangers and to help it recover from the immediate effects of hostilities, and also to provide the necessary conditions for its survival. (Source: NSW DISPLAN Dec 2009).

### **Combat Agency**

Means the agency identified in the State Disaster Plan as the agency primarily responsible for controlling the response to a particular emergency. (Source: SERM Act 1989)

### **Command**

In this plan means the direction of members and resources of an agency/organisation in the performance of the agency/organisation's roles and tasks. Authority to command is established by legislation or by agreement with the agency/organisation. **Command relates to agencies / organisations only, and operates vertically within the agency / organisation.** (Source: NSW DISPLAN Dec 2009)

### **Control**

Means the **overall direction** of activities, agencies or individuals concerned. (Source: SERM Act 1989). **Control operates horizontally across all** agencies / organisations, functions and individuals. **Situations are controlled.** (Source: NSW DISPLAN Dec 2009)

## **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 1989)

## **Disaster**

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

## **Disaster Welfare**

- (a) The provision of immediate and continuing care of disaster affected persons who may be threatened, distressed disadvantaged, homeless or evacuated.
- (b) The maintenance of health and well being of such persons with all available community resources until their rehabilitation is achieved.

## **DISPLAN**

In this plan means the Tweed Shire Local Disaster Plan. It details emergency preparedness, response and recovery arrangements for the local government area of Tweed Shire to ensure the coordinated response to emergencies by all agencies having responsibilities and functions in emergencies for that area.

## **District**

In this plan means the Northern Rivers Emergency Management District, and incorporates the local government areas of Tweed, Byron, Ballina, Lismore, Kyogle, Richmond Valley and Clarence Valley.

## **District DISPLAN**

In this plan means the Northern Rivers District Disaster Plan. The object of the District DISPLAN is to ensure the coordinated preparation for, response to and recovery from emergencies by all agencies having responsibilities and functions in emergencies at the District level.

## **District Emergency Management Committee (DEMC)**

In this plan means, the Northern Rivers District Emergency Management Committee constituted under the State Emergency and Rescue Management Act, 1989 (as amended), which at a District level is responsible for preparing plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the District, (District DISPLAN) for which it is constituted. In the exercise of its functions, this committee is responsible to the State Emergency Management Committee (SEMC). (Source: SERM Act 1989)

## **District Emergency Management Officer (DEMO)**

Means the person appointed under the Act, to act as the principle executive officer to the DEMC and Staff Officer (Emergency Management) to the DEOCON.

## **District Emergency Operations Controller (DEOCON)**

In this plan, means the Region Commander of Police appointed by the Commissioner of Police, as the District Emergency Operations Controller for the Northern Rivers Emergency Management District. (Source: NSW DISPLAN Dec 2009)

## **Emergency**

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

- (a) endangers, or threatens to endanger, the safety or health of persons or animals in the State; or
- (b) destroys or damages, or threatens to destroy or damage, any property in the State,

**being an emergency which requires a significant and co-ordinated response.**

For the purposes of the definition of emergency, property in the State includes any part of the environment of the State.

Accordingly, a reference in the Act to:

- (a) threats or danger to property includes a reference to threats or danger to the environment, and
- (b) the protection of property includes a reference to the protection of the environment. (Source: SERM Act 1989)

## **Emergency Officer**

Means the Director General of the SES, or a person appointed as an Emergency Officer under Section 15 of the State Emergency Service Act. A person may be appointed as an Emergency Officer even if not a member of the State Emergency Services. (Source: State Emergency Services Act 1989)

## **Emergency Operations Centre (EOC)**

Means a centre established at State, District 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 1989)

## **Emergency Risk Management**

In this plan means the process approved by the State Emergency Management Committee and published in the *NSW Implementation Guide for Emergency Management Committees*. (Source: NSW DISPLAN Dec 2009)

## **Emergency Services Officer**

Means a Police Officer, an officer of the NSW Fire Brigades of or above the position of station commander, an officer of the SES of or above the position of unit controller, a member of the Rural Fire Service of or above the position of deputy captain, or a District Emergency Management Officer. (Source: SERM Act 1989)

## **Emergency Services Organisation**

Means the NSW Police Force, NSW Fire Brigades, Rural Fire Brigades, Ambulance Service, State Emergency Service, and the Volunteer Rescue Association or any other agency which manages or controls an accredited rescue unit. (Source: SERM Act 1989)

## **Evacuation/ Assembly Centre**

Means a facility / area / centre to which persons 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 a Welfare Centre for a longer stay, or to have their longer term needs met. An evacuation/ assembly centre may also be the venue for disaster victim registration, triage and/or



the meeting of immediate needs of evacuated persons.

### **Essential services**

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

- a The production, supply or distribution of any form of energy, power or fuel or of energy, power or fuel resources;
- b The public transportation of persons or freight;
- c The provision of fire-fighting services;
- d The provision of public health services (including hospital or medical services);
- e The provision of ambulance services;
- f The production, supply or distribution of pharmaceutical products;
- g The provision of garbage, sanitary cleaning or sewerage services;
- h The supply or distribution of water;
- i The conduct of a welfare institution;
- j The conduct of a prison;
- k A service declared to be an essential service under subsection (2);
- l A service comprising the supply of goods or services necessary for providing any service referred to in paragraphs (a) - (k). (Source: NSW DISPLAN Dec 2009)

### **Functional Area**

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

1. Agriculture and Animal Services;
2. Communication Services;
3. Energy and Utilities;
4. Engineering Services;
5. Environmental Services;
6. Health Services;
7. Public Information Services;
8. Transport Services; and
9. Welfare Services.

### **Functional Area Coordinator (FAC)**

In this plan means the nominated Coordinator of a Functional area, tasked to co-ordinate 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 agencies. (Source: NSW DISPLAN Dec 2009)

## **Government Agency**

Means:

- a a government department or administrative office as defined in the Public Sector Management Act 1988;
- b a public authority, being a body (whether incorporated or not) established by or under an Act for a public purpose, other than:
  - i) the Legislative Council or Legislative Assembly or a committee of either or both of these bodies; or
  - ii) a court or other judicial tribunal;
- c the NSW Police
- d a local government council or other local authority; or
- e a member or officer of an agency referred to in paragraphs (a)-(d) or any other person in the service of the Crown who has statutory functions, other than:
  - i) the Governor, the Lieutenant-Governor or the Administrator of the State;
  - ii) a Minister of the Crown
  - iii) a Member of the Legislative Council or Legislative Assembly or an officer of that Council or Assembly; or
  - iv) a judicial officer. (SERM Act 1989).

## **Hazard**

Means a potential or existing condition that may cause harm to people or damage to property or the environment. (Source: NSW DISPLAN Dec 2009)

## **Hazardous Material**

Means anything that, when produced, stored, moved or otherwise dealt with without adequate safeguards to prevent it from escaping, may cause injury or death or damage to property. (Source: Fire Brigades Act 1989)

## **Hazardous Materials Incident**

Means an actual or impending land-based spillage or other escape of hazardous material that causes or threatens to cause injury or death or damage to property. (Source: Fire Brigades Act 1989).

## **Incident**

Means a localised event, either accidental or deliberate, which may result in injury or death, or damage to property which requires normal response from a combat agency. (NSW DISPLAN Dec 2009)

## **Incident Controller**

Means the Combat agency officer responsible for overall control and strategic direction of a localised event, where the incident is within the combat agency's designated area of responsibility and which requires normal response from that combat agency.

**NOTE:** other NSW legislation also provides for definition of an Incident Controller which has different meanings within the specific legislation –e.g. Rural Fires Act 1997 (as amended).

### **Liaison Officer (LO)**

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. (NSW DISPLAN Dec 2009)

### **Local Area**

Means the local government area of the Tweed Shire.

### **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 (Local DISPLAN) for which it is constituted. In the exercise of its functions, any such Committee is responsible to the relevant District Emergency Management Committee. (Source; SERM Act 1989)

### **Local Emergency Management Officer (LEMO)**

Means the person appointed by Council under the Act to act as principle executive officer to the LEMC and the LEOCON for that particular local area. (The appointee may also be Chairperson of the LEMC)

### **Local Emergency Operations Controller (LEOCON)**

Means a Police Officer appointed by the District Emergency Operations Controller as the Local Emergency Operations Controller for the Local Government Area. (Source: SERM Act 1989)

### **Local Government Area**

A Council within the meaning of the Local Government Act, 1993, or combination of local government areas as referred to in Section 27 of the *State Emergency and Rescue Management Act, 1989*.

### **Logistics**

Means the range of operational activities concerned with supply, handling, transportation and distribution of materials. Also applicable to the transportation of people. (Source: NSW DISPLAN Dec 2009)

### **Marshalling Area**

Means a controlled area in which resources from outside the District may assemble prior to allocation of tasks.

### **Minister**

In this plan means the Minister for Emergency Services.

### **Mitigation**

Means measures taken in advance of, or after, a disaster aimed at decreasing or eliminating its

impact on society and the environment. (Source: COAG Review into Natural Disasters in Australia, August 2002)

### **Natural Disaster**

In this plan means a serious disruption to a community or region, caused by the impact of a naturally occurring rapid onset event that threatens or causes death, injury or damage to property or the environment and which requires significant and coordinated multi-agency and community response. Such serious disruption can be caused by any one, or a combination of the following natural hazards: bushfire; earthquake; flood; storm; cyclone; storm surge; landslide; tsunami; meteorite strike or tornado. (Source: COAG Review into Natural Disasters in Australia, August 2002)

### **Non Government Agency**

A voluntary organisation or any other private individual or body, other than a government agency. (Source: SERM Act 1989).

### **NSW DISPLAN**

In this plan means the New South Wales State Disaster Plan. The object of DISPLAN is to ensure the coordinated response to emergencies by all agencies having responsibilities and functions in emergencies. (Source: SERM Act 1989).

### **Participating Organisation**

In this plan means the Government Departments, statutory authorities, volunteer organisations and other agencies who have either given formal notice to agency Controllers or Functional Area Coordinators, or have acknowledged to the LEMC that they are prepared to participate in emergency management response and initial recovery operations under the direction of the Controller of a combat agency, or Coordinator of a Functional Area, with the levels of resources or support as appropriate to the emergency operation. (Source: NSW DISPLAN Dec 2005)

### **Plan**

In this plan means a step by step sequence for the conduct of a single or series of connected emergency operations to be carried out simultaneously or in succession. It is usually based upon stated assumptions, and is a promulgated record of a previously agreed set of roles, responsibilities, functions, actions and management arrangements. The designated 'plan' is usually used in preparing for emergency operations well in advance. A plan must be put into effect at a prescribed time, or on signal, and then becomes the basis of the emergency operation order for that emergency operation. (Source: NSW DISPLAN Dec 2009)

### **Preparation**

In relation to an emergency includes arrangements or plans to deal with an emergency or the effects of an emergency (Source: SERM Act 1989)

### **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 to life and property.(Source; SERM Act 1989).

### **Public Awareness**

The process of informing the community as to the nature of the hazard and actions needed to save

lives and property prior to the event of disaster. (Source: COAG Review into Natural Disasters in Australia, August 2002).

### **Recovery**

In relation to an emergency means the process of returning an affected community to its normal level of functioning after an emergency. (SERM Act 1989)

### **Relief**

The provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency. It includes the establishment, management and provision of services to emergency relief or recovery centres. (Source: COAG Review into Natural Disasters in Australia, August 2002)

### **Rescue**

Means the safe removal of persons or domestic animals from actual or threatened danger of physical harm. (Source: SERM Act 1989).

### **Rescue Unit**

Means a unit (comprising a group of persons) which carries out rescue operations for the protection of the public or a section of the public. (Source: SERM Act 1989).

### **Response**

In relation to an emergency includes the process of combating an emergency and providing immediate relief for persons affected by an emergency. (Source: SERM Act 1989).

### **Risk**

A concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, communities and the environment. (Source: COAG Review into Natural Disasters in Australia, August 2002).

### **Risk Assessment**

The process used to determine risk management priorities by evaluating and comparing the level of risk against predetermined standards, target risk levels or other criteria. (Source; COAG Review into Natural Disasters in Australia, August 2002).

### **Risk Management**

The systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk. (Source; COAG Review into Natural Disasters in Australia, August 2002).

### **Roads Authority**

Means officers of the Roads and Traffic Authority and Council authorised under the Roads Act 1993.

### **Section 44 Appointee**

In this plan means the person appointed by the Commissioner, Rural Fire Service to take charge of

fire fighting operations for a particular bush fire or within a particular Council area.

### **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 Local Emergency Operations Controller appoints a Site Controller, the Senior Police Officer will assume control. (Source: NSW DISPLAN Dec 2009)

### **Standby State**

In this plan means the process of gradually increasing LEOC personnel and equipment resource levels to deal with an increase in activities.

### **State Emergency Operations Controller (SEOCN)**

Means the person appointed by the Governor, on the recommendation of the Minister, responsible for, in the event of an emergency affecting more than one district, controlling the allocation of resources in response to the emergency. The State Emergency Operations Controller is to establish and control a State Emergency Operations Centre. (SERM Act 1989).

### **State of Emergency**

Means a state of emergency declared by the Premier, under Section 33(1) of the State Emergency & Rescue Management Act, 1989. (Source: SERM Act 1989)

**NOTE:** other NSW legislation also provides for a declaration of an emergency, which have different meanings and different authorities within the specific legislation – The Essential Services Act, 1988; Dam Safety Act, 1978 and the Rural Fires Act 1997 (as amended). (Source: NSW DISPLAN Dec 2009)

### **Sub Plan**

In this plan means an action plan required for a specific hazard, critical task or special event. It is prepared when the management arrangements necessary to deal with the effects of the hazard, or the critical task or special event differ from the general coordination arrangements set out in the main or supporting plans for the area. (Source: NSW DISPLAN Dec 2009)

### **Supporting Organisation**

In this plan means the Government Departments, statutory authorities, volunteer organisations and other specialist agencies who have indicated they are to participate and provide specialist support resources to a Combat Agency Controller or Functional Area Coordinator during emergency operations. (Source: NSW DISPLAN Dec 2009)

### **Supporting Plan**

In this plan means a plan prepared by an agency/organisation or functional area, which describes the support which is to be provided to the controlling or coordinating authority during emergency operations. It is an action plan which describes how the agency/organisation or functional area is to be coordinated in order to fulfil the roles and responsibilities allocated. (Source: NSW DISPLAN Dec 2009)

### **Victim**

Means a sufferer from any destructive, injurious, or adverse action or agency. [Macquarie Dictionary

- Second Edition]. In this plan it means a person adversely affected by an emergency. (Source: NSW DISPLAN Dec 2009)

**Vulnerability**

The degree of susceptibility and resilience of the community and environment to hazards. (Source: COAG Review into Natural Disasters in Australia, August 2002)

**Welfare Services**

Means the services provided to assist in the relief of personal hardship and distress to individuals, families and communities who are the victims of an emergency. (Source: Community Welfare Act 1987).



## Part One - Introduction

### Legislative Basis

- 1.1 The Government of New South Wales acknowledges the inevitable nature of emergencies and the potentially significant, social and environmental consequences. Accordingly, the Government has enacted the State Emergency and Rescue Management Act, 1989 as amended. It provides the legislative basis for the preparation of disaster plans.
- 1.2 This Disaster Plan (DISPLAN) has been prepared by the Tweed Shire Local Emergency Management Committee (LEMC) under Section 29(1) of the State Emergency and Rescue Management Act, 1989 as amended.

### Aim

- 1.3. The aim of this plan is to detail emergency management arrangements for the area designated as the local government area of Tweed Shire to ensure the effective and efficient co-ordinated response to and recovery from an emergency event.

### Purpose

- 1.4 To meet the aim the DISPLAN details arrangements that prevent or mitigate, prepare for, respond to and recover from emergencies within Tweed Shire. It covers arrangements where:
  - a a combat agency is in control.
  - b a combat agency is in control and, where support is requested by that agency, and coordinated by the Local Emergency Operations Controller (LEOCON).
  - c there are emergency operations for which there is no combat agency.
  - d a combat agency has handed control over to the LEOCON.
  - e operations are at District or State level and where the LEOCON continues to coordinate local level operations.
  - f emergency operations extend across interstate boundaries (i.e.; NSW/QLD across border emergencies).

### Objectives

- 1.5 The objectives of the DISPLAN are to:
  - a detail responsibilities for the identification, development and implementation of prevention and mitigation strategies within the Tweed Shire Local Emergency Management Area.
  - b define combat agency, organisations and functional area roles and responsibilities in preparation for, response to and recovery from emergencies.

- c set out the control, coordination and liaison arrangements at the local level.
- d detail activation and alerting arrangements for involved agencies.
- e detail arrangements for the acquisition and coordination of resources.
- f detail public warning systems and responsibility for implementation.
- g detail public information arrangements and public education responsibilities.
- h detail arrangements for the reporting before, during and after an operation including;
  - (i) information and intelligence flow during an incident or emergency
  - (ii) arrangements for LEOCON reporting to the District Emergency Operations Controller (DEOCON);
  - (iii) responsibilities for the preparation of post emergency reports.
- i. detail arrangements for the review, testing, evaluation and maintenance of this plan.
- j. detail arrangements for the provision of across border (NSW/QLD) support, response, control and co-ordination of major incidents and emergencies.

## Scope

- 1.6 This plan describes the arrangements at the local level to effectively and efficiently prevent, prepare for, respond to and recover from emergencies and also provides policy direction for the preparation of Local Sub Plans and Local Supporting Plans.

## Planning Assumptions

- 1.7 Arrangements detailed in this plan are based on the assumption that the resources on which the plan relies are available when required.
- 1.8 This plan is based on the assumption that all involved agencies have prepared, tested and maintained the appropriate agency plans, orders, instructions or Standing Operating Procedures (SOPs) required to facilitate the arrangements detailed in this plan.

## Principles

- 1.9 The DISPLAN is based on the following principles.
- a **Responsibility for prevention/mitigation, preparedness, response and recovery rests initially at the local level.** If Tweed Shire based agencies and available resources cannot cope they are augmented by those at District, State or Commonwealth levels as per agreed arrangements.
  - b Prevention measures remain the responsibility of authorities/agencies charged by statute with the responsibility.
  - c **Control/coordination** of emergency response and recovery operations is **conducted at the lowest effective level.**
  - d **Designated combat agencies may deploy their own resources from their**

- own service** from outside the affected Local area or District if they are needed to conduct single service operations.
- e Combat Agency Controllers are required to keep the LEOCON advised of the situation during emergency operations which are their responsibility.
- f The LEOCON is responsible, when requested by a combat agency, to coordinate the provision of support resources through the Emergency Operations Centre (EOC).
- g **The LEOCON would not normally assume control from a combat agency unless the situation can no longer be contained and a change of control is likely to improve matters. In any case a change of control can only occur after consultation between the SEOCN and the State Controller of the combat agency, or at the direction of the Minister.**
- h Emergency preparedness, response and recovery **operations should be conducted with all agencies carrying out their normal functions** wherever possible.
- i Planning at a Local level is to be based on the SEMC Emergency Risk Management Process.

## Bush Fire

- 1.10 Under the provisions of the Rural Fires Act 1997, a “bush fire emergency” may be declared and a person appointed to take charge of fire fighting operations and fire prevention measures by the Commissioner under the provisions of Section 44 of the Act, as the “Commissioners delegate”.
- 1.11 The LEOCON is then to be prepared to coordinate support resources if requested by the “Commissioners delegate”.

## Flood and Storm

- 1.12 Subject to the requirements and provisions of the State Emergency and Rescue Management Act, 1989 (as amended), and under the provisions of the State Emergency Service Act, 1989 (as amended), for the emergencies of flood and damage control for storms, including the coordination of evacuation and welfare of affected communities, the overall control of operations in response to these emergencies is vested in the Commissioner of the State Emergency Service (SES).
- 1.13 The LEOCON is then to be prepared to coordinate support resources if requested by the appointed SES Local Controller.

## Hazardous Materials Incident

(For land based incidents and emergencies, including those on inland and coastal waterways other than State Waters)

- 1.14 Subject to the requirements and provisions of the Fire Brigades Act 1989, for the protection and saving of life and property endangered by a Hazardous Materials incident including confining or ending such an incident and for rendering the site of

such an incident safe, the overall control of operations in response to this emergency is vested in the Commissioner of the NSW Fire Brigades or a person appointed as the officer in charge of the Hazardous Materials incident operations by the Commissioner under the provisions of Section 23 of the Act.

- 1.15 The LEOCON is then to be prepared to coordinate support resources if requested by the officer in charge

## **Area Covered by Plan**

### **1.16 Geographic Information**

The Tweed Local Emergency Management Area covers the entire Tweed Shire Local Government Area which is located in the north east corner of NSW including State Waters seaward of the coast of Tweed three nautical miles east of datum. The Tweed Shire shares its boundaries with the NSW Local Government Areas of Byron, Lismore and Kyogle and is bounded by the NSW/QLD border where it adjoins both the City of Gold Coast and part of the Scenic Rim Regional Council. The Pacific Ocean forms the eastern border of the Shire. *Please refer to Appendix A for a map outlining the Tweed Local Government Area.*

The Tweed Shire covers an area of 1303 square kilometres, and is encircled by three mountain ranges - the McPherson Range in the north, the Tweed Range in the west and the Nightcap Range in the south. The two dominating landscape features of the valley are Mount Warning (1,156m high) and the Tweed River which flows into the sea at Tweed Heads. Mount Warning is the central remnant of an ancient shield volcano, Tweed Volcano, and is where the dawn sun first touches eastern Australia. The steep rim of the caldera surrounds Mount Warning at a radius of approximately 15 kms and offers a catchment for the Tweed River whose short tributaries have carved out the caldera. Tweed Valley supports an abundant variety of rainforests, eucalypt forests and coastal wetlands.

There are three river systems in the area (Tweed, Oxley and Rous). They are all subject to flooding, with some centres in major floods either isolated for significant periods or requiring evacuations. The Tweed River is a short river and its drainage basin consists mostly of the eroded caldera of the Tweed Volcano. The Oxley River confluences with the Tweed River upstream from the Murwillumbah township and Bray Park Weir, west of the Byangum Bridge. The Rous River joins the Tweed River just downstream from Tumbulgum township. The Tweed River then flows about 20 kms northeast to Tweed Heads where it meets the sea. Because of the junction of these rivers within the Murwillumbah area, this major population centre has in the past been frequently affected by both major and minor flooding.

The main arterial roads contained in the Tweed Shire are the Pacific Highway, Tweed Coast Rd and Kyogle Rd. The Pacific Highway traverses the Tweed Shire from the Byron Shire in the south to Gold Coast City in the north and carries significant volumes of diversified local, state and interstate traffic. Included in this, are a large number of heavy vehicles which transport an unknown quantity and variety of materials posing a threat to local communities in the event of an accident. This highway also incorporates the Tugun Bypass which takes traffic to the west of the Gold Coast Airport, connecting to the Stewart Road interchange at Currumbin and the Tweed Heads Bypass north of Kennedy Drive at Tweed Heads West.

The Tweed Coast Road follows the 37km stretch of coast from Wooyung in the south through the coastal villages to Kingscliff and Chinderah in the North. Both the Pacific

Highway and Tweed Coast Road carry vast quantities of traffic and have recorded numerous fatal traffic accidents.

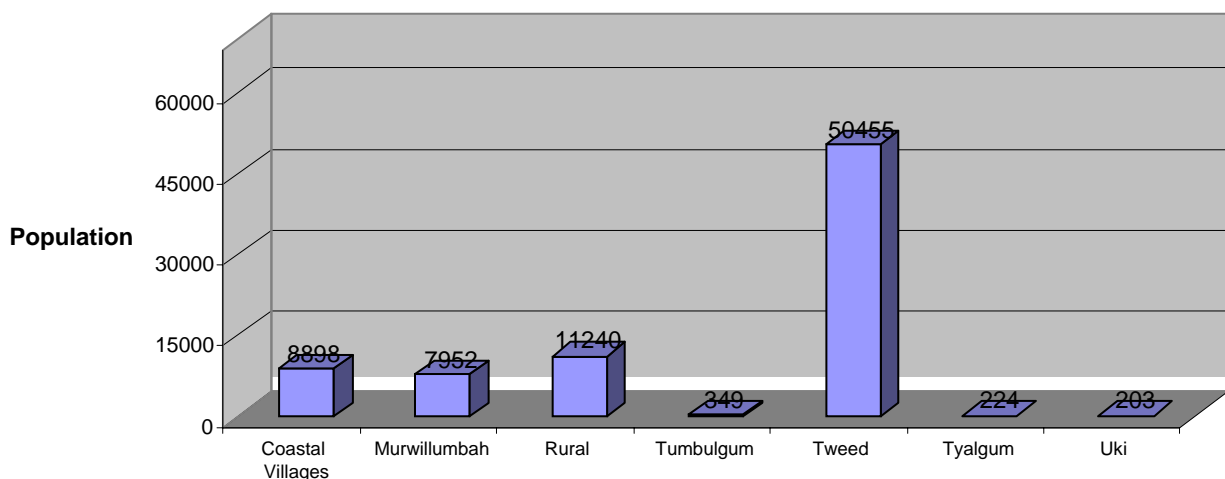
The State Rail Authority ceased services to Murwillumbah in 2004. The rail line and infrastructure remains in place.

The nation's seventh busiest airport is located at Coolangatta in Queensland, however, as the runway straddles the Border with nearly half of it in NSW, responsibility for emergencies on the airport rest with Queensland Police with assistance from NSW Police Force.

### 1.17 Demographic Information

The Tweed Shire LGA has an estimated population recorded in the 2006 census as being approximately 79,321 the majority of which are located in either the larger urban centres of Tweed Heads/Banora Point and Murwillumbah, or along the coastal strip. The Tweed Shire is recognised as one of the fastest growing areas of the State. A significant feature of the area is the fact that its population can double during the peak holiday periods as tourists flock to enjoy the areas climate and natural attractions.

**Tweed Shire Population Spread**



Source: 2006 ABS Census Data

In the 2006 Census 18.4% of the population resident in the Tweed Local Government Area were children aged between 0-14 years, and 34.9% were persons aged 55 years and over. The median age of persons residing in the Tweed Shire was 44 years, compared with 37 years for Australia as a whole.

There are two hospitals located in the Tweed Shire. The Tweed Heads Hospital, which is the largest in the district, provides a wide range of specialist referral medical services for the area. The other hospital is located at Murwillumbah.

The area which once had a large rural industry has undergone a number of changes in recent years with agricultural land having been sub-divided for residential development. The Shire is still a rich agricultural region however, with sugar cane, bananas, avocados, and some dairy and beef cattle industry surviving.

The retail, hospitality, agricultural and tourism industries are major employers, while construction, fishing, and light industry are other significant contributors to the local economy.

## Sources of Risk

1.18 The hazards or sources of risk which may require a local level response in the Tweed Shire as identified in the Tweed Shire Emergency Risk Management Study are as follows:

Hazard/Source of Risk	Risk Rating		Combat Agency/Comments
	Likelihood	Consequence	
<b>Natural Hazards</b>			
Bush Fire	Likely	Minor	NSW Rural Fire Service – Refer to Section 52 Operations Plans and Tweed Shire Bush Fire Management Plan. For National Parks, refer to relevant NPWS Bush Fire Management Strategy.
Coastal Erosion	Possible	Major	State Emergency Service – Refer to Tweed Shire Local Flood Plan.
Cyclone	Possible	Major	State Emergency Service - Refer to Tweed Shire Local Flood Plan.
Earthquake	Unlikely	Catastrophic	LEOCON – Potential fatalities and significant damage resulting from seismic activity above a magnitude 5.5. Control of the incident is placed with the LEOCON or DEOCON depending on severity of event.
Flood	Almost Certain	Moderate	State Emergency Service-Refer to Tweed Shire Local Flood Plan
Fog	Almost Certain	Minor	NSW Police – in particular approx 200 residents of Tyalgum will be affected. Refer to NSW Police Incident and Emergency Management SOP's.
Infestation Animal	Rare	Insignificant	Department of Industry and Investment – Refer to NSW Animal Health Emergency Sub Plan 2005 & NSW Agricultural and Animal Services Plan (Functional Area supporting plan) 2005.
Infestation Insect	Rare	Insignificant	Department of Industry and Investment - Refer to NSW Animal Health Emergency Sub Plan 2005 & NSW Agricultural and Animal Services Plan (Functional Area supporting plan) 2005.
River Erosion	Likely	Major	State Emergency Service - Refer to Tweed Shire Local Flood Plan. In particular, affected residents at Tumbulgum and recreational river users.
Rock Landslip	Possible	Moderate	LEOCON – a small number of occupants of homes within residential areas constructed on steep slopes. LEOCON to control and coordinate event with assistance from NSWFB, USAR taskforce.
Severe Storm – all four (wind, rain, hail, lightning)	Almost Certain	Major	State Emergency Service-Refer to the State Storm Plan. General threat throughout the Shire.
Tsunami	Unlikely	Major	State Emergency Service-Refer to Tweed Shire Local Flood Plan. Extremely unlikely but a potential consequence of seismic activity off the Eastern Seaboard. Widespread coastal inundation of low lying areas. Refer to NSW Tsunami Emergency Sub Plan 2008.
<b>Technological Hazards</b>	Likelihood	Consequence	
Bridge Collapse	Rare	Major	LEOCON – Fast flowing water, transport accident or earthquake may cause bridge collapse LEOCON will coordinate event.
Building Collapse	Rare	Major	LEOCON - Landslips as a result of continual rains will cause building collapse in residential areas built on steep slopes. LEOCON will coordinate event with assistance from NSWFB USAR taskforce.

Dam Failure	Rare	Major	LEOCON – Refer to the Clarrie Hall DSEP for communities downstream of Clarrie Hall Dam. Also refer to Tweed Shire SES Flood Plan. LEOCON will coordinate event with warning notification assistance from SES.
Explosion	Rare	Major	NSW Fire Brigades – LPG outlets provide the biggest risk to Tweed LGA. NSW Fire Brigade will be coordinating agency with assistance from RFS.
Fire Residential	Likely	Moderate	NSW Fire Brigades – General threat from industrial/commercial areas.
Hazardous Materials	Likely	Moderate	NSW Fire Brigades – General threat throughout the Tweed Shire but in particular, the involvement of transport of hazardous materials through urban areas on the Pacific Highway and Tweed Coast Road.
Sewerage Failure	Rare	Moderate	LEOCON /Tweed Shire Council – Potential to affect large part of Tweed LGA
Water Failure	Rare	Major	LEOCON/Tweed Shire Council – Potential to affect large part of Tweed LGA
Power Failure	Rare	Major	LEOCON/Country Energy – Potential to affect the whole LGA depending on impact location
Transport Accident – Air	Possible	Moderate	NSW Police – Incident involving medium to large passenger aircraft and smaller commuter aircraft in vicinity of Gold Coast Airport and Bob Whittle Murwillumbah Airfield
Transport Accident – Road	Possible	Minor	NSW Police – General threat throughout the LGA in particular from large heavy vehicles on the Coast Road or Pacific Highway.
<b>Biological Hazards</b>	Likelihood	Consequence	
Pathogens	Possible	Moderate	NSW Health – Refer to NSW Health Plan 2009 and to NSW Human Influenza Pandemic Sub Plan .

## Security of Information

1.19 DISPLANS, sub plans and supporting plans are public documents. They are not however, to contain contact details or locations of operation centres, evacuation centres or recovery centres, unless these are essential to the effectiveness of the plan.

1.20 Contact details are to be maintained separately to the DISPLAN.

## Reviewing, Testing, Evaluating and Maintaining the Plan

1.21 The LEOCON is to ensure that this DISPLAN is reviewed, tested and evaluated.

1.22 This DISPLAN is to be REVIEWED by the Local Emergency Management Committee (LEMC).

- a After each local emergency operation
- b At least once every five years
- c If roles and responsibilities of agencies or legislation changes
- d If deficiencies are identified

1.23 The LEOCON is to ensure that this DISPLAN is TESTED through the conduct of an exercise at least once every two years to:-



- a ensure all participants are familiar with the contents of the DISPLAN,
  - b test specific aspects of the DISPLAN, and
  - c test SOPs associated with the DISPLAN.
- 1.24 All Sub Plans must be formally reviewed no less frequently than every five years and reviews of relevant aspects are to be carried out following emergencies or changes of legislation.
- 1.25 All Supporting Plans must also be reviewed at least every five years, but may be reviewed more frequently at the direction of the Functional Area Co-ordinator.
- 1.26 The Local Emergency Management Officer (LEMO) maintains this DISPLAN and issues amendments.

## Part Two – Roles and Responsibilities

### General

- 2.1 The primary operational roles of each of the Agencies, Functional Areas and other organisations described in this part of the plan do not preclude the flexibility to adjust roles or responsibilities if circumstances require such action.
- 2.2 Unless otherwise stated, the roles of the emergency service organisations detailed in this Part apply equally to the management of incidents and emergencies.
- 2.3 The agreed roles and responsibilities of Functional Area Participating and Supporting Organisations are detailed in the Northern Rivers District DISPLAN and Supporting Plans. Details of those organisations are shown within Annex G of that plan.
- 2.4 The organisations detailed in the following matrix have been identified by the NSW DISPLAN, or by agreement at the Tweed Shire Local Emergency Management level as the agencies/personnel primarily responsible for controlling operations to combat the hazards listed.

SOURCE OF RISK	RESPONSIBLE AGENCY/INDIVIDUAL
Earthquake	LEOCON under DISPLAN arrangements
Exotic Animal or Plant Disease	NSW DII - Murwillumbah
Fires – Rural (Bush Grass and other fires within Rural Fires Districts as prescribed in the Rural Fires Act 1997)	Incident Controller or Officer appointed by the Commissioner, Rural Fire Service, or in accordance with a Bush Fire Management Committee Plan of Operations or Mutual Aid Agreement
Fires – Urban (within Fire Districts proclaimed under the provisions of the Fire Brigades Act)	NSW FB Incident Controller, or in accordance with a Bush Fire Management Committee Plan of Operations or Mutual Aid Agreement
Flood – Dam Failure	Tweed Shire Council – strategic planning and warnings LEOCON – under DISPLAN arrangements NSW SES – Local Controller – provides support
Flood – Flash	NSW SES– Local Controller
Flood – Riverine	NSW SES– Local Controller
Hazardous Materials and/or CBR Emergency, (including Transport related Hazmat emergencies)	NSW FB – rendering safe land based incidents and emergencies, including those on inland and coastal waterways other than State Waters NSW Maritime – Clean up of State Waters Operations
Infectious disease affecting humans	North Coast Area Health Service (NCAHS)
Major Structure Collapse	NSW Police (overall control) NSW FB (provide and control USAR task force)
Marine Oil and/or Chemical Spill	NSW Maritime – State Waters
Significant Infrastructure Failure/Damage	Power – Country Energy Telecommunications – Telstra Water/Sewerage/Roads – Tweed Shire Council

SOURCE OF RISK	RESPONSIBLE AGENCY/INDIVIDUAL
Storm	NSW SES Local Controller
Tidal Inundation	NSW SES Local Controller
Transport Accident (Air)	NSW Police Force
Transport Accident (Road)	NSW Police Force
Tsunami	NSW SES Local Controller
Water Supply Contamination	NCAHS

## 2.5 LOCAL EMERGENCY OPERATIONS CONTROLLER (LEOCON)

- a Monitors local level operations controlled by combat agencies
- b Co-ordinates local level support to local level combat agency operations
- c May assist a combat agency that is primarily responsible for controlling the response to an emergency in carrying out that responsibility
- d Conducts emergency response operations when there is no designated combat agency and issue directions to agencies who have functions in connection to responses to the emergency
- e In consultation with the SEOCON and combat agency, assume control of the operation from the combat agency if the situation can no longer be contained
- f Advises and activate appropriate Emergency Service Organisations and Functional Areas
- g Activate and staff the Local Emergency Operations Centre in accordance with Tweed Shire Emergency Operations, Standing Operating Procedures.
- h Ensures the DEOCON is kept apprised of the situation
- i As necessary, request “out of local area” resources through the DEOCON
- j Ensures recovery operations are initiated at the earliest possible point in time

*Note: The LEOCON is not responsible for controlling the response to an emergency if there is a single combat agency primarily responsible under Displan for controlling the response to the emergency unless the Controller assumes that responsibility if the SEOCON is satisfied that it is necessary to do so and the Combat Agency agrees or in any other case where the Minister has directed.*

## 2.6 LOCAL EMERGENCY MANAGEMENT OFFICER (LEMO)

- a Ensures executive support facilities are available to the LEMC and LEOCON
- b Acts as Executive Officer to the LEMC and LEOCON
- c Acts as liaison officer of Tweed Shire Council
- d Assists the LEOCON to establish and maintain the EOC
- e Maintains a directory of contacts within the Tweed Shire Council
- f Maintains a registry of evacuation centres
- g Co-ordinates emergency management public education programs, which are not the responsibility of a combat agency
- h Ensures a comprehensive resource register and media directory is maintained

- by agencies within the LEMC (Councils, Emergency Service and Functional Areas)
- i Provides executive support at the LEOC when activated
- j Co-ordinates arrangements for a central debrief following operations and prepares a consolidated report on that operation in consultation with the LEOCON
- k Ensures that adequate “back up” arrangements are made to cover any period of absence and that the LEOCON is advised of the absence or intended absence of the LEMO

## 2.7 LIAISON OFFICERS

On activation of the Tweed Shire Local Emergency Operations Centre (LEOC) and/or Combat Agency or as directed by the LEOCON, Agencies and Functional Area Coordinators are requested to provide a Liaison Officer from agencies as deemed necessary. Liaison Officers must:

- a have the authority or capacity to commit the resources of the agency or functional area they represent/co-ordinate.
- b maintain and operate communication links with their own control/coordination centres.
- c provide accurate and timely advice to the LEOCON, and other staff on the situation, capabilities, characteristics of their agency or functional area, and any forecast requirements.
- d keep the LEOCON and the LEOC staff informed of the actions taken, and the requirements of their organisation or functional area.
- e convey the LEOCON’s directions/instructions to their organisations, as soon as possible.

## Agencies

### 2.8 AMBULANCE SERVICE OF NSW

#### Controller – Tweed Area District Manager, Tweed Heads

#### Tweed Shire Station Locations: Tweed Heads, Kingscliff, Murwillumbah

- a Provide pre-hospital care and transport for the sick and injured
- b Provide and/or assume responsibility for transport of designated Health Service teams and their equipment to the sites of incidents or emergencies, receiving hospitals or emergency medical facilities when requested by the Health Services Functional Coordinator
- c Provide coordinated communications for all health systems involved in emergency responses
- d As determined by the State Rescue Board, provide accredited “rescue units” including Special Casualty Access Teams (SCAT)
- e Provide a liaison officer to the LEOC or Combat Agency Operations Centre as appropriate
- f Provide when necessary, an Ambulance Liaison Officer to the Police Site Controller
- g Participating Organisations  
St John Ambulance;  
Department of Health, North Coast Area Health Service
- h Supporting Organisations  
Westpac Rescue Helicopter Service – Northern Region  
St John Ambulance Volunteer First Aid Service
- i Sub and Supporting Plans  
NSW Health Services Supporting Plan 2008 (Supporting Plan NSW DISPLAN 2009)  
NSW Human Influenza Pandemic Plan (Supporting Plan NSW DISPLAN 2009)  
North Coast Area Health Services Supporting Plan – 2008 (Supporting Plan NR District DISPLAN 2007)  
AMBPLAN NSW (Sub Plan NSW DISPLAN 2009)

## 2.9 NSW FIRE BRIGADES

### Controller – Zone Commander, Region North 2 Northern Rivers

#### Tweed Shire Station Locations: Tweed Heads, Banora Point, Kingscliff, Murwillumbah

In relation to Fire Districts, prescribed in the New South Wales Fire Brigades Act, 1989 (as amended), 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 in any fire district.

- a Is the designated Combat Agency for land based hazardous materials incidents and emergencies within NSW, specifically for taking all practicable measures;
  - i) for protecting and saving life and property endangered by hazardous material incidents,
  - ii) for confining or ending such an incident,
  - iii) for rendering the site of such an incident safe.
- b Provide fire control services by:
  - i) dealing with outbreaks of fire and the rescue of persons in fire endangered areas.
  - ii) taking such measures as may be practicable to prevent the outbreak of fires.
  - iii) on land, dealing with the escape of hazardous materials or a situation which involves the imminent danger of such an escape.
- c As determined by the State Rescue Board, provide accredited 'rescue units' (USAR).
- d Assist in any other response or initial recovery operations for which the Fire Brigades' training and equipment is suitable, for example, the provision of emergency water supplies and pumping equipment.
- e Provide a liaison officer to the LEOC or Combat Agency Operations Centre as appropriate.
- f Inform the LEOCON of the existence of serious incidents.
- g Participating Organisations  
NSW RFS  
TSC  
SES  
DECCW  
DII
- h Supporting Organisations  
WorkCover NSW  
Westpac Life Saver Rescue Helicopter Service – Northern Region
- i Sub and Supporting Plans  
Fire Brigades Act – 1989  
NSW Major Structure Collapse Sub Plan 2001 (Sub plan NSW DISPLAN 2009)  
NSW Hazardous Materials/Chemical Biological, Radiological Sub Plan 2005 (Sub plan NSW DISPLAN 2009)  
NSWFBS SOG 4 – Structure Fires  
NSWFBS SOG 10 – Hazardous Materials

## 2.10 NSW MARITIME

### Controller/Coordinator – Manager of Operations, Tweed Heads

#### Tweed Shire Office Locations: Tweed Heads

- a Is the designated combat agency for State Waters based Marine Oil or Chemical Spill from ships and shipping incidents that could lead to an oil or chemical spill. The agency takes all practicable measures for:-
  - i) confining or ending such an incident
  - ii) rendering the site of such an incident safe; and
  - iii) site clean up operations
- b Under the control of the relevant combat agency or Emergency Operations Controller, may assist in response or recovery operations for which the agency's training and equipment is suitable and available.
- c Inform the LEOCON of the existence of serious incidents
- d Provide a liaison officer to the LEOC or Combat Agency Operations Centre as appropriate.
- e Participating Organisations
- f Supporting Organisations  
NSW Police Force (Marine Area Command)
- g Sub and Supporting Plans  
NSW State Waters Marine Oil and Chemical Spill Contingency Plan (2008) (Sub plan NSW DISPLAN 2009)

## 2.11 NSW POLICE FORCE

### **Controller – Commander, Tweed/Byron Local Area Command, Tweed Heads**

#### **Tweed Shire Station Locations: Tweed Heads, Kingscliff, Murwillumbah**

NSW Police Force is the designated Combat Agency for law enforcement, (including counter terrorist measures controlled in accordance with the NSW Police Force Command Structure).

- a NSW Police Force is the designated Combat Agency for search and rescue.
- b As necessary, control and coordinate the evacuation of victims from the area affected by the emergency.
- c Maintain law and order, protect life and property, and provide assistance and support to a Combat Agency, Functional Areas, and other organisations as required. This may include:
  - i) reconnaissance of the area affected by the emergency,
  - ii) traffic control, and crowd control,
  - iii) access and egress route security and control,
  - iv) identifying the dead and injured, and notifying next of kin,
  - v) establishing temporary mortuaries,
  - vi) maintaining the security of property,
  - vii) statutory investigative requirements, and
  - viii) operation of a public enquiry centre capable of providing general information of incidents and emergencies to members of the public.
- d Respond accredited “rescue units’ to general and specialist rescue incidents, and control and coordinate rescue operations.
- e As determined by the State Rescue Board, provide accredited “rescue units’.
- f Manage disaster victim registration, and a disaster victim enquiry system capable of:
  - i) providing a Disaster Victim Registration system for victims of emergencies,
  - ii) managing a disaster victim enquiry centre capable of providing relatives and close friends with basic details on the location and safety of victims of emergencies occurring within NSW,
  - iii) managing a similar disaster victim enquiry service when the National Registration and Inquiry System (NRIS) is activated in relation to emergencies in other States and Territories.
- g Assist the effective conduct of emergency response and recovery operations by coordinating the release of official and current information to the media and public about the emergency, including measures being undertaken or planned. This may include:
  - i) establishing a Media Information Centre, arranging media conferences on behalf of the LEOCON and, when appropriate, arranging access by journalists to the area affected by the emergency,
  - ii) preparing and issuing official messages to the public for broadcast by the media [preceded by the Standard Emergency Warning Signal (SEWS)] on behalf of the LEOCON.



- h Provide a liaison officer to the LEOC or Combat Agency operations centre as appropriate.
- i Participating Organisations  
All Emergency Services  
All Functional Areas
- j Supporting Organisations  
Westpac Life Saver Rescue Helicopter Service – Northern Region  
Marine Rescue NSW  
Volunteer Rescue Association
- k Sub and Supporting Plans  
NSW Police Incident and Emergency Management SOP's  
NSW Aviation Emergency Sub Plan – 2004 (Sub plan NSW DISPLAN 2009)

**NOTE:**

*The senior member of the NSW Police present at the scene of a rescue operation is responsible for coordinating and determining the priorities of action of the persons engaged in the rescue operation. This applies whether those persons are members of a permanent or volunteer agency except when control is vested by law in another agency.*

## 2.12 RURAL FIRE SERVICE

**Controller – Far North Coast Zone Team Manager, Murwillumbah**

**Tweed Shire Station Locations: Bilambil, Burringbar, Chillingham, Crabbes Creek, Cudgen, Kunghur, Murwillumbah, Pottsville, Tyalgum, Uki**

- a In relation to the Far North Coast Zone which incorporates the Tweed Shire (as defined in the Rural Fires Act 1997), or in accordance with Mutual Aid Agreements, is the designated combat agency for fire incidents and emergencies and for taking all practical measures for preventing and extinguishing fires and for protecting and saving life and property.
- b Provide fire control services by:
  - i) dealing with outbreaks of bush fire and the rescue of persons in bush fire endangered areas; and
  - ii) taking such measures as may be practicable to prevent the outbreak of bush fires.
- c Advise the LEOCON of the existence of any serious incidents.
- d At the request of, and under the control of either the relevant combat agency or LEOCON, assist in any other response or recovery operations for which the Rural Fire Services' training and equipment is suitable, for example, the provision of emergency water supplies and pumping equipment.
- e Provide a liaison officer to the LEOC or Combat Agency Operations Centre as appropriate.
- f Participating Organisations  
NSW Fire Brigades  
Department of Industry and Investment  
Tweed Shire Council  
Dept of Environment, Climate Change and Water
- g Supporting Organisations  
WorkCover NSW  
Westpac Life Saver Rescue Helicopter Service – Northern Region
- h Sub and Supporting Plans  
NSW State Bush Fire Plan 2002 (Sub plan NSW DISPLAN 2009)  
NSW Rural Fire Service Operations Plan Section 52  
Tweed Shire Bush Fire Management Plan (Sub plan Tweed Shire DISPLAN 2010)
- i Other Plans  
Cudgen Nature Reserve Fire Management Strategy – 2006  
Mount Warning National Park – Fire Management Strategy 2006 (also covers: Wollumbin National Park, Wollumbin State Conservation Area, Hattons Bluff Nature Reserve and Mount Nullum Nature Reserve)  
Nightcap National Park Fire Management Strategy 2005 (also covers Whian Whian State Conservation Area and Snows Gully Nature Reserve)

## 2.13 STATE EMERGENCY SERVICE

### Controller –Local Controller – Murwillumbah

#### Tweed Shire Station Locations: Murwillumbah, Banora Point, Pottsville

- a The State Emergency Service (SES) is the designated Combat Agency for dealing with floods and to coordinate the rescue, evacuation and welfare of affected communities.
- b Is the designated Combat Agency for damage control for tsunami, storms and tempest (including coastal erosion from storm activity), and to coordinate the evacuation and welfare of affected communities.
- c As determined by the State Rescue Board, provide accredited ‘rescue units’.
- d Assist, at their request, the Police, Fire Brigades, Rural Fire Service and Ambulance Service in dealing with incidents or emergencies.
- e Assist in any other emergency management prevention; preparedness; response; or recovery operations, including emergency management training.
- f Provide a liaison officer to the LEOC or Combat Agency Operations Centre as appropriate.
- g Advise the LEOCON of the existence of any serious incidents.
- h Participating Organisations  
NSW Rural Fire Service  
NSW Fire Brigades  
Tweed Shire Council  
Department of Environment, and Climate Change and Water
- i Supporting Organisations  
Community Services  
Transport NSW – and designated bus companies
- j Sub and Supporting Plans  
NSW State Flood Plan – 2008 (Sub plan NSW DISPLAN 2009)  
NSW State Storm Plan – 2007 (Sub plan NSW DISPLAN 2009)  
NSW Tsunami Emergency Sub Plan – 2005 (Sub plan NSW DISPLAN 2009)  
Richmond Tweed Region Flood Plan (Sub plan NR District DISPLAN 2007)  
Tweed Shire Local Flood Plan (Sub Plan Tweed Shire DISPLAN)

#### **NOTES:**

*Responsibility for evacuees related to flood and storm emergencies is to be handed over to the Welfare Services as soon as possible.*

*The potential for an extremely high scale of impact of a single Tsunami episode means that in some circumstances (as agreed at the time between the Richmond Tweed Region Controller and the DEOCON) control of the rescue and recovery will pass to the DEOCON.*

*(See: NSW Tsunami Emergency Management Sub-Plan).*

*Planning for and construction of physical mitigation works required for the protection of coastal property during storm events within the Tweed Shire Local Government Area is the responsibility of Tweed Shire Council as per section 55B (1) and 55C (b) of the Coastal Protection Act 1979 (as amended).*

## **Volunteer Rescue Organisations**

**Note:** Rescue arrangements and resources detailed in this Plan are coordinated by the NSW Police in accordance with the requirements of the State Emergency and Rescue Management Act 1989 (as amended) and subject to NSW State Rescue Policy except during an Emergency when response is subject to the direction of the Local Controller of the State Emergency Service or the Section 44 Appointee of the Rural Fire Service.

### **2.14 Australian Volunteer Coast Guard**

#### **Coordinator – North NSW Squadron Commodore, Kingscliff**

- a As determined by the State Rescue Board, provide accredited Rescue Units in the Tweed Shire Local Emergency Management Area.
- b Provide accredited Rescue Unit(s) as requested by Police for marine rescue in the Tweed Shire Local Emergency Management Area.
- c Under the control of the relevant Combat Agency or LEOCON, assist in any other response or recovery operations for which the organisations' training and equipment is suitable.
- d Provide a liaison officer to the LEOC when requested by the LEOCON.
- e Advise the LEOCON of the existence of any serious incidents.

### **2.15 Volunteer Marine Rescue Point Danger INC**

#### **Coordinator – President, Duranbah**

- a As determined by the State Rescue Board, provide accredited Rescue Units in the Tweed Shire Local Emergency Management Area.
- b Provide accredited Rescue Unit(s) as requested by Police for marine rescue in the Tweed Shire Local Emergency Management Area.
- c Under the control of the relevant Combat Agency or LEOCON, assist in any other response or recovery operations for which the organisations' training and equipment is suitable.
- d Provide a liaison officer to the LEOC when requested by the LEOCON.
- e Advise the LEOCON of the existence of any serious incidents.

### **2.16 Volunteer Rescue Association**

#### **Coordinator – Tweed District Rescue Squad Captain, Tweed Heads**

- a As determined by the State Rescue Board, provide accredited Rescue Units in the Tweed Shire Local Emergency Management Area.
- b Provide accredited Rescue Unit(s) as requested by Police for land search and rescue in the Tweed Shire Local Emergency Management Area.
- c Under the control of the relevant Combat Agency or LEOCON, assist in any other response or recovery operations for which the organisations' training and equipment is suitable.

- d Provide a liaison officer to the LEOC when requested by the LEOCON.
- e Advise the LEOCON of the existence of any serious incidents.

## **2.17 Surf Life Saving NSW**

### **Coordinator – Duty Officer – Far North Coast**

- a Under the control of the relevant Combat Agency or LEOCON, assist in any other response or recovery operations for which the organisations' training and equipment is suitable.
- b Provide a liaison officer to the LEOC when requested by the LEOCON.
- c Advise the LEOCON of the existence of any serious incidents.

## Functional Areas

### 2.18 AGRICULTURE AND ANIMAL SERVICES

#### Coordinating Agency – NSW Department of Industry and Investment, Wollongbar

- a Is the designated Combat Agency for exotic animal diseases operations and other animal health emergencies. This includes implementing procedures in conjunction with State and National authorities for the eradication or control of exotic diseases, including:
  - i) detection, diagnosis, risk assessment and surveillance of the disease;
  - ii) destruction and disposal of infected animals, plants and products as required
  - iii) disinfection of contaminated areas, buildings and vehicles
  - iv) programs for vector control, for example insect and feral animal control
  - v) quarantine controls for the movement of persons, animals and plants;
  - vi) provision of adequate trained staff to ensure quarantine requirements are observed.
- b Provide immediate animal care services and continuing rehabilitation assistance to primary producers including:
  - i) assessment of injured stock;
  - ii) disposal of carcasses;
  - iii) assessment of rural property losses and damage to buildings, fences, crops, equipment and fodder;
  - iv) coordination of the supply and distribution of emergency fodder supplies and other materials;
  - v) administration of financial assistance to victims
  - vi) assistance to primary producers suffering emergency induced traumas, in conjunction with the Community Services; and
  - vii) with support of Participating and Supporting Organisations, manage the care of companion pets
- c With support of Participating and Supporting Organisations, provide animal care services for wildlife, for domestic animals, and for companion pets of victims evacuated from an area affected by an emergency
- d Planning for response and recovery operations for agricultural emergencies, and advising on animal care, veterinary public health management, and plant disease control measures.
- e Provide Liaison Officer representation on the Tweed Shire Local Emergency Management Committee
- f Participating and Supporting Organisations  
As specified within the Northern Rivers District DISPLAN – Annex G
- g Sub and Supporting Plans  
NSW Animal Health Emergency Sub Plan 2005 (Sub Plan NSW DISPLAN 2009)  
NSW Agriculture and Animal Services Supporting Plan 2005 (Sub Plan NSW DISPLAN 2009)  
Northern Rivers Agriculture and Animal Services Supporting Plan (Supporting Plan NR District DISPLAN 2007))

## 2.19 COMMUNICATIONS SERVICES

### Coordinating Agency – NSW Department of Commerce

- a Advise on communications facilities of the Public Switched Telephone Network available to emergency services and functional area agencies and organisations.
- b Detail the provisioning procedures necessary to provide DISPLAN services when requested by emergency service agencies and functional area agencies and organisations.
- c Provide within the scope of its business operations, communications support to the LEOCON, Combat Agencies, Council and Functional Areas. In particular, when normal systems fail or require enhancement.
- d Maintain an up to date record of Local Communication systems available during emergency operations.
- e Provide a Liaison offer to the Tweed Shire Local Emergency Operations Centre (or Combat Agency Operations centre as appropriate) when requested by the LEOCON.

**Note:** This functional area does not affect the management of normal restoration and management work carried out by telecommunications service providers including licensed carriers. The purpose of this functional area is to coordinate a large scale response to an incident or emergency.

## 2.20 ENGINEERING SERVICES

### Coordinating Agency – NSW Department of Commerce

#### Tweed Shire Liaison Officer: Manager Works, Tweed Shire Council

- a Coordinate all engineering resources associated with emergency response and recovery operations, including:
  - i) clearance and re-establishment of roads and bridges,
  - ii) demolition and shoring up of buildings,
  - iii) traffic control,
  - iv) removal of debris,
  - v) establishment of electrical power, water, sewerage, and gas services, either temporarily or permanently as required
  - vi) construction of levees to control flooding,
  - vii) maintenance of essential services (water and sewer), and
  - viii) other related matters.
- b Provide Engineering Services support to a Combat Agency, and other Functional Areas or Organisations involved in the emergency within the scope of its ability
- c Provide a liaison officer to the Local Emergency Operations Centre or Combat Agency Operations Centre as appropriate.
- d Participating and Supporting Organisations  
As specified within the Northern Rivers District DISPLAN – Annex G
- e Sub and Supporting Plans:

## 2.21 ENVIRONMENTAL SERVICES

### **Coordinating Agency – Department of Environment, Climate Change and Water Tweed Shire Liaison Officer – Co-ordinator Environmental Health, Tweed Shire Council**

*Note: After consultation with and when requested by the DECCW, a Tweed Shire Council Senior Environmental Health Officer may represent the DECCW in its role as combat agency for protection of the environment.*

- a Protect the environment during emergency response and recovery operations.
- b Coordinate scientific support for the on scene Controller during operations to combat the pollution of the sea and inland waters within New South Wales.
- c Advise and coordinate scientific support to the New South Wales Fire Brigades during land based hazardous materials major incidents and emergency response operations.
- d Advise the combat agency, and other Functional Areas or Organisations involved in the emergency, on environmentally sound and legal practices for the disposal of wastes or contaminated materials resulting from an emergency.
- e Assist the combat agency to coordinate the clean up operations in emergencies involving hazardous materials that pose a threat to the environment.
- f Conduct post response operations investigations following major incidents or emergencies involving hazardous materials.
- g Request NPWS staff to close and evacuate at risk camping grounds in National Parks managed areas.
- h Provide a liaison officer to the Tweed Shire LEOC where requested.
- i Participating and Supporting Organisations:  
As specified within the Northern Rivers District DISPLAN – Annex G
- j Sub and Supporting Plans:  
NSW Environmental Services (Supporting Plan) 2005

## 2.22 HEALTH SERVICES

### **Coordinating Agency – North Coast Area Health Service**

#### **Coordinators:**

**Medical Services: North Coast Health Services Functional Area Coordinator**

**Mental Health Services: North Coast Health Services Functional Area Controller**

**Public Health Services: North Coast Area Health Public Health Unit Area Controller**

**Note:** *Tweed Shire Council cooperation with the North Coast Area Health Service and resource sharing is a responsibility arranged by the North Coast Area Health Service, or as coordinated through the Northern Rivers District or Tweed Shire DISPLAN.*

*The Tweed Shire Co-ordinator Environmental Health, specifically authorised to administer the requirements of the Public Health Act, will be responsible to the North Coast Area Public Health Controller and is responsible for providing local public health advice and support.*

(Source: Standard Operating Procedures for Local Authority Emergency Public Health Services 2001)



Each Area Health Service appoints an Area HSFAC to control health operations in an emergency within their boundaries, and to coordinate support from within their Area Health Service. The Area HSFAC controls all area health emergency operations: [Paragraph 304 NSW HEALTHPLAN February 2008]

- a Is the designated combat agency for health emergencies.
- b Coordinate and control the mobilisation of all health responses to emergencies when this plan is activated. This includes ambulance, medical, mental and public health services and involves:
  - i) Coordinated hospital and medical services for the management of large numbers of casualties resulting from an emergency or disaster;
  - ii) The provision of field hospital medical teams to manage casualties in the field. This may be prior to, or as an alternative to later transport to hospital;
  - iii) The mobilisation of health resources to emergency site or sites and the initiation of prioritised patient management;
  - iv) The provision of mental health services (counselling) to victims, emergency workers, and the communities affected by emergencies/disasters;
  - v) Provision of medical and mental health services to welfare centres;
  - vi) Provision of public health services to undertake disease surveillance, provide advice on and investigation of public health risks to the affected community in an emergency/disaster.
- c Provide a liaison officer to the LEOC or Combat Agency Operations Centre as appropriate.
- d Participating Organisations:  
Ambulance Service of NSW
- e Supporting Organisations:  
Public Hospitals  
Private Hospitals  
Nursing Homes
- f Sub and Supporting Plans:  
NSW Health Services Supporting Plan 2008  
NSW Human Influenza Pandemic Plan (Sub plan NSW DISPLAN 2009)  
North Coast Area Health Services Supporting Plan – 2008  
Standard Operating Procedures for Local Authority Emergency Public Health Services 2001

## **2.23 PUBLIC INFORMATION SERVICES**

### **Coordinating Agency – Public Affairs, NSW Police Force**

Assist the effective conduct of emergency response and recovery operations by co-ordinating the release of official and current information to the media and the public about the emergency, including measures being undertaken or planned. This requires:

- a Establishing a Media Information Centre, arranging media conferences on behalf of the LEOCON and, when appropriate, arranging access by journalists to the area affected by the emergency;
  - b Preparing media releases on behalf of the LEOCON;
-

- c Establishing a Joint Media Information Centre (JMIC) for the dissemination of information to the public, but excluding inquiries regarding victims; and
- d Preparing and issuing official messages to the public for broadcast by the media (which may be preceded by the Standard Emergency Warning Signal (SEWS)).

## **2.24 TRANSPORT SERVICES**

### **Coordinating Agency – Transport NSW (Local and Community Transport Division)**

#### **Coordinator: Regional Transport Coordinator Northern Rivers**

- a Coordinate the provision of transport support as required by other Combat Agencies and other Functional Area Agencies, whilst maintaining, as far as practicable, the normal operations and activities of public and commercial transport services, including:
  - i) Movement of emergency equipment and personnel
  - ii) Movement of animals;
  - iii) Transport of infectious animals
  - iv) Removal and transportation of dead animals;
  - v) Movement of emergency supplies and goods, including water, fuel and food
  - vi) Evacuation of people
  - vii) Assistance for medical transport at the request of the Ambulance Service
- b Provide a Liaison Officer if requested by the LEOCON to the Tweed Shire LEOC.
- c Participating Organisations  
Roads and Traffic Authority (RTA)  
Australian Rail Track Corporation (ARTC)
- d Supporting Organisations  
Parsons Bus Company Murwillumbah – covering Pottsville, Hastings Point, Murwillumbah,  
Singh's – covering Murwillumbah and west (Uki, Tyalgum etc)  
Surfside – covering Murwillumbah, Kingscliff, Tweed Heads, Banora Pt, Border area
- e Sub and Supporting Plans  
NSW Transport Services (Functional Area Supporting Plan) 1999  
Northern Rivers District – Transport Services Functional Area Plan 2003

## **2.25 WELFARE SERVICES**

### **Coordinating Agency –Community Services**

#### **Co-ordinator: Regional Welfare Services Functional Area Co-ordinator**

- a During emergency operations provide welfare services to people affected by a disaster that requires a significant coordinated response. This may include:
  - i) Establishing evacuation centres to manage the provision of services to meet the immediate needs of disaster affected people.
  - ii) Providing immediate financial assistance to disaster affected people who are

without or who cannot access the financial resources to assist themselves to meet their immediate needs of food, clothing and shelter.

- iii) Providing emergency accommodation (through commercial accommodation providers) services to disaster affected people and to disaster welfare services - (ADRA).
  - iv) Providing emergency refreshments, meals and food hampers to disaster affected people - (The Salvation Army).
  - v) Providing clothing, blankets and personal items to disaster affected people - (St Vincent de Paul Society).
  - vi) Providing personal support to disaster affected people - (Red Cross).
  - vii) Administering financial assistance to eligible disaster affected people as a contribution towards essential household items and structural repairs.
  - viii) coordinating personal support outreach activities to households providing information about recovery services.
  - ix) operating the 1800 Disaster Welfare Assistance Line for welfare assistance.
  - x) representing the Welfare Services functional area on recovery committees.
  - xi) providing welfare services liaison officers to emergency operations centres or combat agency operations centres as requested.
- b Provide a Liaison Officer if requested by the LEOCON to the Tweed Shire LEOC.
- c Participating Organisations:  
Salvation Army  
ADRA  
St Vincent De Paul Society  
Australian Red Cross Society  
Anglicare
- d Supporting Organisations:  
Centrelink  
Aging, Disability and Home Care  
Uniting Church  
Housing NSW
- f Sub & Supporting Plans:  
NSW Welfare Services (Disaster Recovery Human Services) Supporting Plan (2002)  
Northern Rivers Welfare Services Supporting Plan

## Other Agencies/Organisations

### 2.26 Tweed Shire Council

#### Contact: Local Emergency Management Officer (LEMO)

- a Establish and maintain the LEOC for the LEOCON.
- b Provide support staff for the LEOC.
- c Provide human resources, plant, equipment, materials and services, as required in dealing with an incident or emergency.
- d Provide facilities for reception and registration of evacuees at the request of the Police and/or CS.
- e Provide support to combat agencies and functional area agencies as required including:
  - i) Reconnaissance of the area affected by the emergency,
  - ii) Post disaster damage assessment.
- f Provide expertise and support as requested to the emergency services, combat agencies and functional areas identified in this plan.
- g Provide engineering resources required for response and recovery operations including:
  - i) Damage assessment
  - ii) Clear and re-establish roads and bridges
  - iii) Demolish and shore-up buildings
  - iv) Remove debris
  - v) Construct and maintain temporary levees and evacuation routes, when appropriate
  - vi) Erection of barricades and fences for public protection
- h Provide a liaison officer and executive support to the LEOC and LEOCON or Combat Agency Controller.
- i Provide an officer to represent the Northern Coast Area Health Service Public Health unit in relation to Public Health emergency matters.
- j Provide an officer to represent the District Engineering FAC in relation to engineering emergency matters.
- k Provide Road Condition advisory service/information for dissemination to other Emergency Agencies, Functional Areas, Media and Members of the Public during an incident/emergency.
- l Assist in any other emergency management prevention, preparedness, or recovery operations, including emergency management training, for which the Council's training and equipment is suitable.

## 2.27 Country Energy

- a Coordinate (in conjunction with the Engineering Functional Area) the establishment of electrical power either temporarily or permanently as required.
- b Ensure individual feeders are restored with priority given to those supplying critical infrastructure – Hospitals; Sewage and Water Treatment plants.
- c Provide information to the Tweed Disaster Recovery Committee on operational priorities in regard to re-establishing power supplies to affected areas of the community
- d Provide Liaison Officer representation on the Tweed Shire Local Emergency Management Committee
- e Provide a Liaison offer to the Tweed Shire Local Emergency Operations Centre when requested by the LEOCON
- f Sub and Supporting Plans  
Procedure – District Area for Load Shed and System Restart  
CEPG8078 – Crisis Management and Recovery Guidelines  
Country Energy CEM7032 Crisis Management and Recovery Manual

**NOTE:** *This functional area does not effect the management of normal restoration and management work carried out by Country Energy. The purpose of this function is to coordinate a large scale response to an emergency.*

## 2.28 Gold Coast Airport Pty Ltd

Representatives of the Gold Coast Airport Emergency Committee coordinate the provision of specialist aviation advice and assistance to agencies and the LEOCON if required.

## 2.29 Westpac Life Save Rescue Helicopter Service – Northern Region

The Westpac Life Saver Rescue Helicopter Service provides an aero medical rescue and transportation resource, normally under the direction of the Ambulance Service and or NSW Police.

The Service will also provide and an aerial reconnaissance platform or water-bombing vehicle at the request and under the direction of the NSW Fire Brigades or Rural Fire Service.

## 2.30 WorkCover NSW

WorkCover coordinates the provision of specialist personnel and specialist advice and assistance to agencies in relation to safety management of construction work and equipment, pressure equipment, chemicals, explosives, electrical work, diving, dangerous goods, farm equipment, confined spaces and traffic control.

## Part Three – Prevention and Mitigation

### Responsibilities and Strategies

- 3.1 The Local Emergency Management Committee is responsible, using an emergency risk management process, to identify prevention or mitigation options, to refer these options and recommendations to the appropriate agency, and to monitor outcomes.
- 3.2 The process for the Tweed Shire Emergency Risk Management Study as endorsed by the Tweed Local Emergency Management Committee was prepared in accordance with the Australian/New Zealand Standard 4360.2004 and Emergency Risk Management Guidelines, the Local Government Act 1993, State Emergency Rescue Management Act 1989 and in accordance with the Recommendations from the Councils of Australian Government Review.
- 3.3 Responsibility for the development and implementation of Prevention and Mitigation strategies rests with the agencies, organisations and/or committees detailed below and is not subject to DISPLAN arrangements.
- 3.4 To facilitate coordination of Prevention and Mitigation measures, the agencies, organisations and/or committees with responsibilities have provided details of the strategies they implement within the Tweed Shire Local Emergency Management Area, which are listed below:

Source of Risk	Agency/Committee Responsible	Mitigation/Prevention Strategies
<b>BUSH, GRASS OR RURAL FIRES</b>	NSW RFS	Require landowners to clear firebreaks and remove fire hazards Regulate burning off
	Tweed Shire Council	Regulate property development & building construction through LEP and DCP
	Bush Fire Management Committee	Coordinate bush fire fuel management strategies
	Fire Agencies – NSW RFS, NSW FB, NSW DECCW	Implement bush fire fuel management programs in the form of: NSW RFS Tweed Shire Bushfire Risk Management Plan; Relevant National Parks Bush Fire Management Strategies Maintenance of fire trails and asset protection zones Public and community education strategies
<b>CYCLONE, TSUNAMI, STORM SURGE, COASTAL EROSION</b>	Tweed Shire Council	Building and development compliance on immediate coastal lands Mitigation works undertaken to protect Council assets from waves and high tides when no storm activity is forecast or occurring Maintenance of emergency beach access points; Recommendations in accordance with Tweed Shire Coastline Management Plan Assist the SES with education campaigns

Source of Risk	Agency/Committee Responsible	Mitigation/Prevention Strategies
	SES	Development and delivery of education campaigns on the threat & management of coastal erosion Develop and maintain SES warning systems for coastal areas Develop and maintain SES evacuation plans for coastal areas Dissemination of weather broadcast information to media, council and emergency services
<b>EARTHQUAKE</b>	Tweed Shire Council	Ensure compliance in building codes to the earthquake loading code, General regulation of property development and building construction through LEP and DCP Community and School education and awareness campaigns on Earthquakes
<b>FLOOD (RIVERINE &amp;, FLASH FLOOD), RIVER EROSION</b>	Tweed Shire Council	Maintenance of drainage system and clearing of waterways and causeways Regulate property development & building construction in identified flood zones through the LEP and DCP Maintenance/upgrade of floodgates Assist SES with public education programs Preparation of Tweed Shire Floodplain Risk Management Studies
	SES	Dissemination of weather broadcast information to media, council and emergency services Preparation of Tweed Shire Local Flood Plan Develop flood intelligence Develop and maintain SES evacuation plans for at risk areas of riverine flooding Develop and maintain SES warning systems for at risk areas of riverine flooding Development and implementation of community education strategies
<b>FOG</b>	Bureau of Meteorology	Dissemination of information via media to the general public Dissemination of information to emergency services
<b>INFESTATION ANIMAL/INSECT</b>	DII	Surveillance of NSW Agriculture especially through Australian Quarantine Inspection Service Education strategies for infestation control Training of DPI Staff
<b>ROCK LANDSLIP</b>	Tweed Shire Council	Regulate property development and building construction
<b>SEVERE STORM (ALL FOUR)</b>	Tweed Shire Council	Regulate property development and building construction Identification of dangerous trees on council land Assist SES with Public Education Strategies on the Dangers of flying debris, lightning etc.
	Bureau of Meteorology	Dissemination of information via media to the general public Dissemination of information to emergency services
	SES	Dissemination of weather broadcast information to media, council and emergency services Development and implementation of community education strategies

Source of Risk	Agency/Committee Responsible	Mitigation/Prevention Strategies
	Country Energy	Country Energy Vegetation Management Plan (2006)
<b>BRIDGE COLLAPSE</b>	Tweed Shire Council	Regular Maintenance/Upgrade of Council owned bridges
	Australian Rail Track Authority	Regular Maintenance/Upgrade of ARTC owned bridges
	Roads and Traffic Authority	Regular Maintenance/Upgrade of RTA owned bridges
<b>BUILDING COLLAPSE</b>	Tweed Shire Council	Regulate property development and building construction through LEP and DCP.
<b>DAM FAILURE</b>	Tweed Shire Council (Clarrie Hall Dam)	Upgrading of Safety Standards in line with NSW DSC Public education strategy on Dam Failure safety and awareness for residents at risk below the spillway Develop and maintain Warning System for those residents downstream of dam break
	State Emergency Service	Develop and maintain SES evacuation plans for those residents downstream of dam break Develop and maintain plans and arrangements for dam failure contained within the Tweed Shire Local Flood Plan Assist with public awareness and education strategy for Dam Failure
<b>EXPLOSION</b>	Tweed Shire Council	Regulate of development and building construction
	WorkCover NSW	Ensure adherence to WorkCover Codes of Practice for LPG Cylinders –storage, filling and separation Ensure compliance with Explosives Act 2003
<b>FIRE RESIDENTIAL</b>	Tweed Shire Council	Compliance with fire safety provisions of the BCA Council building inspections to ensure monitor and review compliance to BCA fire safety provisions DA Compliance with Fire Safety Certificate and annual submission of Fire Safety Statement
	NSW Fire Brigades	Regular inspections of fire safety equipment within buildings Ongoing public and community education strategies of fire safety
<b>HAZARDOUS MATERIALS</b>	Roads and Traffic Authority	Regulate the transport of dangerous goods Adherence to Road Safety measures for large vehicles Road Infrastructure and Planning
	Work Cover Australia	Adherence to WorkCover polices on the transportation of Dangerous Goods Regulate the production and storage of dangerous goods Assist licensed industries with the development and safe handling and response procedures



Source of Risk	Agency/Committee Responsible	Mitigation/Prevention Strategies
<b>SEWERAGE FAILURE</b>	Tweed Shire Council	Maintenance and or upgrade of existing STP's Provision of Back up generators for each STP Community education and awareness on the disruption to sewerage service during a major flood event
<b>WATER FAILURE</b>	Tweed Shire Council	Monitor water supply and water treatment plants Erect warning signs at sites of contaminated water e.g. lagoons Surveillance of waterways through testing of water samples
<b>POWER FAILURE</b>	Country Energy	Compliance with Country Energy Vegetation Management Plan Public Awareness on the dangers of fallen power lines Public awareness and education on the need to take precautions to minimize the risk of damage to sensitive electronic equipment Back up power for STP's throughout the Tweed LGA.
<b>TRANSPORT ACCIDENT – AIR</b>	CASA	Ensure regulation and compliance with CASA guidelines Adherence to weather warnings and conditions Compliance with standard landing and radio procedures
	Gold Coast Airport	Adherence to Airport Emergency Plans and SOPS for Gold Coast Airport Adherence to Gold Coast Airport landing and radio procedures
	Tweed Shire Council	Development of Airport Emergency Plans and SOPS for Bob Whittle Murwillumbah Airfield Adherence to Bob Whittle Murwillumbah Airfield protocol, landing and radio procedures
<b>TRANSPORT ACCIDENT – ROAD</b>	Roads and Traffic Authority	Engineering Controls, identification of black spots, upgrade of existing traffic routes Driver education and training Monitoring/reduction of speed limits on Rural roads
	NSW Police	Enforcement of road rules
	Tweed Shire Council	Line marking, delineators and signage Timely action to remedy potholes, shoulder repairs and other hazards
<b>PATHOGENS</b>	North Coast Area Health Service	Disease Surveillance by Public Health Unit Education strategies for infection control practices to limit transmission of disease.

## Part Four – Preparedness

### Emergency Management Planning

#### Emergency Risk Management Process

- 4.1 The Tweed Shire Local Emergency Management Committee has conducted an *Emergency Risk Management Study* (dated Version 1 July 2007) in accordance with the SEMC adopted process. The outputs and outcomes of this process forms the basis for all emergency management plans developed, reviewed and updated by the LEMC. The sources of risk identified from the process are tabled in paragraph 1.18.
- 4.2 Only those risks that may require a significant and coordinated multi agency response were processed within the Tweed Shire ERM Study.
- 4.3 During ERM process as per **Appendix F** vulnerability is based on age, mobility and/or access to the locations and treatment options depend on the type and onset of the particular hazard.

### Local Level Planning Structure and Local DISPLAN

#### Local Emergency Management Committee

- 4.4 The Tweed Shire LEMC under the chairmanship of a senior representative of Tweed Shire Council, and with the executive support of the LEMO is subject to the direction of the DEMC and is responsible for the development and maintenance of the Tweed Shire DISPLAN. Where no Combat Agency is nominated for a hazard or emergency by the NSW Displan the LEMC is to prepare Sub-Plans in relation to the preparation for, response to and recovery from those hazards and emergencies. The LEMC is to provide support to Combat Agencies preparing Sub-Plans and to Functional Areas preparing Supporting Plans, related to specific hazards and emergencies within the area.
- 4.5 All Combat Agencies designated for a particular hazard or emergency are required to prepare a sub plan for each hazard or emergency dealing with the preparation for, response to and recovery from those hazards and emergencies. In preparing a sub plan an agency is required to communicate and consult with all other agencies and organizations that have a role or an interest in the emergency management of a hazard or emergency. All sub plans must be reviewed and endorsed by the Tweed LEMC.
- 4.6 Supporting Plans for Functional Areas are developed and maintained, if required, by the relevant District Functional Area Coordinator.
- 4.7 By agreement with stakeholders the LEMC has the following mission and functions:

#### Mission

To develop, maintain, coordinate and review comprehensive multi-agency emergency management arrangements within the Tweed Shire and to provide support to Combat Agencies and other Authorities and Organisations with emergency management roles

which will assist in building a safer and more resilient community.

### Functions

- a To prepare, maintain and review the Tweed DISPLAN, and Sub plans, where required, in relation to the prevention of, preparation for, response to and recovery from emergencies.
- b To identify, evaluate and monitor hazards, sources of risk, and threats to life and property, and where appropriate recommend specific hazard management guidelines.
- c To establish and review appropriate emergency management structures at the Local level.
- d To identify resources both within and outside the Local Emergency Management Area and make plans for the allocation and coordination of the use of those resources during incidents and emergencies.
- e To establish and review systems for use in the control and coordination of emergency operations.
- f To review and recommend emergency management arrangements (including legislation and proposals for legislation of other agencies) to the SEMC.
- g To provide advice on the creation of combined local government emergency management arrangements to the SEMC.
- h To establish communication networks within and between Functional area, Emergency Services and Local Government organisations.
- i To arrange emergency management training for individuals, including individuals employed in emergency services, functional areas and Local Government organisations.
- j To disseminate educational material on established emergency management policies and procedures.
- k To arrange the conduct of exercises and to periodically test emergency plans.
- l To produce standing orders and instructions and standard operating procedures relative to Local emergency management plans and arrangements.
- m To arrange for graduated warnings of emergencies to the public.
- n To assist the DEMC and LEOCON as required.
- o To review emergency service and functional area organisation's incident and emergency plans and procedures.
- p To establish and coordinate functional area and other sub committees as required.
- q Establish and review the implementation of the ERM.

Please refer to **Appendix B** for the Local Emergency Management Committee Framework which is reflective of the State Emergency and Rescue Management Act 1989, S28 to S32.

### **Sub Plans and Supporting Plans**

- 4.8 A complete listing of sub and supporting plans at State, District and Local Level are attached in **Appendix C** Sub and Supporting Plans.
- 4.9 This DISPLAN is also supported by SOPs, Standing Orders (SOs), and instructions of the Emergency and Functional Area Agencies, reference to which is made in **Appendix C**.

### **Organisational Plans and Procedures**

- 4.10 “In House” plans and procedures are the responsibility of the relevant schools, industry, commercial organisations and institutions to update. The LEMC will not normally review these documents.
- 4.11 Site Emergency Plans developed by major industries, festivals or events are to be monitored by the LEMC.
- 4.12 The Standing Operating Procedures, Standing Orders and Instructions of all participating and supporting Agencies for both incidents and emergencies support this plan.

### **Map Standards**

- 4.13 To ensure uniformity and alleviate problems during response operations the DEMC recommends:-
- a 1:25000, 1:100000 or 1:250000 scale topographical maps or digital mapping systems, which utilise Australian Map Grid (AMG) co-ordinates, be used by agencies when necessary for operational purposes: and
  - b That UBD Street Directories be used by agencies when necessary for operational purposes.

### **Resource and Contact Directories**

- 4.14 At a Local level, each Agency Controller, Functional Area Coordinator and other organisation participating in DISPLAN arrangements is to develop, maintain, disseminate and review up to date resource and contact directories, relevant to their operational requirements.
- 4.15 The Tweed Shire Local Emergency Management Officer is to ensure that up to date resource and contact directories, relevant to the LEOCON’s multi agency emergency management operational requirements are developed, maintained, disseminated and reviewed by Combat agencies and Functional Area organisations.

### **Local Emergency Operations Centre (LEOC) Management**

- 4.16 The LEOCON is responsible for:
- a controlling the LEOC
  - b ensuring Liaison Officers and their Assistants, required at the LEOC, are to be drawn from relevant participating and supporting agencies
- 4.17 Tweed Shire Council under the direction of the LEMO has responsibility for:
- a establishing and maintaining a LEOC for the Tweed LGA
  - b ensuring that sufficiently adequately trained Council personnel are available to staff the LEOC when required

- c maintaining a contact directory of LEOC staff
- d providing appropriate training of LEOC staff
- e preparing and maintaining Standard Operating Procedures for the LEOC

## Warning Arrangements

- 4.18 The relevant Local Combat Agency Controller is to advise the Tweed Shire LEOCON whenever an event occurs which may:-
- a Require LEOCON support at a Local level; or
  - b Escalate to a Local level emergency operation which is required to be controlled by the LEOCON
- 4.19 The LEOCON is responsible for advising the DEOCON of developing situations
- 4.20 The LEOCON and Local Combat Agency Controllers are responsible to ensure that arrangements are made for appropriate warnings and for the passage of information to the public.
- 4.21 Responsibilities for providing warnings to the community, the LEOCON, Emergency Services, Functional Areas and other agencies in relation to the Tweed Shire Local Emergency Management Area hazards/threats are detailed in the following matrix:

Source of Risk	Agency Responsible	Warning Provided
<b>BUSH, GRASS OR RURAL FIRES</b>	Bureau of Meteorology	General fire weather advices to the wider community via regional electronic and print media
	NSW Rural Fire Service	Specific warnings & Total Fire Ban advice to the Community, LEOCON & relevant agencies and Functional Areas.
<b>CYCLONE, TSUNAMI, COASTAL EROSION, FLOOD (RIVERINE &amp;, FLASH FLOOD), RIVER EROSION SEVERE STORM(ALL FOUR)</b>	Bureau of Meteorology / Geoscience Australia	General severe weather/Tsunami/flooding advices to the wider community via regional electronic and print media
	NSW State Emergency Service	Pump and Stock Warnings, Local Flood Advices, Flood Bulletins, Flood Height Broadcasts and Evacuation Warnings to: Flood affected communities via electronic Media The LEOCON Relevant agencies, Functional Areas and Council
	Tweed Shire Council	Road Closure information to the Media (for broadcast) and Emergency Services Road Closure information to the general public via electronic media and call centre.
<b>FOG</b>	Bureau of Meteorology	Dissemination of information via media to the general public Dissemination of information to emergency services

Source of Risk	Agency Responsible	Warning Provided
<b>INFESTATION ANIMAL/INSECT (Including Exotic animal and plant disease)</b>	Department of Industry and Investment	Warnings to the community, LEOCON and relevant agencies specific to outbreaks and restricted areas.
<b>DAM FAILURE</b>	Tweed Shire Council (Clarrie Hall Dam)	Specific warnings re concerns about safety of Dam to SES Local Controller
	NSW State Emergency Service Local Controller	Specific Warnings to the LEOCON
	LEOCON	Specific Warnings to the DEOCON Specific warnings including evacuation warnings to the community
<b>HAZARDOUS MATERIALS</b>	LEOCON(on behalf of HAZMAT Controller)	Evacuation warnings Public Safety directions and warnings related to spillages
	North Coast Area Health Service	Provide health warnings in the event of persons being affected by hazardous materials
<b>POWER FAILURE</b>	Country Energy	General advices and warnings to the community Specific advice to the LEOCON and relevant functional agencies
<b>SEWERAGE FAILURE</b>	Tweed Shire Council	General advices and warnings to the community Specific advice to the LEOCON and relevant functional agencies
<b>WATER FAILURE</b>	Tweed Shire Council	Erection of warning signs at sites of contaminated water Warnings to the affected and wider community
<b>OTHER WARNINGS (Earthquake; Transport accidents and other technological hazards)</b>	LEOCON	General and Evacuation warnings to affected communities and relevant agencies and Functional Areas.
<b>PATHOGENS</b>	North Coast Area Health Service	Warnings to the LEOCON and relevant agencies specific to outbreaks and restricted areas Warnings and information to the community on outbreak, and infection control practices.

4.22 Public warnings may be communicated, by the responsible agency, to the wider community, through the following regional and local electronic media and telephone networks:-

a Television Media Networks:

- i ABC;
- ii NBN;

- iii Prime and
- iv Southern Cross Ten
- b Radio Stations:
  - i 2NR ABC Local (primary radio broadcaster of emergency announcements)
  - ii Radio 97
  - iii LEMC/Council to advise on other local radio networks used to disseminate information, that is, SE Qld with coverage in NE NSW.
- c Internet Web Sites:
  - i Tweed Shire Council, [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au)
  - ii Roads and Traffic Authority, [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)
  - iii Rural Fire Service, [www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au)
  - iv State Emergency Service, [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)
  - v Northern Rivers Regional Organisation of Councils Inc  
[www.myroadinfo.com.au](http://www.myroadinfo.com.au)
- d Landline (based on location of handset) and Mobile Telephones (based on billing address) – “Emergency Alert”.

4.23 If time permits, emergency and evacuation warnings are to be delivered by appropriate personnel using a door knock operation and/or mobile public address system.

### **Standard Emergency Warning Signal (SEWS)**

4.24 The broadcast of safety information to the public in an emergency will enable the community to take appropriate actions to protect life and property. The Standard Emergency Warning Signal (SEWS) is a distinctive signal followed immediately by a urgent safety message that will alert the public to things they can do to reduce potential loss of life and property from emergencies such as:

- Biological Hazards
- Severe Thunderstorms
- Earthquake Aftershocks
- Bushfires
- Severe Floods
- Gale Force Winds
- Cyclones
- Terrorist Acts
- Hazardous Materials Emergencies
- Dam Failure
- Tsunamis

4.25 The purpose of SEWS is to

- a Alert listeners/viewers of radio/television that an official emergency announcement, concerning an actual or potential emergency, is about to be made.
- b Alert the community at large, via a public address system, to an important official emergency announcement

### **Authority To Use SEWS**

4.26 Only the LEOCON, or Local Combat Agency Controllers are authorised to use SEWS for the above purposes.

### **Procedure for the Use of SEWS**

4.27 Requests to the media to broadcast SEWS will be confirmed by facsimile.

4.28 Requests to use Emergency Alert is made through the SEACON.

4.29 The SEMC is responsible for issuing the SEWS signal to the electronic media annually.

## Community Relations

4.30 In the course of a response to an emergency, Emergency Service Organisations and/or Functional Areas may encounter community relations issues which may arise from the emergency, or from other events. Any situations are to be referred to the Chairperson of the Community Relations Commission for a Multicultural NSW. If in the Chairpersons opinion, in consultation with community leaders and CEOs of relevant government agencies or by the Premier, the situation represents a crisis in community relations the NSW Community Relations Crisis Management Plan may be activated. It is the responsibility of Local Combat Agency Controllers and Functional Area Coordinators to ensure that their organisations are aware of the requirements on the notification of community relations issues in responses to an emergency and are familiar with the contents of the Community Relations Crisis Management Plan.

## Public Education

4.31 Responsibility for the conduct and coordination of public education relating to the Sources of Risk in the Tweed LGA are as follows:

Source of Risk	Agency and Responsibility
<b>BUSH, GRASS OR RURAL FIRES</b>	RFS Community Safety Officers (CSO) work at district and regional offices to assist communities, land owners, land management agencies and local rural fire brigades to manage bushfire risk in their area. The Bush Fire Management Committee also coordinates public education programs relating to the bush, grass, peat or rural fire threat across the Tweed LGA
<b>CYCLONE, TSUNAMI, COASTAL EROSION, FLOOD (RIVERINE &amp;, FLASH FLOOD), RIVER EROSION SEVERE STORM(ALL FOUR) DAM FAILURE</b>	The Tweed Shire SES Local Controller is responsible for ensuring as detailed in the Tweed Shire Local Flood Plan, that the residents of the Tweed LGA are aware of Storm and Tempest and the flood threat and how to protect themselves against it.  Tweed Shire Council is to assist the SES in public education programs on flooding awareness and safety.
<b>INFESTATION ANIMAL/INSECT (Including Exotic animal and plant disease)</b>	The NSW DII assisted by the NSW Rural Lands Protection Board is responsible for public awareness concerning the implications of exotic animal and plant disease, and animal and insect infestation and appropriate strategies for its prevention and detection



Source of Risk	Agency and Responsibility
<b>HAZARDOUS MATERIALS</b>	WorkCover NSW issues information relating to safe storage and transport practices DECCW conduct HAZMAT Incident and Emergency training seminars NSW FB issues information relating to safe storage and transport practices NCAHS Population, Health Planning & Performance Unit provide health advice and warnings in the event of persons being affected by hazardous materials.
<b>EARTHQUAKE</b>	Tweed Shire Council in conjunction with LEMC and Department of Education is responsible for Community and School education and awareness campaigns on Earthquakes
<b>PATHOGENS</b>	NSW Health and NCAHS are responsible for public awareness concerning the implications of an infectious disease outbreak, effective infection control measures and the appropriate strategies for detection, treatment and containment.
<b>TRANSPORT ACCIDENT ROAD</b>	NSW Police Force together with the RTA conduct comprehensive public education programs which include safe driving techniques, and the dangers associated with speeding, fatigue and drink driving

- 4.32 Each combat agency conducts public education programs in respect of their area of responsibility
- 4.33 The Tweed Shire LEMC is required to ensure that “all hazards” emergency management public education, training and exercises, utilising wherever possible, senior/qualified representatives from all agencies and functional areas from within Tweed Shire are conducted. A comprehensive emergency risk public education strategy for the Tweed Shire in association with the combat agencies and including the production of a comprehensive guide to the development of household emergency planning should be promoted. The comprehensive strategy needs to be multi-lingual and sustainable to ensure that new residents, transients and tourists are informed of possible risks and risk management. Some strategies that can be used to promote public awareness include Exhibitions at Community events, public meetings, conferences, workshops and courses, brochures and the use of the Media.

## Part Five – Control and Co-ordination Arrangements

### Local Emergency Operations Controller

- 5.1 The District Emergency Operations Controller has appointed the Commander of the Tweed/Byron Local Area Command as the Local Emergency Operations Controller for the Tweed Shire. An alternate LEOCON is also appointed.

### Types of Operations

#### Combat Agency Managed Operations

- 5.2 Without limiting the authority of Combat Agency Controllers, Combat Agency operations may be managed in the following ways:
- a The responsible Combat Agency Controller controls the operation which requires no support resources other than the Combat Agency resources; or
  - b The responsible Combat Agency Controller:-
    - i controls the operation; and
    - ii coordinates pre-planned support from other agencies; and
    - iii ensures that the LEOCON is kept aware of these operations; or
  - c The responsible Combat Agency Controller retains overall control of the operation and requests the LEOCON to:
    - i Coordinate the external support services specified by the Combat Agency Controller
    - ii Manage part of the operation to meet the requirements of the Combat Agency Controller (e.g. evacuation operations)

#### Operations Controlled by the LEOCON

- 5.3 Emergency Operations controlled by the LEOCON are those where: -
- a The LEOCON is designated in a plan as the controller of a specific operation.
  - b The LEOCON automatically assumes control for operations where there is no designated or identified Combat Agency.
  - c The LEOCON is requested by the Combat Agency to assume control, with the approval of the Combat Agency head and the SEOCON.
  - d The LEOCON controls the operation and coordination of resources with the individual agencies to command their own resources and carry out tasks as directed.

### Operations Control, Coordination and Planning Relationships

- 5.4 Operational Control, coordination and planning relationships are detailed in the LEOC Standard Operating Procedures and are kept separate to this document.

## **Local Emergency Operations Centre**

- 5.5 Details of the location of the Tweed Shire LEOC are specified at Appendix G of this plan and are for restricted distribution.
- 5.6 Details of the location of the alternate LEOC are specified at Appendix G of this plan and are for restricted distribution. In the event of both the LEOC and alternate LEOC becoming inoperable, an alternate LEOC will be established at a location to be advised by the LEOCON at the time of the operation.
- 5.7 Details of the location of Agency and Functional Area Control/Coordination Centres are specified at Appendix H of this plan and are for restricted distribution.

## **Liaison Arrangements**

- 5.8 During Combat Agency managed operations, emergency services, functional areas, and other agencies are to provide a liaison officer to the Combat Agency Operations Centre, if necessary on a continuous basis for the duration of operations.
- 5.9 During operations controlled by the LEOCON, emergency services, functional areas, and other agencies are to provide a liaison officer to the Local Emergency Operations Centre, if necessary on a continuous basis for the duration of operations.
- 5.10 Liaison officers are nominated or appointed by an organisation or functional area, to represent that organisation or functional area at a control centre, emergency operation centre or coordination centre. A liaison officer maintains communications with and conveys directions/request to their organisation or functional area, and provides advice on the status, capabilities, actions and requirements of their organisation or functional area.
- 5.11 Liaison Officers must have the authority or capacity to commit resources from their organisations.
- 5.12 Liaison Officers are also responsible to brief their own organisation/agency on the progress and likely requirements of operations.

## **Communications**

- 5.13 Telephone and facsimile services connected to the Public Switched Telephone Network are to be the primary means of communication between the LEOCON and Agencies, for control and coordination of emergency management operations.
- 5.14 The alternate means of communications, should the primary means fail or be unable to provide sufficient flexibility, is to be the normal radio communication systems utilised by the agencies involved with emergency management operations.

## **Information Management and Intelligence**

- 5.15 During Combat Agency managed operations the relevant Combat Agency Controller is responsible for the passage of public information to the community and the media, and for operational information and intelligence to the LEOCON.
- 5.16 The Combat Agency Controller is also responsible for:

- a The passage of operational information and intelligence to and from all involved agencies, using combat agency control centres as the collection and distribution point
  - b The passage of public information to the community
  - c The release of regular media releases
  - d Ensuring the LEOCON is kept informed of developments
- 5.17 During Combat Agency managed operations the relevant Combat Agency Controller may request the LEOCON to assume responsibility for the passage of all or certain classes of operational information and intelligence between the LEOCON and/or involved agencies.
- 5.18 The LEOCON is responsible for the passage of local operational information and intelligence to the DEOCON and adjoining LEOCON's.
- 5.19 The LEOCON is also responsible for:
- a The passage of operational information and intelligence to and from all involved agencies, using the LEOC as the collection and distribution point
  - b The passage of public information to the community
  - c The release of regular media releases
  - d Ensuring the DEOCON is kept informed of developments and forecast support needs

### **Across Border Arrangements QLD/NSW**

- 5.20 Reference shall be made to the Cross Border Supporting Plan 2010 of the Tweed Shire DISPLAN.
- 5.21 In the event of major incidents or emergencies controlled by Combat Agencies where “across Border” operations occur or support is provided, the LEOCON is to be informed.
- 5.22 Where DISPLANS are activated at Local levels to support “across border” major incidents or emergencies, the LEOCON is to advise the DEOCON.
- 5.23 The DEOCON is to determine the need for District Coordination of resources or support operations if appropriate.
- 5.24 Annually, or as appropriate, the LEOCON is to liaise with the Queensland authorities to ensure the continuation of efficient across border emergency management arrangements.
- 5.25 Requests for ‘across Border’ support likely to be required in connection with specific emergencies, should be directed in the first instance to the LEOCON who is to liaise directly with the Disaster District Coordinator for the Queensland LGA.

### **Functional Area Support to Local Level Operations**

- 5.26 With the exception of Welfare Services and Local Government, functional areas have not been established at the individual local area level. Support provided to local level operations, by the Agriculture and Animal Services, Environmental Services, Engineering Services and Public Information Services, Health Services and Transport

Services Functional Areas are coordinated by the relevant District Functional Area Coordinator with support from the local LOs.

- 5.27 Community Service Centre Managers coordinate the Welfare Services Functional Area. The Departments administrative boundaries determine responsibility for the coordination of the Welfare Services Functional Area at the individual local level.
- 5.28 Arrangements for welfare in the Tweed Shire Local Emergency Management area are vested in the Community Service Centre Manager based in Tweed Heads.

## **Rescue Operations**

- 5.29 Rescue arrangements detailed in this Plan are subject to the provisions of the State Rescue Policy and the command structure of the NSW Police.
- 5.30 In the Tweed Shire Emergency Management Area, the Tweed/Byron Police Local Area Command boundaries are used as the basis for general areas of operation for accredited rescue units. Initial response to rescue operations is coordinated by Police Operations Staff at VKG3 Newcastle (Police Communications). Coordination of a rescue operation will be the responsibility of the Senior Police Officer on the scene at that time.
- 5.31 The general areas of operation of the accredited rescue units operating within the Tweed Shire Local Government Area are described, in general terms, in the responsibility section of this DISPLAN.
- 5.32 Rescue arrangements are managed by the Police Local Area Commander (or delegate), assisted by the Tweed Local Rescue Committee. The Tweed Local Rescue Committee is responsible to the Northern Rivers District Rescue Committee that in turn is responsible to the State Rescue Board for the implementation of State Rescue Policy.
- 5.33 Rescue relevant matters, involving Tweed Local Rescue resources, that are raised at Committee meetings, in particular the Tweed LEMC are to be referred as soon as practical, to the Tweed/Byron Local Area Commander.
- 5.34 Marine rescue arrangements are developed and coordinated by the Tweed Heads Police assisted by the Coffs Harbour Water Police and the Northern Rivers District Marine Rescue Advisory Committee.

## Part Six – Response Arrangements

### Activation

- 6.1 The arrangements in this DISPLAN are activated by the LEOCON.
- 6.2 The arrangements are activated for emergency situations when:-
- a A combat agency is in control and the LEOCON is monitoring the situation, or
  - b The Commissioner of the NSW Rural Fire Service takes charge under Section 44 of the Rural Fires Act 1997 to coordinate bush fire fighting within the Tweed Local Government Area
  - c The SES Local Controller is conducting:-
    - i Storm or Tsunami damage control incidents and emergencies; or
    - ii Flood incident and emergency operations in accordance with the Tweed Shire Local Flood Plan
  - d A combat agency is in control and requires support from the LEOCON, or
  - e A combat agency has passed control to the LEOCON, or
  - f There is NO combat agency
  - g The LEOCON believes that an emergency has means to occur or has occurred
  - h Directed by the DEOCON

### Stages of Activation

- 6.3 Providing circumstances permit, resources are to be mobilised in the following stages:-
- a ALERT STAGE\*
  - b STANDBY STAGE\*
  - c CALLOUT STAGE
  - d STAND DOWN and DEBRIEF STAGE

*\*Due to the nature of the event and time constraints, the Alert and/or Standby stages may be bypassed.*

ALERT STAGE	
RESPONSIBILITY	ACTION
Relevant Combat or Warning Agency	Will notify the LEOCON in accordance with local arrangements, that an operation with potential to escalate has occurred or is imminent
LEOCON	Notifies LEMO, DEOCON and monitors operations
LEMO	Notifies the Supporting Emergency Services Controllers Notifies the Functional Area Co-ordinators

<b>STANDBY STAGE</b>	
<b>RESPONSIBILITY</b>	<b>ACTION</b>
Lead Combat Agency Controller	Notifies the LEOCON that assistance under DISPLAN arrangements might be required
LEOCON	Notifies LEMO and DEOCON Collects intelligence on the potential emergency
LEMO	Activates the LEOC and tests communications Notifies the Supporting Emergency Services Controllers Notifies the Functional Area Representatives, and The General Manager of Tweed Shire Council
Supporting Emergency Services Controllers	Open Control Centres and test communications with the LEOC Prepare resources for response
Functional Area Representatives	Move to normal work place and test communications with the LEOC Prepare resources for response

<b>CALL OUT STAGE</b>	
<b>RESPONSIBILITY</b>	<b>ACTION</b>
Lead Combat Agency Controller	Notifies the LEOCON that assistance under DISPLAN arrangements is required
LEOCON	Provides a liaison officer to Combat Agency's control centre Notifies LEMO and DEOCON Moves to LEOC
LEMO	Escalates LEOC to required staff level: Notifies the Supporting Emergency Services Controllers and FACs Notifies the General Manager of Tweed Shire Council Moves to LEOC
Supporting Emergency Services Controllers	Through their own centres, deploy resources as required by the LEOCON Provide LO to the LEOC
Functional Area Representatives	From their normal workplace, deploy resources as required by the LEOCON Provide LO to the LEOC

<b>STAND DOWN STAGE</b>	
<b>RESPONSIBILITY</b>	<b>ACTION</b>
Agencies	Controllers must authorise "Stand Down" of their own and supporting agency resource after incidents
LEOCON	If the LEOCON issues an alert, standby or callout, the LEOCON is to issue the "stand down" advice to all agencies originally placed on alert or called out. This may be done after consultation with the combat agency controller if there is a combat agency for the particular type of operation

<b>DEBRIEF</b>	
<b>RESPONSIBILITY</b>	<b>ACTION</b>
Combat Agency	Each agency is to conduct its own debrief and provide a report to the LEOCON Provide report on operation and debrief for presentation to LEMC
LEOCON	The LEOCON is to ensure that a combined agency debrief is conducted for all major incidents within seven days of the incident occurring.

### **Stand Down and Debrief**

- 6.4 The relevant Combat Agency Controller is responsible for issuing the Stand Down order and conducting a debrief of all agencies involved in Combat Agency operations. The Combat Agency Controller is also to provide the LEOCON with a report on the operation and debrief for presentation to the LEMC.
- 6.5 The LEOCON in consultation with the relevant Combat Agency if appropriate, is responsible for issuing the Stand Down and conducting a debrief of all agencies controlled or coordinated by the LEOCON during:
- a LEOCON supported operations
  - b LEOCON controlled operations
- 6.6 Following Local level supported or controlled operations:-
- a The LEOCON is to debrief the LEOC staff before closing the LEOC
  - b Each agency involved in an operation is to conduct a debrief of its own personnel and report to the LEOCON within seven days of the issue of the Stand Down.
  - c The LEOCON conducts combined agencies debrief within fourteen days of the issue of the Stand Down
  - d The LEOCON advises the LEMC on lessons learned from the operation and matters highlighted during the debrief. A copy of the report is to be forwarded to the DEOCON.

## **Resources**

### **Resource Deployment**

- 6.7 The LEOCON, in consultation with any combat agency and LEOC LOs, will determine priorities for deployment of resources being coordinated.

### **Resource Assembly Areas**

- 6.8 Resource Assembly Areas are to be identified by either the Combat Agency or the LEOCON to facilitate the marshalling and deployment of resources arriving from outside the Tweed Local Emergency Management Area.



## Evacuation Arrangements

6.9 Evacuation of persons or animals from an area of danger or potential danger is a possible strategy in combating any particular hazard impact.

### Decision to Evacuate

- 6.10 The decision to evacuate persons or animals is not one that should be taken lightly. During evacuations there are many tasks that need to be carried out by a number of different organisations. This necessitates a coordinated approach to ensure that all evacuees' needs are met. In some circumstances, it may be more appropriate for people to remain in their homes and take other measures to ensure their safety.
- 6.11 The requirement to evacuate or stay put will ideally be identified during the planning process and be included in organisation's sub plans or standing operating procedures as necessary.
- 6.12 The organisation with the authority to order an evacuation is to ensure that the community is informed, through a public education program, of the proposed evacuation strategies. Information leaflets should also be provided, if appropriate.
- 6.13 The controller of the emergency (Combat Agency Controller, Section 44 Appointee/Incident Controller, LEOCON or DEOCON) will determine the need for evacuation. Early identification of evacuation as a possible strategy during a response operation may allow time for the controller to brief the LEOCON, LEMO and/or LEMC allowing for more specific preparedness measures to be taken. At the first available opportunity the LEOCON will also advise the DEOCON in order that District FAC s may be alerted.
- 6.14 If evacuation is the preferred option, the Controller is to consult with the Welfare Services FAC to identify safe and suitable Evacuation Centre(s) from those identified in this DISPLAN and Welfare Supporting Plans. (A complete listing of Evacuation Centres is contained in Appendix I – Restricted Distribution).

### Authority to Order an Evacuation

6.15 The Authority to order an evacuation must be clear. The following table indicates which individuals and organisations have authority to order an evacuation of persons or animals and under which circumstances:

EVACUATION	
Individual/Organisation	Circumstances
The Minister, or an "emergency services officer" (as defined) when authorised by the Minister	During a declared State of Emergency, direct a person to leave premises and move out of an emergency area or part thereof, taking any persons in their care with them, and/or not to enter an emergency area or part thereof. [Section 37(1)-(3) – SERM ACT 1989 (as amended)]
A senior Police Officer (that is of or above the rank of Sergeant)	If satisfied that there are reasonable grounds for doing so the purpose of protecting persons from injury or death threatened by an actual or imminent emergency. [Section 60L (1)-(4) – SERM ACT 1989 (as amended)]
A Police Officer	To protect life and property. Sec 6(b) – Police Act 1990

<b>EVACUATION</b>	
<b>Individual/Organisation</b>	<b>Circumstances</b>
	<p>In support of the authority of a member of the Fire Brigade acting under the Chief Officer's orders and to assist him or her where the persons are or property is endangered by fire or a hazardous materials incident.</p> <p>[Section 25 (1)-(3) – Fire Brigades Act 1989]</p> <p>In support of the authority of and in compliance with directions given by the RFS Commissioner, other RFS Officers or Incident Controller in connection with the prevention, control and suppression of rural fire.</p> <p>[Section 44(1)-(3) and Section 41(1) –(3) of the Rural Fires Act1997]</p>
A Police Officer and all other members of emergency service organisations	<p>In recognition of the Authority of the Director General and emergency officers, provide assistance in connection with flood or storm and tempest operations.</p> <p>[Section 21(1)-(2) State Emergency Service Act 1989]</p>
The Fire Brigade Officer in charge at a fire or hazardous materials incident.	<p>Take such measures as the officer thinks fit to protect life and property and to remove any person, vehicle vessel or thing which might interfere with the work of the Fire Brigades.</p> <p>[Section 13(1)-(3) &amp; Section 19 Fire Brigades Act 1989]</p>
The Director General State Emergency Service or an "Emergency Officer" (as defined) when authorised by the Director General	<p>Direct a person to leave premises and move out of an emergency area or part thereof, taking any persons in their care with them, and/or not to enter an emergency area or part thereof.</p> <p>Section 22 (1)-(3) State Emergency Service Act 1989]</p>
Rural Fire Brigade Captains, Group Captains, Fire Control Officers, the Commissioner Rural Fire Service, or their respective deputies or appointees.	<p>Do any act, matter or thing (including evacuation) necessary for or incidental to the protection of life or property from any existing or imminent bush fire danger, except in relation to land or property vested in or under the Control of the Australian Rail Track Corporation unless ARTC grants permission.</p> <p>[Section 22(1)-(3) &amp; Section 38 (1)-(4) &amp; Section 44(1)-(3) &amp; Section 27 Rural Fires Act 1997]</p>
State Emergency Service	<p>Authority is limited to the evacuation of people during flood, storm and tempest, or at the direction of the State Emergency Operations Controller</p> <p>[Section 19 &amp; Section 22 (1)-(3) State Emergency Service Act]</p>
Ambulance Service	<p>The Ambulance Service may be directed by the NSW Police to assist in the conduct of evacuations, or, during a declared State of Emergency, by any authorised officer</p> <p>[Section 37(1)-(3) State Emergency and Rescue Management Act 1989(as amended).</p> <p>Evacuation of medical facilities such as hospitals or nursing homes will be at the direction of the Health Services Functional Area Co-ordinator.</p>
Tweed Shire Council	<p>In connection with fire safety related to buildings, the issue of orders to cease the use of premises evacuate premises, to leave premises, or not to enter premises.</p> <p>[Section 124 Order 15-17 &amp; Section 127 Local Government Act NSW 1993]</p>

## **Evacuation Warnings**

- 6.16 Evacuation warnings to the public, or advice not to evacuate, are to be authorised and released by the person or agency nominated in Part 4 of this plan in accordance with the agency's normal operating procedures.
- 6.17 The normal means of disseminating warnings and advice to the public is via the electronic media. In some circumstances, particularly if there is a need for urgent evacuations or other actions, evacuation warnings will be reinforced by:
- a Use of public address systems fitted to emergency service vehicles
  - b Evacuation teams, made up of emergency services personnel and others as necessary to carry out door knocks of the affected area.
- 6.18 Warnings to evacuate, whether disseminated via the media or by door knocks, should contain:
- a Instruction to evacuate
  - b Location of assembly areas for transport welfare centres;
  - c Location of Evacuation Centres, for those using private transport
  - d Authorised route(s) to evacuation centres
  - e Arrangements for children in schools and pre-schools
  - f Arrangements for elderly or infirm residents unable to self evacuate; and
  - g Likely duration of the evacuation

## **Withdrawal**

- 6.19 The Combat Agency may initiate and conduct evacuations if it is within its capabilities but must liaise with Police to ensure security of the evacuated area. Consultation must also occur with the necessary supporting services, eg. Welfare Services FAC and Transport Services FAC.
- 6.20 Police if requested by the Combat Agency Controller, Section 44 (Rural Fires Act) Incident Controller, LEOCON or DEOCON, will conduct the evacuations of persons to the selected Evacuation Centre, secure the affected area and coordinate Disaster Victim Registration. Police are to advise the Welfare Services FAC of the activation of the selected Evacuation Centres.
- 6.21 Transport requirements are to be organised by the Transport Services FAC.
- 6.22 Buildings that have been evacuated are to be identified as directed (eg emergency service barrier tape or similar item, securely tied to the front door handle or nearby fixture) so as to be visible from the street. This obviates the need to revisit individual premises to ensure they have been evacuated.
- 6.23 The Combat Agency Controller, Appointee/Incident Controller, LEOCON or DEOCON is to arrange for a check of the area to ensure the evacuation has been effective.
- 6.24 Response to some hazard impacts may require the partial or complete evacuation of some smaller townships/localities to larger centres in adjoining local areas. Details of evacuation strategies will be provided within supporting plans where necessary. If evacuation to an adjoining local area or district is necessary, operations are to be controlled at a District Level.

## **Shelter**

- 6.25 Assembly areas and Evacuation Centres that may be used in an emergency are
-

detailed in Appendix I of this DISPLAN and within the Local Disaster Welfare Plan. The Tweed Shire DISPLAN and the Local Disaster Welfare Supporting Plan are to detail the same evacuation centre information. The LEMO is to maintain up to date contact details of Key Holders of evacuation centres.

- 6.26 The Tweed LEMO is to ensure that nominated evacuation centres are assessed, on a regular basis, as to their suitability for use.
- 6.27 The District Welfare Services FAC is to:
- a Arrange for staffing of the identified Evacuation Centre(s) in time to receive evacuees;
  - b Provide welfare support services to evacuees in accordance with the Welfare Services Supporting Plan; and
  - c Address longer term accommodation arrangements.

### Return

- 6.28 The Agency/Authority who initiated the evacuation determines, in consultation with the Combat Agency, Recovery Coordinating Committee (if established), and the Coordinators of the Engineering Services, Health Services and Welfare Services Functional Areas, when it is safe for evacuees to return to their homes, and arranges for the evacuees to be advised accordingly.
- 6.29 Transport is to be arranged by the Transport Service Functional Area Coordinator.

### Road Closures

- 6.30 When major road transport routes are closed by an authorised agency or individual or found to be closed as a result of the hazard impact, the advice is to be passed by that agency or individual to the LEOCON.
- 6.31 The authority to order road closure and the applicable circumstances are detailed in the table below:

Individual or Organisation	Circumstances and Authority
Minister for Emergency Services or Emergency Services Officer when authorised by the Minister	During a declared State of Emergency direct a person not to enter and emergency area or part of it, including doing all such things as are reasonably necessary to ensure compliance, including the use of reasonable force [Section 37 (1)-(3) – State Emergency Rescue Management Act 1989 (as amended)]
	During a declared State of Emergency direct closure of traffic of any street, road, lane, thoroughfare or footpath or place open to or used by the public; and or the closure of any other public or private place. [Section 37A (1)-(6) – State Emergency Rescue Management Act 1989 (as amended)]
Police Officer	Direct (or authorise another police officer to direct) the closure to traffic of any street, road, lane thoroughfare or footpath or place open to used by the public; and or the enclosure of any other public or private place. [Section 61(1) (a)-(c) State Emergency Rescue Management Act 1989 (as amended)]
	Direct (or authorise another police officer to direct) the closure of the whole

Individual or Organisation	Circumstances and Authority
	<p>or any part of a “park” (as defined) and its road to the public [Section 155(1) &amp;(2)(q) National Parks and Wildlife Service Act 1974)</p> <p>Direct (or authorise another police officer to direct) the closure of any public street to traffic and prevent the traffic of any vehicles persons or animals in the street closed to traffic under any Act. [Section 37(1)-(4) and 186 (1)-(2) Law Enforcement (Powers and Responsibilities) Act 2002] [Section 75(1)-(4) Roads(Safety and Traffic Management ) Act 1999]</p>
NSW FB Officer in charge at a fire or hazardous materials incident	<p>Take such measures as officer thinks fit, including close to traffic any street or public place in the vicinity. [Section 13(1)-(3) &amp; 14(1)-(2) Fire Brigades Act 1989]</p>
Director General SES or “Emergency Service Officer” when authorised by Director General	<p>Direct a person not to enter an emergency area or any part of it, including doing all such things as are reasonably necessary to ensure compliance, including use of reasonable force. [Section 22 (1) (c)-(3) State Emergency Service Act 1989]</p>
RFS Group Captains, Fire Control Officers, the Commissioner, or their respective deputies or appointees.	<p>Close a road or public place in the vicinity of a bush fire to traffic except defence force traffic. This does not apply to ARTC land unless granted permission from the ARTC. [Section 22(1)-(3) &amp; Section 38 (1)-(4) &amp; Section 44(1)-(3) &amp; Section 27 Rural Fires Act 1997]</p>
The Minister for Agriculture	<p>Close any road or authorise the erection of fencing or gates across any road within quarantine or protected area to prevent or regulate the movement of stock or vehicles. [Section 15B (1)-(9) Stock Diseases Act 1923]</p>
DII Inspectors	<p>Close any road required on the declaration of entry and exit points during an exotic disease outbreak Section 13(1)-(3) Exotic Diseases of Animals Act 1991]</p>
RTA	<p>Regulate traffic on a public road to protect the public from hazards on the road or to protect vehicles and other property on the road and to protect the road from damage. [Section 114 and Section 115 (1)-(5) Roads Act 1993]</p>

### Road Closure Advice and Information

6.32 The RTA through its Traffic Management Centre (TMC), will manage and resource road and/or diversions around incidents or emergencies impacting the Pacific Highway. All such closures, incidents or emergencies on these roads are to be communicated to the RTA TMC immediately any combat agency or other organisation/individual becomes aware of such closure or incident emergency.

6.33 The Tweed Shire Council through its Works Unit will manage and resource road and/or diversions around incidents or emergencies impacting Council owned/controlled roads. All such closures, incidents or emergencies on these roads are to be communicated to the Works Unit immediately any combat agency or other organisation/individual becomes aware of such closure or incident emergency.

- 6.34 In relation to paragraphs 6.35 and 6.36 below, the RTA TMC is to be informed immediately any major transport route is closed or affected by an incident or emergency. Most major transport routes are State Roads under the authority of the RTA and as such the RTA will manage and resource any closures, diversions, or repairs necessary. RTA staff or RTA contractors (including Tweed Shire Council) will undertake such activities as required.
- 6.35 Unless otherwise advised by the LEOCON, when any major transport routes with the Tweed Shire are closed for any reason during a Local level emergency operation, the LEOCON is to be advised, where the information will be collated and disseminated.
- 6.36 The RTA TMC is to be informed immediately any state road is closed or affected by an incident or emergency to ensure that should the situation escalate to impact on other roads that closures/diversions are coordinated with existing road closures.
- 6.37 During Local level emergencies, the LEOCON is responsible for collection, collation and dissemination of information on road condition and closure.
- 6.38 Any Combat Agency or other organisation or individual responsible for closing a major road is to ensure that the Police and the road authority responsible for the road are advised of it's closure at the first available opportunity (road authorities being Tweed Shire Council and the RTA).
- 6.39 The road authority responsible for a road which has been closed on advice from the combat agency, Police or another road authority, is to ensure signposting of the closed road and, in consultation with the Combat Agency, Police and other road authorities, select and ensure sign posting of a suitable alternate route.
- 6.40 Should the incident or emergency be prolonged, the responsible road authority for any road closure is to ensure selection, signposting and management of alternate routes should such action being practicable having regard to the timeframe of the incident or emergency.
- 6.41 Road authorities are not to reopen a closed road without first consulting with the agency responsible for closing the road, the Police or other road authorities, to determine if it is safe to do so.

### **Sourcing Outside of Area Assistance**

- 6.42 Combat Agencies/Emergency Services may obtain their own organisations resources from outside the Tweed Local Emergency Management Area. The LEOCON is to be advised when this occurs.
- 6.43 All other requests for resources not available in the local area are to be passed to the LEOCON to coordinate or act upon in accordance with the appropriate plan.

### **Providing Out of Area Assistance**

- 6.44 Combat Agencies/Emergency Services may deploy their own organisations resources outside the Tweed Local Emergency Management Area. The LEOCON is to be advised when this occurs.
- 6.45 Functional Areas may deploy their own functional area resources outside the area in accordance with their respective Supporting Plans. The LEOCON is to be advised when this occurs.

## **Urban Search and Rescue (USAR)**

6.46 NSW has developed extensive USAR resources. Although developed specifically for USAR operations, the resources may be useful in other emergencies than major structural collapse. The resources, including technical advice, personnel and equipment may be accessed utilising the normal emergency management arrangements without the need to activate the Major Structural Collapse Plan.

## **Logistic Support**

6.47 Responding agencies and organisations are responsible for providing their own logistic support, including re-supply and relief of their own personnel.

6.48 Responding agencies and organisations are responsible for advising the LEOCON of any specific requirements which cannot be met from their own resources.

## **Emergency Funding**

6.49 Combat Agencies, Emergency Services and Functional Areas have their own systems for emergency funding, which are to be used.

6.50 For Participating/Supporting Organisations which are Government Departments or Authorities, the cost of providing resources, including LOs, during emergency response and recovery operations is to be met in the first instance by the providers from their normal operating budgets.

6.51 For private sector organisations or personnel, the cost of providing resources during emergency response and recovery operations is to be met by the requesting agency, usually being the agency/organisation responsible for meeting the costs during normal circumstances.

## Part Seven – Recovery Arrangements

### Scope

- 7.1 The SERM Act defines recovery as “...*the process of returning an affected community to its proper level of functioning after an emergency*” [Sec 5 (d)]. A recovery operation aims, as far as possible, to assist the affected community to manage its own recovery, while recognising that there may be a need for external technical, physical and financial assistance.

### Principles

- 7.2 Recovery management in Australia is based on the following six nationally endorsed principles (Community and Disability Services Ministers’ Advisory Council, March 2008).
- a Understanding the **context**. Successful recovery is based on an understanding of the community context.
  - b Recognising **complexity**. Successful recovery acknowledges the complex and dynamic nature of emergencies and communities.
  - c Using **community**-led approaches. Successful recovery is responsive and flexible, engaging communities and empowering them to move forward.
  - d Ensuring **coordination** of all activities. Successful recovery requires a planned, coordinated and adaptive approach based on continuing assessment of impacts and needs.
  - e Employing effective **communication**. Successful recovery is built on effective communication with affected communities and other stakeholders.
  - f Acknowledging and building **capacity**. Successful recovery recognises, supports and builds on community, individual and organisational capacity.
- 7.3 The following tenets are supported, giving effect to the above principles:
- a **Use local capacity first**. Individual and community needs after an emergency can usually be met by linking affected individuals into existing services and businesses.
  - b **Formalise structures where needed**. Local resources may need supplementation requiring a more formal structure.
  - c **Involve local government**. In recognition of its pivotal role in community engagement, land use planning and development control, local government should be heavily involved in managing recovery.
  - d **Support from higher levels when needed**. District Recovery Committees may be needed to support local arrangements.
  - e **Local structures remain responsible**. The involvement of higher-level coordination structures does not absolve lower-level structures from their recovery coordination responsibilities.
  - f **Whole of community approach**. A multi-disciplinary recovery committee



should be established depending on the extent and nature of the impact and will be informed by the rapid impact assessment.

- 7.4 The recovery process will commence as soon as possible during and following the impact and every effort will be made to ensure that individuals from the affected communities are actively involved in their own recovery.
- 7.5 Management of recovery services should, whenever possible, occur at local level, although District and on occasion State support will be required.
- 7.6 Recovery services are most effective when managed by an identified recovery coordinator.

## **Planning for Recovery**

- 7.7 The Tweed LEMC is responsible for recovery planning, which is to be undertaken in accordance with the principles contained herein, and the relevant State and District level sub and supporting plans.
  - a Coordinate arrangements to make an initial assessment of the impact,
  - b Establish priorities,
  - c Identify shortfalls in resource,
  - d Coordinate provision of services; and
  - e Keep the community informed of recovery strategies.

## **Impact Assessment**

### **Initial Impact Assessment**

- 7.8 An assessment of the extent of damage, impact on the community and the potential need for a longer-term recovery process should take place within 24 hours or as soon as practicable.
- 7.9 The LEOCON is responsible for initiating the impact assessment. The process is undertaken with the assistance of combat agencies, functional areas and local government.
- 7.10 The Impact Assessment will be a written report for the consideration of the SEOCAN and SERCON and is attached as Appendix K. The report recommends whether the damage can be managed locally in the short term as part of the operational response, or requires more formal recovery arrangements. Where more formal arrangements are required the SERCON may recommend appointment of a Local Recovery Coordinator (LRC), if necessary.

### **Further Impact Assessments**

- 7.11 As soon as the full extent of the damage has become apparent and is able to be assessed, a more comprehensive assessment of impact and consequent recovery needs will be undertaken.
- 7.12 If the response operation is continuing, the LEOCON, in consultation with the LRC, if appointed, is responsible for ensuring a further recovery impact assessment is conducted.
- 7.13 Where the response operation has concluded and a LRC has been appointed, the

LRC is responsible for ensuring a further impact assessment is conducted.

- 7.14 A further impact assessment may identify that an initial assessment has been overstated and no formal recovery process is warranted or may reveal that damage is more extensive than initially thought and a more formal recovery process is warranted and, if required, further resources are required.
- 7.15 Further impact assessments will be provided, as deemed necessary by the LRC, to the SERCON and, if response is ongoing, the LEOCON.

## **Recovery Coordinators**

- 7.16 Recovery Coordinators will be appointed where there is a need for a structured recovery operation. They are the public face of the recovery operation, providing leadership to the Recovery Committee and coordinating the recovery effort in accordance with agreed recovery plans.
- 7.17 Where an impact assessment has been conducted, the SERCON, in consultation with the SEOCN, will recommend the appointment of a Recovery Coordinator, including nomination of an appropriate candidate, to the Minister for Emergency Services.
- 7.18 The functions of the LRC will be determined by the SERCON on an event by event basis from the following:
- a Establish early liaison with relevant Combat Agency Controller and LEOCON.
  - b Chair the Recovery Committee.
  - c Develop and maintain an operational picture of the emergency's impact and keep the Recovery Committee informed.
  - d Facilitate and coordinate recovery operations, including needs assessment, priority setting and resource allocation.
  - e Establish regular dialogue with key stakeholders to ensure their participation in, and awareness of, the intended recovery process.
  - f Mediate where conflicts emerge during the recovery process.
  - g Assist with facilitation and coordination of government and non-government organisations' services involved in the recovery process.
  - h Ensure existing financial commitments are reviewed and allocations re-targeted to recovery priorities.
  - i Make provisions to account for monies for which they are accountable and ensure are available to facilitate the recovery process.
  - j Identify areas where existing policy provisions are unlikely to be sufficient to achieve the required recovery level and, where appropriate, suggest special policies which may need to be applied.
  - k Report regularly to the SERCON on the progress of the recovery operation.
  - l Advise the SERCON of issues that cannot be resolved at the local level.
  - m At the conclusion of the official recovery phase, provide a report to the SERCON detailing actions taken, monies expended, predicted further expenditure required, lessons identified and recommended reduction measures to prevent or

- mitigate future emergencies.
- n Establish and maintain effective communication links with the community and stakeholders.
- o Manage release of information to the media during the recovery phase, acknowledging the high level of community and political interest.

## Recovery Committees

7.19 The Recovery Committee is the strategic decision making body for the recovery. It provides visible and strong leadership and has a key role in restoring confidence. The Recovery Committee will be formed by the SERCON, in consultation with the SEOCON, when an impact assessment indicates that a formal recovery operation will be required. The Recovery Committee will:

- a Liaise closely with the LEOCON and Combat Agency Controller while the response is continuing.
- b Determine the overall objective and strategies.
- c Ensure the relevant stakeholders, especially the communities affected, are involved in the development and implementation of the objective and strategies.
- d Synthesise outreach services and data collection.
- e Establish task groups.
- f Establish a Community Consultation Group to enable members of the community to provide input and guidance to the recovery committee.
- g Coordinate continuing impact and consequence assessment.
- h Coordinate the recommendations and actions of task groups and monitor progress.
- i Monitor grants and forms of assistance available.
- j Agree on exit strategy criteria and timescale.
- k Decide the final “state” of the physical infrastructure and natural environment affected by the emergency.
- l Deal with other issues that fall outside the scope of the working groups.
- m Coordinate preparation of public communication relevant to the recovery.
- n Work to restore confidence and provide reassurance to the public.

7.20 Depending on the size and complexity of the recovery operation, the Committee may establish task-groups to manage the four components of recovery (i.e. Social Environment, Built Environment, Economic Environment and Natural Environment) with sub-groups as required.

7.21 As soon as possible following an emergency, the Tweed LEMC is to meet as the basis of a Tweed Local Recovery Committee. The LEOCON and relevant Combat Agency Controller will need to attend the early meetings in order to provide an overview of the situation.

7.22 Where an impact assessment has been conducted, the SERCON may recommend the appointment of a Recovery Coordinator, including nomination of an appropriate candidate, to the Minister for Emergency Services when requested by the Minister.

The Chair of the LEMC or local authority is often appointed as the LRC.

- 7.23 The DEMO and appropriate District FACs are to be invited to the initial local meeting and to subsequent meetings as required.
- 7.24 In the event that there is likely to be the need for significant outside resources, the LEMC Chair, in consultation with the DEOCON, may recommend to the SERCON the appointment of a District level Recovery Coordinator. The SERCON will confer with the SEOCON and forward a recommendation to the Minister.
- 7.25 The Local Recovery Committee may also include representation from Elected Council Officials, Executive Council Staff, local community groups, local Chamber of Commerce and non-government agencies.

## **Transition from Response to Recovery**

- 7.26 Recovery begins at impact and recovery arrangements are established in parallel with the continuing response.
- 7.27 A recovery action plan is to be developed by the Tweed LEMC or Recovery Committee (where established) following an emergency.
- 7.28 The relevant Combat Agency Controller and LEOCON are to prepare a response transition report, in consultation with the LEMC Chair or LRC, outlining:
- a The emergency action plan in place at the time of transition, emphasising actions that are incomplete.
  - b Resources allocated to the emergency response and their exit strategies.
  - c An assessment of the emergency, focusing on the four environments and their interaction.
  - d An impact summary, noting specifically any areas or situations with a potential to re-escalate the emergency.
  - e A forecast of the expected recovery outcomes.
  - f Proposals for activities to be continued in the recovery phase.
- 7.29 The transition to recovery needs to reassure the community that services are still available, despite the withdrawal of emergency response agencies. There must be a coordinated public information strategy to support the transition.

## **Recovery Centres**

- 7.30 Recovery centres may be established to support service provision to the community. The decision to establish a recovery centre will be made by the SERCON in consultation with the SEOCON.
- 7.31 Recovery centres are established by the Engineering Services FAC, who procure and fit-out a suitable property at the request of the Recovery Coordinator.
- 7.32 Where necessary, ongoing logistical support and centre management is provided through the LRC, usually on a commercial contract basis.
- 7.33 Recovery centres are one-stop-shops, providing a single point of contact for information and assistance to disaster affected persons. A range of government and non-government agencies are co-located to provide advice and services including:

- a Financial assistance and advice.
- b Temporary housing advice and support.
- c Personal support (care and comfort) and referral to counselling services.
- d Insurance enquiries.
- e Farming assistance.
- f Business support.

7.34 Agencies located in the recovery centre will be determined by the nature and scale of the emergency. Potential agencies include (but not limited to):

- a Area Health and Mental Health Services
- b Centrelink
- c Human Services – Ageing Disability and Home Care
- d Human Services – Community Services
- e Human Services – Housing
- f Industry and Investment NSW – Primary Industries
- g Industry and Investment NSW – Rural Assistance Authority
- h Industry and Investment NSW – State & Regional Development and Tourism
- i Insurance Council of Australia and insurance companies
- j Lifeline utilities service providers could be made available as determined by the nature and scale of the event
- k NSW Department of Premier and Cabinet – Division of Local Government
- l NSW Police Force
- m Red Cross
- n Salvation Army
- o Services, Technology & Administration – Office of Fair Trading
- p Transport & Infrastructure – RTA

## Appendices

A	Map of Tweed LGA
B	Local Emergency Management Framework
C	List of Sub Plans and Supporting Plans
D	Contact List (Approved for Public Display)
E	Contact List LEMC Members ( <b>Restricted Distribution</b> )
F	Vulnerable Groups
G	LEOC locations ( <b>Restricted Distribution</b> )
H	Agency and Functional Area Control/Coordination Centres ( <b>Restricted Distribution</b> )
I	Evacuation Centres ( <b>Restricted Distribution</b> )
J	Australian Defence Force Assistance Arrangements
K	Recovery Impact Assessment

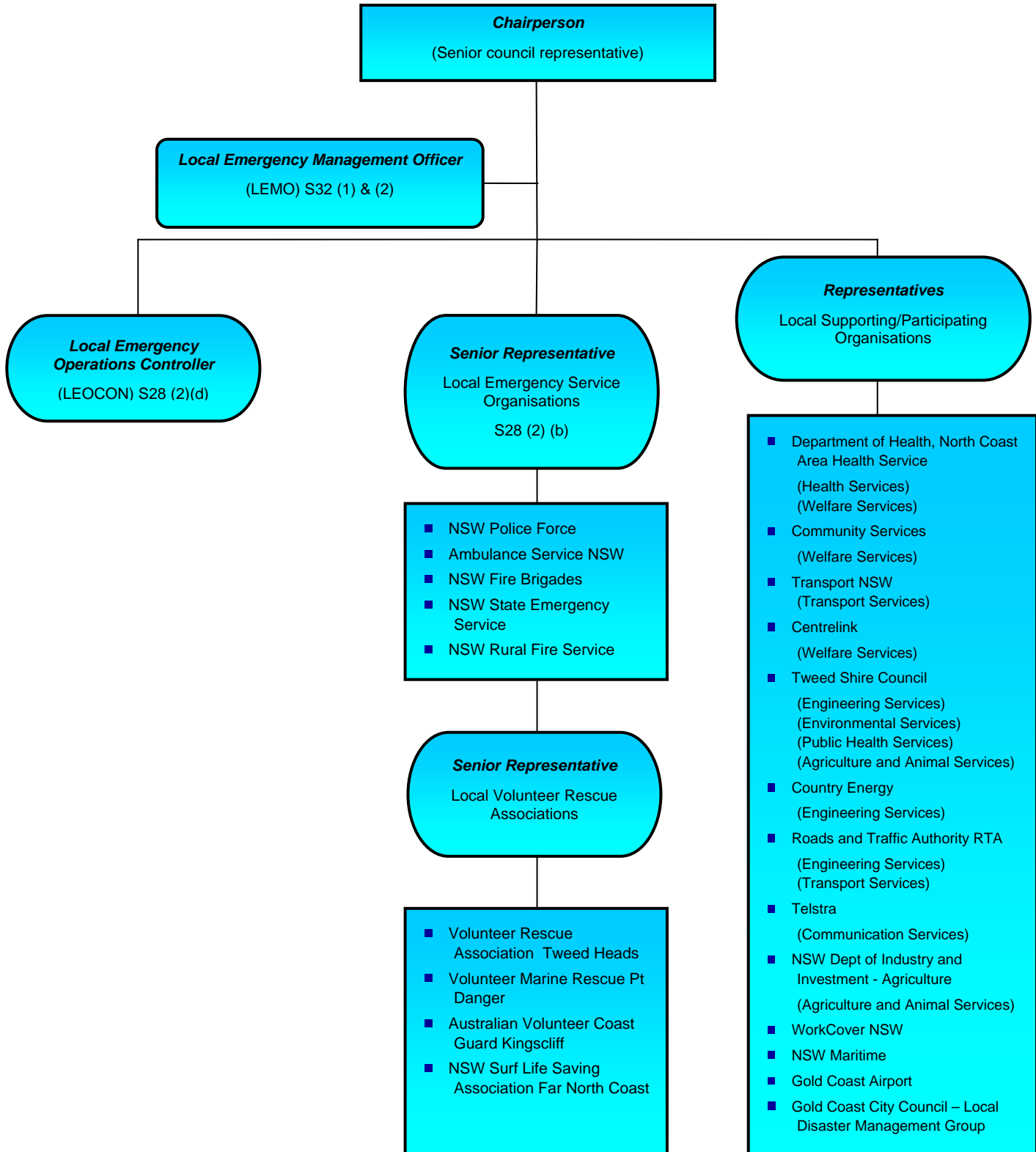
**Restricted Distribution Documents are not to be made available to the general community and as such are circulated under separate cover.**

## Appendix A Tweed Shire Local Government Area



## Appendix B Local Emergency Management Framework

The following Tweed Shire Local Emergency Management Committee Framework is reflective of the *State Emergency and Rescue Management Act 1989*, S28 to S32.





## Appendix C Sub and Supporting Plans

NSW legislation may be accessed at [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

All plans may be accessed at [www.emergency.nsw.gov.au](http://www.emergency.nsw.gov.au)

<b>NSW Legislation, State Plans and State Sub &amp; Supporting Plans</b>	<b>Agency</b>
<b>Legislation</b>	
State Emergency and Rescue Management Act 1989	
State Emergency Services Act 1989	
Rural Fires Act 1997	
Fire Brigades Act 1989	
Police Act 1990	
<b>State Plan &amp; Sub Plans</b>	
NSW State Disaster Plan (NSW DISPLAN) 2009	SEMC
imal Health Emergency Sub Plan 2005	NSW DII- Agriculture
Aviation Emergency Sub Plan 2004	SEMC
State Bushfire Plan 2002	NSW RFS
Counter Terrorism Plan	NSW Police Force
State Flood Plan 2008)	NSW SES
Food Industry Emergency Sub plan 2009	NSW Food Authority
Hazardous Materials/Chemical Biological, Radiological Sub Plan 2005	NSW Fire Brigades
Human Influenza Pandemic Sub Plan	NSW Health
Major Structure Collapse Sub Plan 2001	SEMC
State Waters Marine Oil and Chemical Spill Contingency Plan 2008	NSW Maritime
State Storm Plan 2007	NSW SES
Tsunami Emergency Sub Plan 2008	NSW SES
<b>State Supporting Plans</b>	
Agricultural and Animal Services Supporting Plan 2005	NSW DPI
Energy and Utility Services EUSPLAN Supporting Plan 2004	SEMC
Engineering Services ENGPLAN Supporting Plan 2008	Department of Commerce
NSW Environmental Services ENVIROPLAN Supporting Plan 2005	SEMC
Health Services HEALTHPLAN Supporting Plan 2009	NSW Health
Public Information Services Supporting Plan 2005	NSW Police Force
NSW Transport Services Supporting Plan 2008	Ministry of Transport
NSW Welfare Services (Disaster Recovery Human Services) Supporting Plan 2002	Human Services

<b>District and Local Level Plans</b>	<b>Agency</b>
<b>District Plan and Sub &amp; Supporting Plans</b>	
Northern Rivers District Disaster Plan 2007	Northern Rivers DEMC
North Coast Area Health Services Supporting Plan 2005	NCAHS
Northern Rivers Disaster Welfare Services Supporting Plan	DoCs
Richmond Tweed Region Flood Sub Plan 1994	Richmond Tweed SES
Northern Rivers District - Transport Services Functional Area Plan 2003	Ministry of Transport
North Rivers Engineering Services Supporting Plan	Department of Commerce
Northern Rivers Agriculture and Animal Services Supporting Plan	NSW DII
<b>Local Plan and Sub &amp; Supporting Plans</b>	
Tweed Shire DISPLAN 2010	Tweed LEMC
Tweed Shire Flood Sub Plan 2009	Tweed SES
Gold Coast Airport Emergency Management Plan 2009 (Supporting Plan)	GGCA
Cross Border Supporting Plan 2010	Tweed LEMC
Evacuation Sub Plan 1999	Tweed LEMC

The Tweed Shire DISPLAN has been developed giving consideration to and accordance with the above State level Legislation and Plans. The Tweed Shire DISPLAN is not limited to the above and the list is not exhaustive:

**Appendix D Contact List (approved for public display)**

<b>Emergency Management Title</b>	<b>Job Title and Agency</b>	<b>Business Hours Contact Number</b>
CHAIRPERSON	Manager Works Tweed Shire Council	(07) 6670 2440
LEOCON	Local Area Commander, Tweed – Byron LAC NSW Police	(07) 5536 0999
LEMO	Environment and Health Coordinator Tweed Shire Council	(02) 6670 2440

## **Appendix E Contact List Tweed LEMC Members**

**Restricted distribution**

**Circulated under separate cover.**

## Appendix F Vulnerable Groups

The occupants in the following locations are considered to be potentially vulnerable to an emergency incident. This may be due to their age, mobility or access to the location and may depend on the type and onset of a particular hazard. It is appropriate to ensure that at least annually; details in regard to each location are reviewed to ensure currency.

### Nursing Homes, Aged Care and Retirement Homes

Building	Address	Phone Number
Amaroo Nursing Home	68/76 Keith Compton Drive Tweed Heads	(07) 5536 1388
Amity at Banora Point	18 Ballymore Court Tweed Heads South	(07) 5524 8940
Aveo Banora Point	57 Leisure Drv Banora Point	13 2836
Bangalor Retreat	3 Stott Street West Tweed Heads	(07) 5599 9803
Banora Point Retirement Village	57 Leisure Drive Banora Point	(07) 5524 4027
Domain – Florence Tower	7-9 Florence Pl Tweed Heads	1300 362 481 (07) 5590 2800
Fairways Retirement Plus	Cnr Minjungabal Drive & Soorley Sts, Tweed Heads South	1300 307 014
Greenhills Lodge Retirement Village	437 Tweed Valley Way Murwillumbah	(02) 6672 3435
Heritage Lodge Assisted Aged Care	194 Byangum Rd Murwillumbah	1300 899 222
Kingscliff Gardens	24a Kingscliff Street Kingscliff	(02) 6674 2666
Mountain View Retirement Village	Ingram Place Murwillumbah	(02) 6672 4800
Murwillumbah Nursing Home	Ingram Place Murwillumbah	(02) 6672 4233
Ocean View Banora Point	2 Terranora Rd Banora Point	(07) 5506 0888
Palm Lake Resort	67 Winders Place Banora Point NSW 2486	1800 641 665
Raffles Assisted Aged Care	Peregrine Way, Off 2 Falcon Way Tweed Heads South	1300 899 222
RSL Care - Darlington Retirements Community	126 Leisure Drive BANORA POINT	(07) 5523 8900
RSL Care - Winders Retirement Community	Winders Place BANORA POINT	(07) 5524 5211
Seabreeze Aged Care	41-51 Ballina St POTTSVILLE	(02) 6676 0122
Southern Cross St Joseph's Villas	55- 61 Blundell Boulevard Tweed Heads South	(07) 5524 4519
Southern Cross St Martha's Villas	81- 83 Leisure Drv Banora Point	(07) 5524 8173
St Cuthbert's Retirement Living Complexes	20 Banks Avenue Tweed Heads	(07) 5536 5463
St Josephs Hostel and Self Care units for the Aged	1-9 Blundell Boulevard Tweed Heads South	(07) 5524 4519
St Martha's Hostel for the Aged	3-7 Leisure Drive Banora Point	(07) 5524 8173
Terranora Valley Assisted Living Apartments	Carramar Drive Tweed Heads West	(07) 5599 8858
The Palms Village	112/ 122 Dry Dock Rd Tweed Heads South	(07) 5524 2682
The Point	87-89 Coast Rd Hastings Point	1300 881 619
Tweed Heads Residential Aged Care Facility	Carramar Drive Tweed Heads	(07) 5599 8866
Wommin Bay Hostel	McKissock Drive Kingscliff	(02) 6674 4177

## Hospitals

Building	Address	Phone Number
Murwillumbah Hospital	Ewing Street Murwillumbah	(02) 6672 1822
Tweed Heads Hospital	Powell Street Tweed Heads	(07) 5536 1133

## Childcare Centres and Pre-Schools

Building	Address	Phone Number
Bilambil Community Preschool	Bilambil Rd Bilambil	(02) 5590 9429
Chillingham Community Preschool	Chillingham Preschool Numinbah Road Chillingham	(02) 6679 1448
Tyalgum Community Preschool	Tyalgum Preschool Brays Creek Tyalgum	(02) 6679 1448
Gumnut Community Preschool Inc	27 Greenvale Court Greenvale Estate Burringbar	(02) 6677 1578
Mt Warning Community Preschool Inc	120 Glenock Road Uki	(02) 6679 5313
Murwillumbah Uniting care Preschool	2-4 Byangum Road Murwillumbah	(02) 6672 2982
Possums Community Preschool Association Inc	20 McLeod Street Condong	(02) 6672 4744
Pottsville Gumnuts Preschool and Kiddies Centre	8 Hampton Court Pottsville Beach NSW 2489	(02) 6676 3299
Rosellas Children's Centre	Banner Street Murwillumbah	(02) 6672 2920
Wollum Community Preschool and Family Centre	Cnr Woodland Drive and Leisure Drive Tweed Heads	(07) 5523 3933
ABC Banora Waters	17 Covent Gardens Way Banora Point	(07) 5524 8448
ABC Murwillumbah	26 Joshua St Murwillumbah	(02) 6672 3233
ABC Tweed Heads South	53 - 55 Greenway Drive Tweed Heads	(07) 5524 7700
Banora Gardens Little Angels Child Care Centre	17 Covent Gardens Way Banora Point	(07) 5524 8448
Banora Waters Cherubs Child Care Centre	Cnr Greenway & Leisure Drives Banora Point	(07) 5524 8166
Bossy Boots Child Care Centre	67- 69 Lorien Way Kingscliff	(02) 6674 3966
Cherubs Banora Point Child Care Centre	94b Pioneer Parade Banora Point	(07) 5524 8778
Cooloon Children's Centre Inc	Recreation Street Tweed Heads	(07) 5536 5929
Freckles Early Education Centre	205 Kennedy Drive Tweed Heads West	(07) 5599 2720
Joey's Pouch Educational Child Care Centre Inc.	Rous Street Murwillumbah	(02) 6672 5012
Kindy Care Tweed Heads	239 Kennedy Drive Tweed Heads	(07) 5536 4073
Murwillumbah Children's Centre	Joshua Street Murwillumbah	(02) 6672 3233
Smiley Tots Children's Centre	65 Wommin Bay Rd Chinderah	(02) 6674 3857
Tweed Heads Community Preschool Inc.	Florence Street Tweed Heads	(07) 5536 1221

**Primary Schools – Public and Private**

<b>Building</b>	<b>Address</b>	<b>Phone Number</b>
Banora Point Public School	Pioneer Parade Banora Point	(07) 5524 1444
Bilambil Public School	398 Bilambil Road Bilambil	(07) 5590 7210
Bogangar Public School	Tweed Coast Road Bogangar	(02) 6676 2755
Burringbar Public School	Main Street Burringbar	(02) 6677 1469
Caldera SSP	37 Corporation Circuit Tweeds Heads South	(07) 5524 3244
Carool Public School	Carool Road Bilambil Heights	(07) 5590 9876
Centaur Primary School	Eucalyptus Drive Banora Point	(07) 5524 9655
Chillingham Public School	Numinbah Road Chillingham	(02) 6679 1255
Condong Primary School	McLeod Street Condong	(02) 6672 2390
Crabbe's Creek Public School	Crabbes Creek Road Crabbes Creek	(02) 6677 1255
Crystal Creek Public School	Numinbah Road Crystal Creek	(02) 6679 1223
Cudgen Primary School	Collier Street Cudgen	(02) 6674 1287
Dungay Public School	305 Tomewin Road Murwillumbah	(02) 6672 2174
Duranbah Public School	Duranbah Road Duranbah	(02) 6677 7221
Fingal Head Primary School	Letitia Road Fingal Head	(07) 5524 2315
Kingscliff Public School	2 Orient Street Kingscliff	(02) 66874 1467
Lakeside Christian College	56 Caloola Drive Tweed Heads	(02) 5599 2656
Mt St Patrick Primary School	Mooball Street Murwillumbah	(02) 6672 1821
Murwillumbah Christian Community College	Jack Williams Place Dungay	(02) 6672 4585
Murwillumbah East Primary School	Charles Street Murwillumbah	(02) 6672 6781
Murwillumbah Primary School	Prince Street Murwillumbah	(02) 6672 1467
Murwillumbah South Infants School	River Street South Murwillumbah	(02) 6672 1323
Pottsville Beach Public School	Coast Road Pottsville Beach	(02) 6676 1161
Sathya Sai Primary School	9 Nullum Street Murwillumbah NSW 2484	(02) 6672 8972
St Anthony's Primary School	8 Pearl Street Kingscliff	(02) 6674 1368
St James Primary School	Doyle Drive Banora Point	(07) 5524 9404
St Josephs Primary School- South Murwillumbah	Greville Street South Murwillumbah	(02) 6672 1867
St Josephs Primary School – Tweed Heads	Enid Street Tweed Heads	(07) 5536 2519
Stokers Siding Public School	Stokers Road Stokers Siding	(02) 6677 9236
Terranora Primary School	650 Terranora Road Terranora	(07) 5590 4146
Tumbulgum Primary School	11 Fawcett Street Tumbulgum	(02) 6676 6237
Tweed Heads Public School	Stuart Street Tweed Heads	(07) 5536 1351
Tweed Heads South Primary School	Heffron Street Tweed Heads	(07) 5524 3408
Tweed Valley College – Primary	9-11 Hall Drive Murwillumbah	(02) 6672 2922
Tyalgum Primary School	Coolman Street Tyalgum	(02) 6679 3300
Uki Public School	Main Street UKI	(02) 6679 5128
Banora Point Public School	Pioneer Parade Banora Point	(07) 5524 1444
Bilambil Public School	398 Bilambil Road Bilambil	(07) 5590 7210
Bogangar Public School	Tweed Coast Road Bogangar	(02) 6676 2755

**High Schools – Public and Private**

<b>Building</b>	<b>Address</b>	<b>Phone Number</b>
Banora Point High School	Eucalyptus Drive Banora Point	(07) 5513 1960
Kingscliff High School	33 Oxford Street Kingscliff	(02) 6674 9777
Lakeside Christian High School	Acacia St Tweed Heads South	(07) 5523 9700
Lindisfarne Anglican Grammar School	Mahers Lane Terranora	(07) 5590 5099
Mt St Patrick College	Murwillumbah Street Murwillumbah	(02) 6672 2340
Murwillumbah Christian College	Jack Williams Place Dungay, Murwillumbah	(02) 6672 4585
Murwillumbah High School	Riverview Street Murwillumbah	(02) 6672 1566
St Josephs Secondary College	Doyle Drive Banora Point	(07) 5524 9002
Tweed River High School	4 Heffron Street Tweed Heads South	(07) 5524 3007
Tweed Valley College	9-11 Hall Drive Murwillumbah	(02) 6672 2922
Wollumbin High School	North Arm Road Murwillumbah	(02) 6672 5121
Banora Point High School	Eucalyptus Drive Banora Point	(07) 5513 1960
Kingscliff High School	33 Oxford Street Kingscliff	(02) 6674 9777

**Caravan Parks**

<b>Building</b>	<b>Address</b>	<b>Phone Number</b>
Banora Point Caravan Park	Pacific Hwy Tweed Heads South	(07) 5523 4100
Boyd's Bay Holiday Park	3 Dry Dock Road Tweed Heads Sth	(07) 5524 3306
Cabarita Beach Caravan Park	Cypress Ave Cabarita Beach	(02) 6676 3222
Chinderah Lake Caravan Park	101 Anne St Chinderah	(02) 6674 1898
Chinderah Village Caravan Park	94 Chinderah Bay Dr Chinderah	(02) 6674 1536
Chinderah Village Tourist Caravan Park	20 Chinderah Bay Drv Chinderah	(02) 6674 1536
Cobaki Broadwater Village (Over 50's - permanent residents)	Piggabeen Road Tweed Heads	1800 817 205
Colonial Tweed Caravan Park	158 Dry Dock Road Tweed Heads	(07) 5524 2999
Crystal Vale Caravan park	Upper Crystal Creek Via Murwillumbah	(02) 6679 1326
Drifters Holiday Village	Cnr Wommin Bay Road and Phillip Street Kingscliff	(02) 6674 2505
Fingal Holiday Park	Prince Street Fingal Head	(07) 5524 2208
Greenhills Caravan Park	488 Tweed Valley Way Murwillumbah	(02) 6672 2035
Hastings Point Holiday Park	Tweed Coast Road Hastings Point	(02) 6676 1049
Hastings Point Holiday Village	87-89 Tweed Coast Rd Hastings Point	(02) 6676 1396
Homestead Caravan Park	Chinderah Bay Drv Chinderah	(02) 6674 1824
Kingscliff Beach Holiday Park	Marine Parade Kingscliff	(02) 6674 1311
Kingscliff North Holiday Park	Marine Parade Kingscliff	(02) 6674 1071
Midginbil Hill Country Resort & Camping Ground (School Hols and Long weekends)	252 Midginbil Road, Uki	(02) 6679 7033
Mount Warning Caravan Park	Mt Warning Road Murwillumbah	(02) 6679 5120
Mt Burrell Caravan Park	Kyogle Road Mount Burrell	(02) 6679-7170
North Star Holiday Resort	Coast Road Hastings Point	(02) 6676 1234
On Tweed	1 Chinderah Bay Drv Chinderah	(02) 6674 0116
Pottsville North Holiday Park	Tweed Coast Road Pottsville Beach	(02) 6676 1221
Pottsville South Holiday Park	Tweed Coast Road Pottsville Beach	(02) 6676 1050
Pyramid Holiday Park	145 Kennedy Drive Tweed Heads	(07) 5536 3666



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<b>Building</b>	<b>Address</b>	<b>Phone Number</b>
River Retreat Caravan Park	8 Philp Parade Tweed Heads	(07) 5524 2700
Royal Pacific Tourist Retreat & Caravan Park	109 Chinderah Rd Chinderah	(02) 6674 1904
Ski Lodge Caravan Park	1/3 Chinderah Road Chinderah	(0)2 6674-0116
Tweed Billabong Holiday Park	Holden Street Tweed Heads	(07) 5524 2444
Tweed Heritage Caravan Park	92 Chinderah Road Chinderah	(0)2 6674-2042
Tweed River Hacienda Caravan Village	300/37 Chinderah Bay Drive Chinderah	(02) 6674 1245
Tweed Waters Caravan Park	2 Pacific Hwy Tweed Heads South	(07) 5523 4100
Village Caravan Park	Bilambil Road Bilambil	(0)7 5590-9805
Wooyung Motel & Caravan Park	Wooyung Rd Crabbes Creek	(02) 6677 1300

## **Appendix G Local Emergency Operation Centres**

**Restricted distribution**

**Circulated under separate cover.**

## **Appendix H Agency and Functional Area Control/Coordination Centres**

**Restricted distribution**

**Circulated under separate cover.**

## **Appendix I Evacuation Centres**

**Restricted distribution**

**Circulated under separate cover.**

## Appendix J Australian Defence Force Assistance Arrangements

1. Access to Commonwealth support is arranged by the State Emergency Operations Centre (SEOC) through the National Emergency Management Coordination Centre (NEMCC) of Emergency Management Australia (EMA), located in Canberra.
2. Australian Defence Force Liaison Officers (ADFLO) will deploy to the District and/or Local level Emergency Operations Centre. Their location will be determined by the likely location of ADF support.
3. There are two specific types of support available to the civil community or in support of civilian authorities from the Australian Defence Force. These are Defence assistance to the Civil Community and Defence Force Aid to the Civil Power. The characteristics of these support categories as follows:
  - a. Defence Assistance to the Civil Community (DACC). DACC is the most common type of Defence support provided and consists of specialist personnel, equipment, facilities or capabilities which are either not available to, or have been exhausted from, State resources. There are three categories of emergency DACC:
    - i. DACC CAT ONE – support to a local emergency with direct threat to life and/or property. A local Defence commander, utilising local resources, may approve this type of support
    - ii. DACC CAT TWO – support to a general emergency with direct threat to life and/or property. ADF Headquarters (ADFHQ) approves this category of support after State Authorities approach EMA. An ADFLO would be deployed to the relevant Emergency Operations Centre.
    - iii. DACC CAT THREE – support provided to an ongoing emergency with no threat to life and/or property. This support is gained as an extension to CAT TWO arrangements. Approved by ADFHQ after State Authorities approach EMA.
  - b. Defence Aid to the Civil Power (DFACP). This is the provision of Defence Force assistance to civil law enforcement authorities in the performance of law enforcement tasks usually under National Counter Terrorist arrangements. Defence Force elements employed on DFACP tasking are armed and may be authorised to use lethal force.
4. ADF resources made available for relief operations remain under the command of the ADF personnel. The Australian Defence Force Liaison Officers (ADFLO) operating in the Local, District and State Emergency Operations Centres will facilitate the interface between the ADF commanders and State authorities at those Centres.
5. When ADF resources are deployed they are normally self sufficient. However, in the event of unforeseen requirements, support from State resources may be provided to Defence elements deployed in support of a declared State emergency.
6. ADF resources are made available for specific tasks, under the direction of the State Emergency Operations Controller (SEOCN) and the National Emergency Management Coordination Centre (NEMCC).

## APPENDIX K INITIAL IMPACT ASSESSMENT



[LOCATION] EMERGENCY OPERATIONS CE  
**SITUATION REPORT**  
**AS AT DD MMMIH HH**

**SITUATION** DOCUMENT NO:

Name of Event:		
Event date:	Time:                      hrs	EM Districts:
Location (Including Councils):		Map attached:    Yes   No
Background of what has happened		
Describe the makeup of the community and the area affected:		

### IMPACT

#### SOCIAL

Type	Description of Type, Description of Damage, No#)	Where, How Long, Attachment Ref#
Human		
Domestic Animal		
Homes and Content		
Vehicles		
Events		

## BUILT

Type	Description of Type, Description of Damage, No#)	Where, How Long, Attachment Ref#
Public Safety		
Transport		
Communications		
Health		
Electricity		
Water		
Sewerage		
Fuels		
Essential Foods		
Waste and Pollution		
Community		
Education		
Media		
Government Services		
Non-Government		

## NATURAL

Natural Environment	Description of Type, Description of Damage, No#)	Where, How Long, Attachment Ref#
Lands		
Waterways		
Natural Resources		
Native Animals		
Native Vegetation		

## ECONOMIC

Type	Description of Type, Description of Damage, No#)	Where, How Long, Attachment Ref#
Primary Production		
Retail		
Industrial		
Manufacturing		
Small Business		
Tourism		
Mining		
Local Government		
State Government		

## TACTICS

Combat Agency Controller (and location):					
Emergency Operations Controller (and location)					
Public Information Agencies (and facilities (PIIC, PICC, JIMT)):					
Supporting Agencies providing situation reports	NSWFB:	ASNSW:	SES:	RFS:	VRA:
	Health:	Agriculture:	Utilities:	Engineering:	Communications:
NSW Police:	NSW Maritime:	Local Govt:	Welfare:	Environment:	Transport:
Recovery:	PIFAC:	CT:	Meteorology:	Defence:	Other:
Key Contacts (including websites, phone numbers and email):					



## RESOURCES

What actions have been taken to date:

What additional resources are planned:

## EXTERNAL ASSISTANCE

What external assistance is requested / needed

## PROGNOSIS (24 HOURS AND 1-3 DAYS)

## RECOVERY RECCOMENDATIONS

Recovery Committees:	Yes	No	Location:
Recovery Centres:	Yes	No	Location:
Recovery Coordinator:	Yes	No	

## PROGNOSIS

Situation (Include weather, worst case scenarios, considerations)

Impacts

Tactics

Resources

**ATTACH MAP**



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