



State Emergency Management Plan

Evacuation Management Guidelines

March 2014

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1 ACRONYMS

ADF	Australian Defence Force
AGD	Attorney General's Department
AIIMS	Australasian Integrated Incident Management System
ASNSW	Ambulance Service of NSW
BoM	Bureau of Meteorology
CCC	Crisis Coordination Centre (EMA)
DVI	Disaster Victim Identification
DVR	Disaster Victim Registration
EA	Emergency Alert
EM	Emergency Management
EMA	Emergency Management Australia
EMD	Emergency Management District
EMO	Emergency Management Officer
EOC	Emergency Operations Centre
FCP	Forward Command Post
FRNSW	Fire & Rescue NSW
HAZMAT	Hazardous Materials
IC	Incident Controller
ICS	Incident Command System
IIA	Initial Impact Assessment
IMT	Incident Management Team
LEMC	Local Emergency Management Committee
LEMO	Local Emergency Management Officer
LEOC	Local Emergency Operations Centre
LEOCON	Local Emergency Operations Controller
LGA	Local Government Area
LO	Liaison Officer
MEC	Major Evacuation Centre

MPES	Ministry for Police & Emergency Services
MRNSW	Marine Rescue NSW
NDRRA	Natural Disaster Relief and Recovery Arrangements
NSWPF	NSW Police Force
PIIC	Public Information & Inquiry Centre
OIC	Officer in Charge
REMC	Regional Emergency Management Committee
REMO	Regional Emergency Management Officer
REOC	Regional Emergency Operations Centre
REOCON	Regional Emergency Operations Controller
RFS	Rural Fire Service
SCC	State Crisis Centre
SEMC	State Emergency Management Committee
SEOC	State Emergency Operations Centre
SEOCON	State Emergency Operations Controller
SERCON	State Emergency Recovery Controller
SERM Act	State Emergency & Rescue Management Act 1989
SES	State Emergency Service
SEWS	Standard Emergency Warning Signal
SOP	Standing Operating Procedure
SRB	State Rescue Board
USAR	Urban Search & Rescue
VRA	Volunteer Rescue Association

2 INTRODUCTION

New South Wales has well established and tested emergency management arrangements under the [State Emergency and Rescue Management Act 1989](#) (SERM Act) and its subordinate [State Emergency Management Plan \(EMPLAN\)](#), [sub](#) and [supporting](#) plans.

A key component of these arrangements is planning for evacuation which may be used as a means of mitigating the effects of an emergency on an individual, household, or defined community of interest.

Evacuation is *a risk management strategy that may be used to mitigate the effects of an emergency on a community. It involves the movement of people to a safer location and their return. For an evacuation to be effective, it must be appropriately planned and implemented* (AGD EMA Evacuation Planning Handbook 4).

This should not be confused with rescue which is defined as *‘the safe removal of persons or domestic animals from actual or threatened danger of physical harm’* (State Rescue Policy).

Evacuation is a scalable activity in that it may be applied to individuals, a household, a street, a large facility (eg. school or hospital), a suburb, a town or a larger geographic area.

An effective evacuation requires appropriate consideration of the processes involved in correctly managing such an event in terms of both pre-event and operational planning.

Planning for evacuations must be inclusive of the reasons for implementing these arrangements, considerations for persons once evacuated, and the mechanisms for return and recovery processes. Evacuation planning must be underpinned by a risk-based decision making process.

Where the impact of an emergency is of a scale and complexity that exceeds the capability of a combat agency to undertake evacuation within its own resources, the need to call upon other government services may be required.

As this may in turn place increased demands on these third parties, agreed roles and responsibilities in relation to evacuation will be critical across all elements of the sector.

2.1 Aim

The aim of this guideline is to inform and enhance existing emergency management arrangements for evacuations during actual and, or forecast emergencies. This guideline does not replace evacuation arrangements for specific hazards (eg. floods, bush fires) which are contained within individual Sub Plans and agency specific policies.

This guideline is intended to have a general, cross sector and all hazards applications.

Combat Agencies and Functional Agencies can chose to employ or enhance its provisions within their respective internal policies.

2.2 Scope

The New South Wales Government is committed to ensuring the community is well prepared and that emergency services and government agencies are able to deliver effective emergency management support, for events whether within State borders or elsewhere.

[*NSW 2021 plan*](#) sets the Government's agenda for change in New South Wales. Of note, Goal 28 is to ensure NSW is ready to deal with major emergencies and natural disasters.

This guideline is prepared under the auspices of the EMPLAN, to compliment relevant sub and supporting plans.

It takes an all-hazards approach and outlines the key requirements and principles, authorities, responsibilities and mechanisms for the conduct of evacuations where formal emergency management arrangements are required.

2.3 References & Acknowledgments

This guideline has been prepared with reference to:

- *Relevant New South Wales legislation and policies.*
- [*State Emergency & Rescue Management Act 1989.*](#)
- [*State Emergency Management Plan*](#) and other [*Sub*](#) & [*Supporting*](#) Plans.
- [*Emergency Management Australia Evacuation Planning \(Handbook 4\).*](#)
- *Queensland Evacuation Guidelines for Disaster Management Groups.*
- *Victorian Emergency Management Plan – Evacuation Guidelines (Appendix 9).*
- *Victorian Department of Health & Human Services – Vulnerable People in Emergencies Policy.*
- *Australian Red Cross Evacuation Centre Field Guide.*
- *Australasian Fire & Emergency Services Authorities Council Position Paper on Community Safety and Evacuation during Bush Fires.*
- *Emergency Management Australia Flood Preparedness Manual (20), Flood Warning Manual (21), Flood Response Manual (22) and Tsunami Emergency Planning in Australia Manual (46).*
- *Australasian Fire and Emergency Services Authorities Council Guideline on Emergency Planning and Response to Protect Life in Flash Flood Events.*

3 ADMINISTRATION & GOVERNANCE

3.1 Operational Expenditure

The ["Guidelines for Reimbursing Agency Expenditure Related to Disaster Emergency and Recovery Operations"](#) outlines the requirements for recovering and reporting certain expenditure incurred during emergency response and recovery operations. Agencies are advised to consult with NSW Treasury for additional advice.

Expenditure of funds by Emergency Service Organisations (ESO) or Functional Areas involved in evacuation operations during an emergency response and/or recovery operations is to be met in the first instance by the providers of resources from within their normal operating budgets.

Should expenditure be of such a magnitude as to prevent the providing department/agency/functional area from continuing their normal operations for the remainder of the financial year, NSW Treasury may provide supplementation, however Departments cannot be guaranteed that funding will be provided.

Urgent expenditure outside the scope of Emergency Service Organisations or Functional Areas may be directed to the State Emergency Operations Controller (SEOCON) in consultation with NSW Treasury.

3.2 Training and Exercising

The capability of agencies to efficiently conduct evacuation operations depends upon the maintenance of a sufficient quantity of appropriately trained personnel and the regular testing of facilities, systems and personnel through the conduct of exercises.

Agencies that are responsible and/or assist in such operations are to ensure personnel who may be involved undertake appropriate training that relates to evacuation management.

Ministry for Police & Emergency Services (MPES) and Emergency Management Australia (EMA) provide a range of courses that address the skills relating to evacuation management.

Local/Regional Emergency Management Committees are encouraged to hold an evacuation management exercise annually.

3.3 Review

This guideline is to be reviewed through consultation with stakeholders affected by this document:

- no less than every three years;
- following an emergency resulting in significant evacuations;

- following any amendments made to the SERM Act or EMPLAN; and
- as directed by the State Emergency Management Committee (SEMC).

4 LEGISLATION

4.1 Authority to Evacuate

Agencies with legislated authority to order an evacuation are:

- Combat Agencies with appropriate legislation; and
- the NSW Police Force.

A Combat Agency generally issues an order to evacuate; consideration should be given to how affected residents may respond to such an order. Police Officers generally enforce such orders and may use reasonable force in some circumstances which is detailed in Section 4.3 of this guideline.

AGENCY	LEGISLATION	AUTHORITY
NSW Police Force	Section 60L <u>State Emergency & Rescue Management Act 1989</u>	A senior police officer may, if satisfied that there are reasonable grounds for doing so for the purpose of protecting persons from injury or death threatened by an actual or imminent emergency, direct, or authorise another police officer to direct, a person to do any or all of the following once a danger areas is declared: (a) to leave any particular premises and to move outside the danger area, (b) to take any children or adults present in any particular premises who are in the person's care and to move them outside the danger area, (c) not to enter the danger area. A 'danger area' means the areas specified by a senior police officer as the area affected by an emergency.
Fire & Rescue NSW	Section 19 <u>Fire Brigades Act 1989</u>	The officer in charge at a fire or hazardous material incident may cause to be removed any person, vehicle, vessel or thing the presence of whom or which at or near a fire or hazardous material incident might, in the officer's opinion, interfere with the work of

		any fire brigade or the exercise of any of the officer's functions.
NSW Rural Fire Service	Section 22A Rural Fires Act 1997	An officer of a rural fire brigade or group of rural fire brigades may cause to be removed any person, vehicle, vessel or thing the presence of whom or which at or near a fire, incident or other emergency might, in the officer's opinion, interfere with the work of any rural fire brigade or the exercise of any of the officer's functions.
NSW State Emergency Service	Section 22 State Emergency Service Act 1989	The Commissioner may, if satisfied that it is necessary or convenient to do so for the purpose of responding to an emergency to which this Part applies, direct, or authorise an emergency officer to direct, a person to do any or all of the following: (a) to leave any particular premises and to move out of an emergency area or any part of an emergency area, (b) to take any children or adults present in any particular premises who are in the person's care and to move them outside the emergency area or any part of the emergency area, (c) not to enter the emergency area or any part of the emergency area.

4.2 State of Emergency

During a [State of Emergency declaration](#), the Minister may direct or authorise emergency services officers to exercise evacuation and other safety powers (*Section 37(1) SERM Act*).

These include the ability to direct a person:

- (a) to leave any particular premises and to move out of an emergency area or any part of an emergency area;
- (b) to take any children or adults present in any particular premises who are in the person's care and to move them outside the emergency area or any part of the emergency area; and
- (c) not to enter the emergency area or any part of the emergency area.

An 'emergency area' means the area in which a State of Emergency is declared to exist.

Emergency Service Officers are defined (Section 32 SERM Act) as:

- (a) a police officer;
- (b) an officer of Fire and Rescue NSW of or above the position of station commander;
- (c) an officer of the State Emergency Service of or above the position of unit controller;
- (d) a member of a rural fire brigade of or above the position of deputy captain;
- (e) a Regional Emergency Management Officer; and
- (f) a member of the Ambulance Service of NSW of or above the rank of station officer.

If the person does not comply with a direction (such as to evacuate), an emergency services officer may do all such things as are reasonably necessary to ensure compliance with it, using such force as is reasonably necessary in the circumstances (*Section 37(2) SERM Act*).

4.3 Use of Force

If a person does not comply with a direction given under Section 60L(2) of the SERM Act, a police officer may do all such things as are reasonably necessary to ensure compliance with it, using such force as is reasonably necessary in the circumstances.

Other agency specific legislation also provides for the use of force during evacuations including Section 22E of the [State Emergency Service Act 1989](#) and Section 31 of the [Rural Fires Act 1997](#).

While the use of force is permitted in some circumstances, its use for ensuring compliance of an order to evacuate is not desirable and should be seen as an absolute last resort requiring appropriate consideration.

Use of force is a highly emotive strategy. It requires specific authorities, is resource intensive and is usually executed at the last minute for the urgent protection of people or persons in their care.

Consequently, this measure may place responders at risk of harm from both the hazard and potential physical resistance.

5 TYPES OF EVACUATIONS

5.1 Immediate Evacuation

This results from a hazard impact that forces immediate action, thereby allowing little or no warning and limited preparation time. Hazardous materials incidents, air crashes, bush fires, flash flooding or earthquakes are examples that may require immediate action.

5.2 Pre-Warned/Managed Evacuation

This follows the receipt of sufficient and reliable information which prompts a decision to evacuate ahead of a potential hazard impact. Examples may include flooding, storm surge, forecast fire danger periods, loss of utilities and protracted isolation

This type of evacuation requires a concept of operations to be developed by the combat agency in consultation with key stakeholders for the various stages of evacuation (refer Section 6). This can be during pre-incident planning (ie documented in Sub Plans) or at the time of an emergency.

5.3 Self Managed Evacuation/Relocation

This is a spontaneous type of evacuation involving the self-initiated movement of people as individuals, families or community groups. This may include circumstances where residents are advised to leave early ahead of dangerous conditions (eg. during days of Catastrophic fire danger).

Self evacuation or relocation can be helpful in that it reduces the number of people that remain within a potential impact/evacuation zone. Self evacuation may occur based on an individual's level of risk or vulnerability or when authorities deem it unnecessary.

This form of evacuation may result in a level of community expectation that authorities may not be able to immediately support.

6 ALTERNATIVE TO EVACUATIONS

6.1 Shelter in Place

On some occasions it may be assessed by the relevant Incident Controller that people would be safer to stay at their location and shelter in place rather than attempt a late evacuation.

Shelter in place should be considered as an alternative when the risk associated with evacuation is seen as being greater than that of sheltering in place (eg. hazardous materials plumes or frail people at risk from movement) or as an outcome of an immediate threat to individuals, households or a defined community of interest where evacuation cannot be initiated in a safe manner.

Where affected persons are isolated or required to shelter in place for protracted periods, planning should include provisions in relation to resupply operations. Resupply planning is to be initiated by the relevant Combat Agency in consultation with the Emergency Operations Controller (EOCON).

7 PLANNING EXPECTATIONS

7.1 Combat Agencies

All types of evacuations require pre-planning in order to attain an effective coordinated approach. Hazard sub plans should outline the risk management strategies and associated evacuation requirements.

Any planning for an event or impact should have the capacity to adapt to changing or unforeseen circumstances. Where an agency is responsible for the evacuation planning for a particular hazard, it should:

1. Include actions within their sub plans that are consistent with this guideline (where appropriate);
2. Identify, during hazard analysis processes, potential numbers of evacuees across hazard impact scenarios;
3. Pre-determine evacuation strategies/triggers related to the likely impact of a hazard (where practicable). These may include communities within high bush fire risk areas, flood inundation areas, storm surge and tsunami impact zones; and other areas affected by natural and technological hazards; and
4. Estimate timeframe required to evacuate identified areas and facilities eg. Health and aged care centres (including provision of warnings). These parameters in conjunction with evacuation strategies/triggers provide for an informed decision.

7.2 Emergency Management Committees

Where a combat agency has a legislated or designated role to plan the response for a particular hazard, the following points need to be considered with input and assistance from Emergency Management Committees:

- Vulnerable community groups and the level of support required to evacuate eg. those individuals who have no access to formal or informal networks; potential disconnected social networks ie. family (children separated from carers/ parents);
- Strategies for evacuation routes;
- Identify and evaluate premises which may be utilised as evacuation centres;
- Strategies for the activation and management of these facilities once operational;
- Strategies for displaced persons – what arrangements are in place for those persons who for whatever reason or circumstance cannot return home (ie. need to differentiate between immediate needs over a couple of hours displacement as

opposed to overnight displacement; or extended/protracted displacement over a number of days etc);

- Consideration as to the impact of concurrent evacuations by other agencies or institutions eg. private nursing homes, stranded rail passengers;
- Strategies for those persons that remain in place;
- Access and egress strategies for both those that have remained in situ and for the population travelling in and out of the evacuation zone;
- Media management - strategies for media in receiving key messages for broadcast in addition to the co-ordination of the media access and egress into evacuation areas;
- Public information management - communication pre, during and post evacuation (ie. key messages, where will this be available, need to consider how to supply information to those displaced on the ground without telecommunications/internet connectivity at evacuation centres); and
- Standard practices such as Workplace Health & Safety of emergency service organisation personnel and facilities such as Evacuation Centres

Annexure E outlines the roles and responsibilities of Emergency Service Organisations and Functional Areas during evacuation operations.

7.3 Community Engagement & Liaison

Community Engagement, within the evacuation context, is the *‘process of stakeholders working together to build resilience through collaborative action, shared capacity building and the development of strong relationships built on mutual trust and respect’* (National Strategy for Disaster Resilience and Community Engagement Framework).

This aids in ensuring the community is part of contributing to, accepting of and acting towards the necessary evacuation outcomes.

Community Liaison, within the evacuation context, is the action of information sharing immediately prior to, during and after an event.

Where there is a known threat to the community, which may require an evacuation, the combat agency should undertake community engagement to ensure residents are informed and aware of such threats. This includes the development of a community engagement plan developed in consultation with the EOCON, Local Government and key emergency management stakeholders.

Engagement as early as possible provides greater opportunity for success, and must be a properly planned and delivered strategy that incorporates all stakeholders involved or affected by the

evacuation. It should not be undertaken as a tokenistic gesture as evacuations require acceptance and cooperation from the community in order to achieve the required outcome.

Community Engagement incorporates:

- Sharing information that accommodates the demographics and language groups of the community;
- Seeking and obtaining responses and understanding from the community;
- Providing opportunities to promote individual and community disaster preparedness;
- Where possible, ensure the community is included in the planning and decision making process;
- Using persuasive strategies to ensure the community understands the risks and justification for the decision; and
- Collaboration and cooperation across all stakeholders in the evacuation process.

Planning and implementing community engagement strategies, for the purpose of effecting evacuations, should always be undertaken by personnel who are well trained and able to facilitate the process.

There are many ways in which community liaison during the planning process may occur, dependent upon the size and level of participation/compliance required. These include:

- Community meetings;
- Newsletters/brochures;
- Information booths/sites/shop fronts;
- Use of social, print, audio and visual media;
- Door to door; and
- Voice to voice (Telecommunications).

7.4 Vulnerable/At Risk Persons

A person's vulnerability can increase with exposure to hazards, social isolation, loss of personal support and/or as a result of their own decision making and behaviour in response to a risk.

Other factors that may be considered when assessing an individual's vulnerability include:

- a) Mobility;
- b) Health or Disability status;

- c) Socio economic status;
- d) Age;
- e) Culture; and
- f) Lack of familiarity with environment.

It is recognised that such individuals may need greater family/carer assistance during an emergency.

Some people living in the community may be unable to activate their own evacuation plan without support and those who do not have a personal support network may require assistance to safely evacuate.

Additionally, the individual may be unable to comprehend warnings and directions and/or respond in an emergency situation.

Combat Agencies, Local Government and other supporting organisations may provide tailored advice regarding specific vulnerabilities within the community.

This advice may include the need to develop personal safety plans with an emphasis on leaving early and identification of appropriate support to do so.

7.5 Vulnerable/At Risk Community Facilities

During an emergency or imminent threat of an emergency, special consideration must be given to evacuation of vulnerable facilities within the community.

People within such facilities and those who care for them, are likely to need more time, resources, support and assistance to evacuate safely. Such facilities include hospitals, group homes, aged care facilities, schools and pre-schools, prisons, caravan parks and tourist facilities.

Facilities will require early advice and may need to be evacuated prematurely due to the complexity of the process and the duty of care borne by the provider.

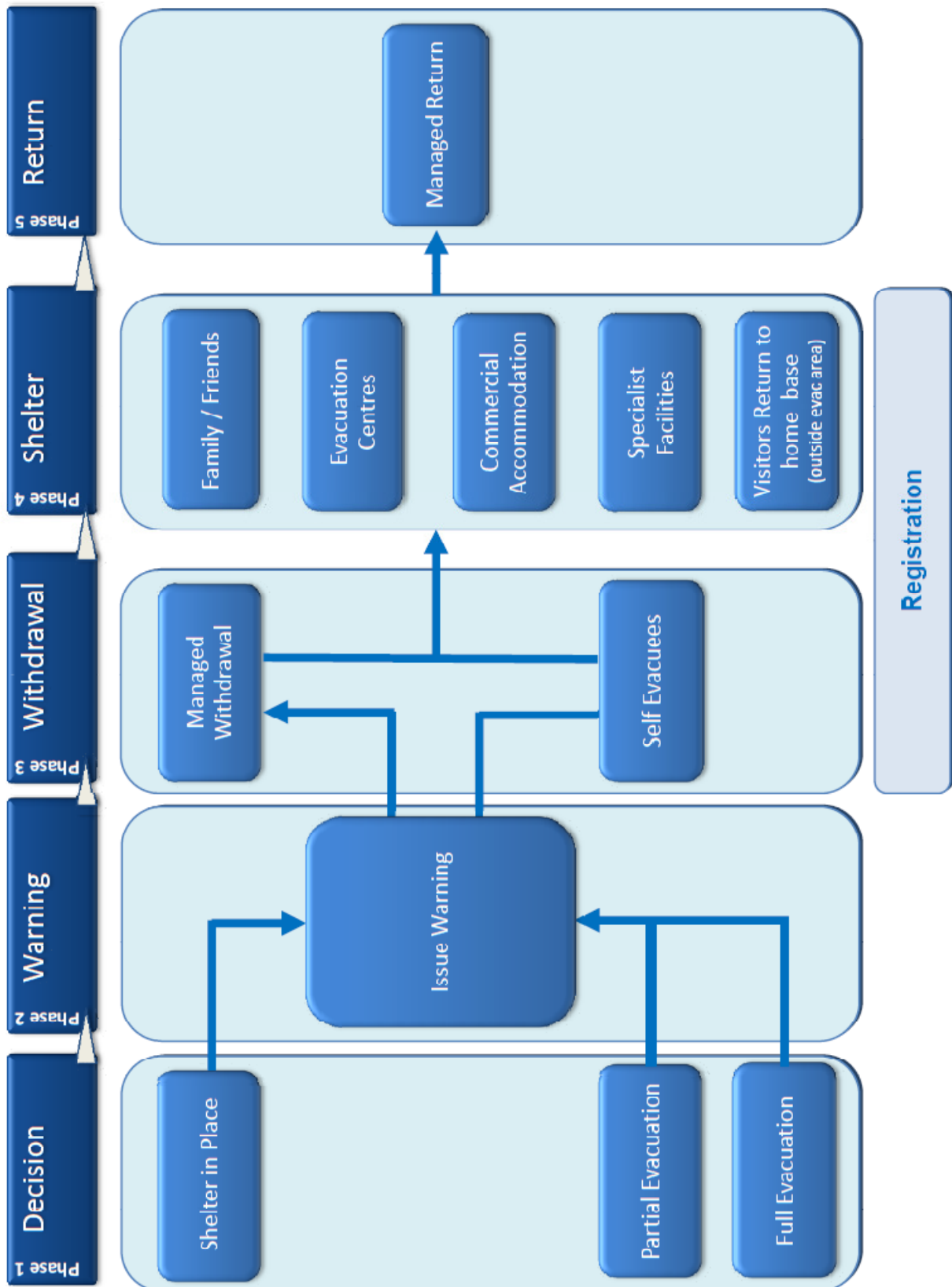
These facilities may be required to have evacuation plans in place to appropriately plan for and undertake an evacuation when this is recommended. Such plans should ensure alternate accommodation is appropriate to meet the needs of such individuals. Some facilities are required to have such plans as part of their regulatory and funding requirements.

However, such plans cannot rely on the immediate availability of emergency service personnel to undertake the evacuation.

Combat Agencies and the EOCON will rely on Local Emergency Management Plans to have a current list of facilities where vulnerable people are likely to be situated.

8 EVACUATION PROCESS

The evacuation process depicted below is further described between pages 19-48.



9 DECISION

The decision to advise or direct people to evacuate should be considered whenever there is a potential need to move people to a safer place. This process should be constantly reviewed in changing circumstances. Where an evacuation has already been instigated, whether by a combat agency or members of the public self evacuating, the decision process should consider how support is best provided.

Combat Agencies which have a legislated or designated planning role for managing a particular hazard should consult with the EOCON/NSW Police Force, other emergency services and Functional Areas including Welfare Services, Transport, Health and Animal & Agriculture Services in the evacuation decision making process.

The management and consequences of an evacuation can be complex and will require a high degree of strategic risk-based planning and co-ordination. Key planning decisions should include:

- what is the rationale behind the decision making to implementing or not implementing evacuation;
- what is the evidence eg. foreseeable conditions based on best available intelligence at the time;
- how was the decision realised eg. was a dynamic risk assessment undertaken;
- what are the potential consequences to the community once the advice or directive to evacuate has been made; and
- the availability of resources and necessary time frame available/required.

The authority making the decision to evacuate needs to convey clearly their decision and rationale to all stakeholders, including the community.

It is recognised and acknowledged that some evacuations do not allow for early notification and reasonable lead times to undertake all required actions. However, where the hazard threat is predicted or known and allows for a period of planning, the Combat Agency is to ensure that the stake holders listed above are notified at the earliest possible opportunity to initiate evacuation arrangements.

The decision to evacuate people who are at immediate risk during an emergency is not always straightforward, as it is often based on incomplete or unverified information in a rapidly developing and dynamic situation. Timing of the decision is a significant factor.

Incident controllers must consider whether the lead warning times they have available to them permit a safe evacuation of a location threatened by a hazard. If sufficient time is available then properly planned and executed evacuation is the most effective strategy.

If insufficient time is available for a full evacuation, secondary strategies may need to be considered such as a partial evacuation, refuge in a suitable structure such as a structurally sound upper floor above the probable maximum limit of flooding, or refuge in a Place of Last Resort/Neighbourhood Safe Place for bushfire.”

A combat agency that authorises an evacuation may not necessarily carry out the physical evacuation. Control of the evacuation may be handed over to the EOCON. If this occurs, the Combat Agency should provide a formal request to the EOCON.

Annexure A provides additional considerations for evacuation which can be used by the evacuation authority during the decision making process.

10 WARNING

During emergency response operations, the term ‘warning’ is used to refer to communications from emergency management agencies to the community to inform them of an impending emergency and/or provide them with information or advice regarding the actions they are required to undertake during an emergency.

Applied to evacuations, messages to the community will be either a warning to affected people that they prepare to evacuate or a directive that they evacuate immediately or within the given time frame.

The combat agency or authorising authority will issue such messages to the community in accordance with their respective Sub Plan.

If the responsible combat agency requires assistance with issuing an evacuation message, the Public Information Functional Area Co-ordinator (PIFAC) may be advised who will facilitate support and assistance as required.

10.1 Warning Messaging

When the decision to evacuate has been made, it is imperative that public messaging be issued at the earliest possible opportunity. Public messaging may evolve as the emergency or evacuation unfolds. To maximise the responsiveness to an evacuation the message should:

- a) be clear and succinct;
- b) be delivered via a number of modes and channels with consideration to the community;
- c) use plain and consistent language (eg. be free of jargon or euphemisms);
- d) translation of key messages;
- e) include explicit information in relation to the evacuation and actions required; and
- f) information for individuals that chose to remain in place.

Specific warning arrangements are to be detailed in the various Sub Plans.

Annexure C provides considerations for composing and methods for disseminating evacuation messages to the general community.

11 WITHDRAWAL

Withdrawal is the orderly removal of people from the defined area of risk as determined in the decision making process. Depending on the scale of the evacuation, the Combat Agency should liaise with the EOCON and may request assistance to co-ordinate support and logistics.

Late evacuation can pose a significant risk of exposing people and emergency service personnel to dangers such as fire, severe weather and congested roads. Even though it may be desirable to evacuate people from an impacted area, it may be safer to leave the population in-situ.

Where residents are unable to leave safely prior to the hazard impact, consideration should be made as to whether rescue arrangements may need to be initiated.

11.1 Staged/Phasing

Some evacuations may be phased to avoid congestion, support co-ordination arrangements due to lack of resources or to ensure that people most at risk can be safely evacuated in time. Phasing may be by geographical area or segments of the community.

11.2 Transportation

Effective transportation strategies are essential in ensuring a timely evacuation. Affected residents should be encouraged to use their own methods of transportation where appropriate.

Transport Services Functional Area has access to both public and private transportation resources including road, rail, air and marine.

The [Transport Services Functional Area Supporting Plan](#) identifies arrangements to effectively and efficiently co-ordinate the mobilisation and deployment of transport resources available within the State for emergency response operations. When arranging transportation, consideration must be given to the availability and lead time needed to organise such resources.

Evacuation strategies and the use of a particular type of transport resource should consider the needs of individuals with a disability or limited mobility, children and companion animals.

11.3 Management of Traffic Control Points

The *'Standing Operating Procedures – Traffic Control Points During Emergencies'* deals exclusively with the staffing and operation of Traffic Control Points (TCP) on roads and road related areas during an emergency.

This document is administered by the NSW Police Force and recognises two access levels being 'No Entry' and 'Restricted Entry'.

The determination as to the level of access at a specific point will be determined by the combat agency responsible for the emergency in consultation with the NSW Police Force.

Traffic Control Points are to be staffed by NSW Police Force and/or the responsible road owner/authority during an emergency in the first instance. Where appropriate, volunteers from the NSW Rural Fire Service (NSW RFS) and NSW State Emergency Service (NSW SES) may assist in this role at the request of the NSW Police Force.

The principles of this procedure should be incorporated within individual sub plans which may detail additional requirements.

11.4 Evacuation Routes

Evacuation planning should include a comprehensive and clearly communicated traffic management strategy developed in consultation with NSW Police Force, Transport Services Functional Area and road owner/authority.

Where possible, evacuation routes should be identified and documented during the pre-event planning. Where specific hazard related evacuation routes can be identified in advance (eg. flood) such detail is to be documented in the relevant sub plan. In any case, risk modelling, analysis and informed evaluation of identified routes is to be undertaken.

Routes to be utilised will be dependent upon the hazard threat and available timeframes. Planners should ensure information is obtained from the combat agency and other relevant authorities to ascertain suitability and specific considerations.

The following should be considered when planning and making use of evacuation routes:

- a) potential number and types of vehicles utilising the routes;
- b) leads away from the potential or actual hazard(s);
- c) route capacity considered in relation to available timeframe;
- d) management strategies identified for traffic congestion, route blockage or breakdowns including vehicle removal;
- e) restrictions on heavy vehicles (including dangerous goods) and vehicles towing caravans/trailers;
- f) identification of contra-flow options and associated safety measures; and
- g) movement of emergency service and other responder vehicles in relation to evacuation route(s).

11.5 Evacuation Route Signage

If time permits in the lead up to an evacuation (eg. pre-warned evacuation) signage should be clearly displayed along the evacuation route and appropriate to the conditions utilising permanent resources (ie. Visual Messaging Signs) or non-permanently displayed resources (ie. mobile Variable Messaging Signs).

Signage may display of the location of the evacuation centre(s) as well as when evacuees are outside the evacuation zone.

Local Councils and Roads & Maritime Services (RMS) can facilitate signage requirements. Private traffic management companies may also have additional resources available.

11.6 Maintenance of Evacuation Routes

Where roads are identified and designated as evacuation routes within hazard impact areas, consideration should be given to the maintenance or upgrading works on these routes by the road owner/authority during events and outside seasonal threat periods.

11.7 Assembly Areas

Assembly areas are designated locations used for the assembly of affected persons outside an emergency area prior to transport to a place of safety or evacuation centre. As such, these areas do not provide welfare assistance nor are they used for longer term sheltering or provision of meals.

Assembly areas, if not pre determined, are generally chosen by the Combat Agency in consultation with the NSW Police Force or other supporting agencies. In some cases, there may be more than one assembly area. Assembly areas may be pre-identified based on a specific hazard or chose depending on the operational circumstances.

It is preferable that assembly areas are public/open spaces, clear of hazards and have suitable access/egress for the mode of transport being co-ordinated.

During evacuations affected people are encouraged to utilise their own transport to move away from the danger area. Only where Disaster Victim Registration (DVR) is being conducted should these people be encouraged to attend an Assembly Area.

However some people may not have their own transport and may also require additional assistance to evacuate from the assembly area. While domestic animals may be taken to an assembly area, owners must ensure they are self sufficient in terms of their care.

Assembly areas should have representation from NSW Police Force and other appropriate agencies to assist with public information and registration (if determined for this to occur prior to arrival at the Evacuation Centre by the senior Police Officer).

11.8 Disaster Victim Registration

Disaster Victim Registration (DVR) is a process administered by the NSW Police Force which involves documenting displaced persons, including those transported to a medical care facility because of injury. While the NSW Police Force is the responsible agency, resources and personnel from other agencies and community partners can be requested to assist.

All displaced persons who attend a nominated evacuation centre should be registered. Arrangements for registering those persons who are injured and transported to a medical care facility will require police resources to be allocated, which may be across several locations. Liaison with Ambulance Service NSW and Health Services Functional Area will be required.

In cases where affected individuals decide to relocate to family, friends or other locations, consideration is to be given to the need and method by which this information can be obtained. During a mass casualty/fatality event, self registration can assist in locating unaccounted persons or other investigative processes.

Methods may vary depending on the volume of evacuees and may include the completion and submission of approved registration forms at a suitable location or the dissemination of a telephone number to call for registration.

The location of registration may vary and may not be performed at an Evacuation Centre. Whilst registration should be encouraged, an individual may refuse as it is not mandatory.

Displaced persons may complete approved registration forms themselves however this should only be considered as a last resort in the absence of adequate resources. A displaced person completing an approved registration form should not be permitted to view details of other persons not in their company.

Self evacuees do not have to attend an Evacuation Centre for the purpose of registering however the NSW Police Force may implement alternative arrangements to capture this detail.

Completed forms may be transmitted and entered into the [Register.Find.Reunite](#) system by the NSW Police Force. [Register.Find.Reunite](#) replaced the previous National Registration Inquiry System (NRIS) and is an active computer database system maintained by the Australian Red Cross designed to provide relatives and close friends with basic details of the whereabouts and safety of people they know who may be visiting, living or working in an emergency affected area.

During large scale events, the Public Information & Inquiry Centre (PIIC) is operated by the NSW Police Force to assist in processing such enquiries.

11.9 Security of Evacuated Area

During periods of evacuation, it is important that a perimeter is maintained of the area affected to restrict access by members of the public. This is done for both safety reasons and to ensure the security of unattended premises.

NSW Police Force may consider imposing traffic control points (as described above) and conducting proactive ground and aerial patrols of such areas. Private security may also be engaged to assist during significant and/or protracted operations.

12 SHELTER

Emergency shelter provides for the temporary respite of evacuees. Facilities within an emergency shelter may be limited, but should provide security and personal safety, protection from the climate and enhanced resistance to ill health and disease. It should also aim to sustain family and community life as far as possible in difficult circumstances.

Facilities within a shelter should meet the minimum requirements for providing food, water, sanitation and if possible, sleeping facilities.

Following an evacuation, shelter should be provided until other arrangements are made (eg. family and/or friends, emergency accommodation), or until it is safe to return.

12.1 Evacuation Centres

An evacuation centre is defined as *'a centre which provides affected people with basic human needs including accommodation, food and water'* (Australian Emergency Management Glossary).

It is a facility established outside the area at risk to meet the immediate needs of disaster affected people following evacuation from an emergency situation; this may include travellers (commuters and tourists) who are unable to complete their journey.

It may be needed for only a few hours, or may be needed for numerous days; it may or may not need to sleep people overnight. It also acts as a point of communication whereby affected persons are able to obtain up to date emergency information.

The table below outlines some of the facilities and services required in an evacuation centre:

Essential	Recommended	Desirable
Water	Bedding (if likely to be required)	Entertainment
Food	Heating & Cooling requirements	Access to telephones and the internet
Personal Support	Extra clothing	Transport Support
Toilets	Showers	Electronic recharging facilities eg. mobile telephone
Wash Facilities	Personal kits	
Safety/Security	Cultural and religious support	
Basic health assistance, including first aid	Interpreters	
Information	Children’s activities	
Registration	Disabled access	
Disability support		
Companion animal management		
Emergency financial assistance		

An Evacuation Centre is considered a place of work under the [Work, Health and Safety Act 2011 \(Cth\)](#). Therefore, the management and operation of an evacuation centre is to be conducted in compliance with the WHS Act and related regulatory governance.

Welfare Services Functional Area is the responsible agency for ensuring the provisions of the WHS Act are adhered to once such centres are operational and they have assumed management.

Welfare Services Functional Area staff may impose restrictions at any such facility related to entry and the types of activities permissible on site.

12.2 Identification

Local Emergency Management Committees should collectively identify and evaluate premises which may be utilised as evacuation centres. The Evacuation Centre Profile and Summary form (**Annexure F**) assists Local Emergency Management Committees to identify and audit likely premises.

Centres identified and deemed suitable should be reassessed on an annual basis and details documented.

Possible sites should be identified in close consultation with combat agencies. A centre's physical location should be determined using the results of the emergency risk management process to ensure that the facility is located outside the potential hazard impact area.

Where possible, multiple sites should be identified in close consultation with combat agencies to ensure flexibility and redundancy when operating under dynamic emergency conditions.

Multiple site identification can provide a range of options for dealing with contingencies based on proximity, loss of access to a particular site and escalation scenarios (eg. a need to accept displaced persons from other areas).

As the care of pets and companion animals is part of the evacuation process, animal holding areas or facilities for large numbers of animals (eg. showgrounds, animal shelters, pounds) will also need to be identified as care may not be possible or allowed at an evacuation centre.

Identification of such facilities is to be done in consultation with the Animal & Agriculture Services Functional Area.

12.3 Site Selection

Sites that may be used as Evacuation Centres include:

- **Existing facilities** with appropriate operational infrastructure which can accommodate and provide basic services with little supplementation;
- **Temporary facilities** requiring the complete assembly of shelter and supporting infrastructure to provide accommodation and basic services; and
- **Combined facilities** whereby existing facilities are supplemented by temporary facilities on site. This option is preferable where additional capacity may be required.

Existing facilities	Temporary facilities
Registered and/or Community Clubs	Temporary Habitat/Tents
Community hall or centre	Demountable buildings/units
Commercial accommodation (hotels etc)	
Department of Sport & Recreation facilities	
Schools & Universities	

Annexure D provides guidance in relation to the Evacuation Centre size and supporting requirements.

12.4 Management of Evacuation Centres

Once identified and activated by the Combat Agency and/or Emergency Operations Centre, the establishment and management of evacuation centres is the responsibility of the Welfare Services Functional Area.

The Welfare Services Functional Area Supporting Plan details these control and co-ordination arrangements which should also be clearly identified in local emergency management plans, and communicated to the public when required.

Welfare Services Functional Area may request supplementation of support to an evacuation centre through its own means or through an EOCON.

Community messages regarding the shelter phase of an evacuation is to be authorised by the Welfare Services Functional Area in consultation with the Combat Agency. The Public Information Service Functional Area Co-ordinator (PIFAC) may be engaged to assist in the development and dissemination of these messages.

12.5 Provision of Support Services

The provision of emergency accommodation and basic human needs is the responsibility of the Welfare Services Functional Area. The [Welfare Services Functional Area Supporting Plan](#) details the control and co-ordination arrangements for such assistance.

Animal and Agricultural Services Functional Area is responsible for co-ordinating the housing of pets and companion animals of displaced persons. The [Animal and Agriculture Services Functional Area Supporting Plan](#) details the control and co-ordination arrangements for such assistance.

Transport Services Functional Area may assist with the transportation of evacuees and their companion animals. The [Transport Services Functional Area Supporting Plan](#) details the control and co-ordination arrangements for such assistance.

Functional Areas may request supplementation of support through internal means or through an EOCON.

The Combat Agency and EOCON are responsible for ensuring information regarding the hazard and supporting arrangements is provided regularly to affected individuals. Assistance may be provided in this function by the Public Information Functional Area (PIFAC).

If evacuation is necessary to an adjoining Local Government Area, supporting arrangements are to be co-ordinated at a Regional level.

12.6 Major Evacuation Centres

The impact of some emergencies may be of a scale and complexity that exceeds the capability of existing local evacuation centre arrangements, thus requiring the establishment of a Major Evacuation Centre (MEC).

Major Evacuation Centres are defined as *“large scale evacuation centres that require multi agency co-ordination and response to deliver basic services to individuals and their companion animals affected by an emergency.”*

MECs are established to provide emergency accommodation when the scale and duration of the emergency are beyond the capability and capacity of the established local/regional emergency management arrangements for evacuation centres.”

The need for a MEC will be determined through a rigorous assessment of the expected number of people and companion animals presenting at the centre, size of the facility and the length of time it will need to operate. Such needs may be pre-identified and documented within individual sub plans.

The following principles are applied when considering the establishment of a MEC:

1. Preservation of life will always be the primary consideration;
2. A MEC may be required when a decision has been made to evacuate significant numbers of people, their pets and companion animals from an area at risk;
3. Evacuation of significant numbers of people is determined only once a balanced assessment has been made by the Combat Agency and SEOCON, in consultation with the Welfare, Animal & Agriculture, Health and Transport Services Functional Areas as to whether the benefit of moving the population affords better protection compared to having the population remain in situ;
4. MECs will be under the co-ordination of the SEOCON. Following a decision to evacuate, MECs will be established when local/district resources are not sufficient to manage the

emergency accommodation requirements due to the scale and duration of the emergency; and

5. MECs will be established with the view of accommodating a large number of individuals and their companion animals to provide basic needs including shelter, food, water and sanitation.

Additional information relating to public health considerations can be found within the 'Major Evacuations Centres: Public Health Considerations guideline:

http://www0.health.nsw.gov.au/policies/gl/2011/GL2011_011.html

13 RETURN

The final stage of the evacuation process involves the safe return of people to the evacuated area. The return phase must be undertaken in a planned and co-ordinated manner. Timings should be determined and communicated to the evacuated community at the earliest opportunity.

Determination of the appropriate time to return is to be done in consultation between the combat agency and agencies participating in the risk assessment of the evacuated area. This will assist in ascertaining if a restricted, unrestricted or staged return is to be implemented.

13.1 Types of Return

a) Restricted

Conditions may exist within the impacted area that means that total return of evacuees is not suitable. However, the return of evacuees may occur with specific restrictions identified such as:

- occurring during specified times of the day;
- when accompanied by emergency service or other authorised personnel; and
- to undertake specific actions ie. collect personal items, insurance companies to assess damage.

b) Staged

This may involve return of person from areas/sectors deemed safe to return while other areas remain temporarily or permanently restricted. Staging may involve small or large numbers of returning evacuees and may occur over hours or days, depending upon circumstances.

When a staged return is planned, the decision should be communicated to evacuees that may include justifications, timings and any conditions placed upon return.

c) Unrestricted

Although this may take place over hours or days, this option have no restrictions involved. Where unrestricted return is proposed, assistance should be provided for the same evacuees identified during the withdrawal phase.

13.2 Decision and Considerations

The Combat Agency or authority who directed the evacuation will make the decision to allow people to return to an affected area when deemed safe to do so. This may include a staged, restricted or restricted return.

Any decision is to be made in consultation with relevant stakeholders and the community as there may be other factors/considerations affecting return.

Other considerations in the decision include:

- a) **Safety:** Safety within the affected area must be considered prior to returning evacuees. This may include the continued presence of hazardous conditions, risk of recurrence within the operational environment, presence of potential secondary hazards, and structural integrity of buildings and critical infrastructure;
- b) **Crime Scene:** Where deaths have occurred, or are suspected to have occurred in the evacuated area, access may be restricted by the State Coroner or the NSW Police Force due to crime scene preservation or other evidentiary requirements;
- c) **Essential Services & Infrastructure:** Availability of community infrastructure and essential service is required prior to the permanent return of evacuees. These include electricity, gas, water, sewerage, telecommunications, transportation, supply lines for food, fuel and basic commercial services;
- d) **Public Health:** Prior to the return, a complete risk assessment should be undertaken assess the potential public and personal health issues that may affect returning evacuees;
- e) **Community Assets:** Reinstating community assets is an important aspect of contributing to a successful return. Where such assets are unable to be reinstates, temporary arrangements should be made as part of the recovery process. Community assets include food supply shops, banking facilities, schools, child care and health care facilities; and
- f) **Resources:** Similar to the withdrawal phase, there may be a need for significant resources. These may include transportation for people and their pets, personnel for established traffic control points and signage for return routes/restricted areas. Identifying such resources should be guided by those needed during the withdrawal phase.
- g) **Vulnerable Persons:** During the shelter phase, persons with identified vulnerabilities should be connected with support groups and networks to assist them in their return.

- h) **Support Services:*** Support and emergency service personnel should be present during any return of evacuees. This is to be considered during the planning process based on a risk assessment and recovery plan. The combat agency responsible for the hazard should also ensure their presence for an agreed period during any return phase.

While it may be planned for, Functional Areas may not implement support services for the return of displaced residents without consultation and subsequent approval of the Combat Agency or agency directing the evacuation.

Annexure B provides additional considerations for the return of residents following evacuation.

14 TRANSITION TO RECOVERY

During the response phase of an emergency, consideration should be given to recovery requirements. The [State Recovery Plan](#) provides a broad framework for a range of more localised and event-specific recovery plans.

The State Emergency Recovery Controller (SERCON) may, in consultation with the Combat Agency and/or EOCON, deploy a Liaison Officer to the appropriate Emergency Operations Centre to scope potential aspects of recovery that integrate with the shelter and return phases of evacuations

Annexure A

Considerations for an Evacuation (Decision/Warning/Withdrawal Phases)

Situational Awareness	<ul style="list-style-type: none"> •Scale of threat •Current and predictive information •Accuracy and validation of information
Consequences	<ul style="list-style-type: none"> •Level of impact •Degree of injury/damage •Political/media interest •Effect of/on actions or inaction
Timing	<ul style="list-style-type: none"> •Predicted time of onset or impact •Estimated time to undertake warning •Estimated time to undertake withdrawal •Duration of evacuation
Human Resources	<ul style="list-style-type: none"> •Doorknock teams •Evacuation Centre management teams •Assembly area personnel •Disaster Victim Registration teams
Physical Resources	<ul style="list-style-type: none"> •Transportation Points •Signage / Barriers •Evacuation Centres •Traffic Management •Assembly Areas •Animal Shelters
Governance	<ul style="list-style-type: none"> •EMPLAN •Local Evacuation Plans •Registers •Hazard specific sub plan •SOPs and Guidelines
Specific Populations	<ul style="list-style-type: none"> •Vulnerable groups/individuals/facilities) •Transient groups (tourists, commuters) •Cultural •Level of resilience/preparation
Health and Safety Risks	<ul style="list-style-type: none"> •To evacuees •To responders •Medical /infectious disease issues
Consultation	<ul style="list-style-type: none"> •Combat Agency and/or EOCON •Support agencies •Affected community •Functional Areas •Receiving community •Other experts
Public Messaging	<ul style="list-style-type: none"> •Early advice •Timings •Methods identified •Areas identified
Options	<ul style="list-style-type: none"> •No evacuation •Staged movement •Shelter in place (unsafe to evacuate) •Evacuation(planned or immediate) •Self managed •Prepare to evacuate •Mass movement

Annexure B

Considerations for an Evacuation (Return Phase)

Hazards & Damage	<ul style="list-style-type: none">• Presence or Possible return of Hazard• New/Secondary Hazards• Impact Assessment• Structural Integrity & Major Infrastructure
Health	<ul style="list-style-type: none">• Public Health Risks• Safety of returning evacuees and responders• Provision of Mental & Physical Health Services
Business & Other Services	<ul style="list-style-type: none">• Essential Services (Electricity, Sewerage, Gas, Telecommunications, Water)• Commercial Services (eg. food supply, fuel)• Local Government /Government Services• Transport Infrastructure
Human Resources	<ul style="list-style-type: none">• Escorting Personnel• Traffic Management Points/Exclusion areas• Chaplaincy, Outreach Teams and other support services• Recovery Centre Personnel
Physical Resources	<ul style="list-style-type: none">• Transportation• Signage/Barriers• Crime Scene Preservation• Recovery Centre
Governance	<ul style="list-style-type: none">• EMPLAN• Impact Assessment• Demobilisation of resources/services• Recovery Plan• SOPs and Guidelines
Vulnerable Groups & Facilities	<ul style="list-style-type: none">• Level of readiness to return• Hospitals & Aged Care• Education Facilities ability to function
Timings	<ul style="list-style-type: none">• Commencement of return• Estimated time to undertake return• Removal of services /personnel providing return assistance• Exit Strategy
Consultation	<ul style="list-style-type: none">• Combat Agency and/or EOCON• Support agencies• Affected community• Functional Areas• Local Government• NSW Police Force/Coroner
Public Information	<ul style="list-style-type: none">• Return Arrangements• Recovery & Support Services• Safety Advice• Timings
Options	<ul style="list-style-type: none">• Restricted Return• Unrestricted Return• Staged Return

Annexure C

Considerations for Evacuation Messages

Message Type

- Prepare to Evacuate
- Evacuate Immediately
- Shelter in Place (unsafe to evacuate)

Content

- Type of emergency & affected areas
- Predicted severity
- When to start and/or when to be out by
- Individual actions & what to take (eg. medication)
- How to leave (transport, assistance provided, assembly areas, evacuation routes)
- Registration (DVR)
- Where to go (Evacuation Centre location, Family/friends etc)
- Where to get more information
- Specific safety advice
- Issuing Authority
- When the warning should no longer be actioned
- Multi-lingual and translated information
- Information for individuals choosing to remain in place

Dissemination

- Delivery via multiple modes & channels
- Telephony based alert (Emergency Alert)
- Standard Emergency Warning Signal (SEWS)
- Broadcasters (Radio and Television)
- Internet/Websites
- Social Media
- Email
- Special Textphone (TTY)
- Door knocking
- Public Address Systems
- Community Meetings

Annexure D Evacuation Centre Scale Matrix

SCALE TYPE	RESOURCE REQUIREMENT	POSSIBLE PERSONS AFFECTED	PROBABLE TIME PERIOD	SHELTER OPTIONS	EXAMPLE
Small*	Local responders using local resources to manage evacuation needs.	1 – 100	1-6 hrs	Assembly Area(s)	A single building (may include neighbouring buildings) as a result of a site specific occurrence. <i>ie. gas leak or small fire on site.</i>
			6-24 hrs	Evacuation Centre*	
Medium	Local responders using local resources with some assistance from regional resources to manage evacuation needs.	100 - 250	1-6 hrs	Assembly Area(s)	Evacuation or dispersal of persons from parts of a locality or large/multi-level site. <i>ie. localised flooding, fire in multi residential building.</i>
			6-24 hrs	Evacuation Centre	
Large	Local responders with significant regional and/or State resources to manage evacuation needs.	250 - 1000	1-6 hrs	Assembly Area(s)	Evacuation of a large portion of the population from one or more localities <i>ie. Bush fire, Flooding, Terrorist act, CBRN incident</i>
			6-24 hrs	Evacuation Centre	
			24+ hrs	Major Evacuation Centre	
Mass	State resources with regional and local support to manage evacuation needs.	1000+	24+ hrs	Major Evacuation Centre	Evacuation of large population from one or more localities.

This table is indicative only and should be used as a guide.

* Emergency Accommodation, for small numbers of evacuees, can be facilitated by the Welfare Services Functional Area instead of activating an Evacuation Centre.

Annexure E

Agency Roles and Responsibilities relating to Evacuations

Role/Responsibility	Description	Agency
Combat Agency	<ul style="list-style-type: none"> Determine requirement, triggers and area for evacuation in consultation with the Emergency Operations Controller; and Assist in the identification of vulnerable facilities within the danger area. 	Various
Emergency Operations Controller	<ul style="list-style-type: none"> When requested by Combat Agency, oversee evacuation management process, including supporting arrangements; and Assist in the identification of vulnerable facilities within the danger area. 	NSW Police Force
Local Government Local Emergency Management Committee	<ul style="list-style-type: none"> Assist with the annual auditing of identified evacuation centres; Provision of signage and traffic management personnel related to evacuation centre identification and/or evacuation routes; Advice and information related to vulnerable facilities within the Local Government Area; Provide waste management and other support services for evacuation centres as appropriate; Assist with the management, transportation and handling of evacuees domestic animals; and Assist with the development and approval of Traffic Control Plans directly related to evacuation centres. 	Department of Premier & Cabinet – Office of Local Government

NSW Police Force	<ul style="list-style-type: none"> • <i>Disaster Victim Registration</i> – Supervision of registration of all individuals at point of departure (preferential) or upon presentation at Evacuation Centres for entry into the National Registration & Inquiry System (NRIS); • <i>Public Inquiries</i> – managing a disaster victim inquiry centre capable of providing relatives and close friends with basic detail on the location of victims of emergencies, utilising the <i>Register.Find.Reunite</i> system; • <i>Investigations</i> - Conduct of any related criminal or other investigations; • <i>Security</i> – Provision of overall security of evacuated area; • <i>Public order management</i> – crowd control; and • <i>Traffic Management</i> – provision of appropriate traffic management strategies. 	NSW Police Force
Animal & Agriculture Services Functional Area	<ul style="list-style-type: none"> • Responsible for the co-ordination of animal services resources including advice on animal management issues; and • co-ordination of animal services in the event of evacuation, such as emergency accommodation, food, water, immediate medical requirements and care. 	Trade & Investment NSW (Department of Primary Industries)
Health Services Functional Area	<ul style="list-style-type: none"> • Provision of medical, public health and mental health support and advice; • Provision of mental health consultation, support to Welfare Services with linkages to referral pathways; • Public health support and advice, including health risk assessment; 	NSW Health Ambulance Service of New South Wales

	<ul style="list-style-type: none"> • Assist in the identification of vulnerable facilities within the danger area; • Provision of advice on health risks of moving populations versus leaving in situ; and • Provision of general first aid services. 	
Public Information Services Functional Area	<ul style="list-style-type: none"> • In consultation with the Combat Agency and EOCON, co-ordinate public information relating to evacuation operations, road closures and the establishment of evacuation centres. 	NSW Police Force
Transport Services Functional Area	<ul style="list-style-type: none"> • Responsible for the provision of transport resources consistent with arrangements under EMPLAN and the Transport Services Functional Area Supporting Plan; • Transportation assistance for evacuees and their repatriation; • the movement of essential goods, service and personnel to evacuation centres; and • Assist with the development and approval of Traffic Control Plans directly related to evacuation centres. 	Transport for NSW
Welfare Services Functional Area	<ul style="list-style-type: none"> • Setting up and managing an Evacuation Centre identified and activated by the Combat Agency and/or Emergency Operations Centre; • the provision of welfare services in an Evacuation Centre as detailed in the Welfare Services Functional Area Supporting Plan; • Immediate assistance – financial and in kind; • Emergency accommodation (commercial); 	Ministry for Police & Emergency Services

		<ul style="list-style-type: none"> • Catering; • Material Aid; and • Personal support. 	
Telecommunications Functional Area	Services	<p>In consultation with Combat Agencies and Functional Areas, responsible for:</p> <ul style="list-style-type: none"> • Co-ordinating the safe access & movement of telecommunication carrier repair teams; and • Maintaining emergency service, government & public telecommunications in hazard area. 	Department of Finance and Services, NSW Telecommunications Authority
Energy & Utilities Functional Area	Services	<ul style="list-style-type: none"> • Monitor the emerging event, briefings and warnings; and disseminate information to participating energy and utility service organisations of any evacuation strategy; • Assist the Combat Agency and SEOCON in the identification of energy and utility service infrastructure at risk in the evacuation zone and in the coordination of advice regarding the disruption or isolation of services impacted by the event in the evacuation zone; • Coordinate support to utility network operators in the repair and restoration of infrastructure; and • Provision of advice to relevant combat agency and SEOCON on the prioritisation of the restoration of services consistent with the return policy. 	Department of Trade & Investment
Engineering Functional Area	Services	<ul style="list-style-type: none"> • Blast modelling and hazard advice (including safe evacuation routes and Shelter in Place recommendations); • Structural damage and geotechnical (landslips and land stability) 	Department of Finance and Services, NSW Public Works

	<p>assessments;</p> <ul style="list-style-type: none"> • Shoring, demolition, debris removal to facilitate safe evacuation routes especially relating to compromised buildings and critical infrastructure; • Structural damage assessments of Evacuation Centre(s); • Maintenance of essential services to Evacuation Centre(s) including emergency water and sewerage services; • Selection and establishment of Recovery Centre/Flood levee (including temporary levee construction); • Dam integrity and repair; • Flood levee support; • Asbestos contamination assessments and cleanup; • Supply of plant and equipment plus goods and services; • Provision of engineering resources for emergency clearance, maintenance or protection of evacuation routes; and • Provision of engineering resources for re-establishment of water and sewerage services outside Sydney Water and Hunter Water areas. 	
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EVACUATION CENTRE AUDIT & SUMMARY

Council or
LEMC Logo

GENERAL					
Centre Name:					
Street Address:				Suburb:	
Contact Name:		Telephone:		Owner:	
		Mobile:		Postal Address:	
Email:		AH Contact :			

CENTRE DESCRIPTION			
Capacity: Short Term (2.0m ² per person)		Facility Type:	
Long Term (3.5m ² per person)		Coordinates:	
Suitable as Mass Evacuation Centre		Time required to set up:	
Total Floor Area:			

RISK (if relevant)	ASSESSMENT	COMMENTS
Above Flood Height:		
Above Storm Surge:		
Tsunami Evacuation Footprint:		
Fire Risk Rating:		

EVACUATION CENTRE AUDIT & SUMMARY

RESOURCE / ISSUE	INDICATOR	Yes, No or Qty	COMMENT
Alternate Centre	Alternate facility identified		
Animal Holding	Suitable area to establish small animal holding facilities		
	Suitable area to establish large animal holding facilities		
Audio Visual	# Commercial and/or subscription television available		
	# Projectors (or similar)		
	Commercial radio available		
	Public Address System		
	Other (Describe)		
Availability and access	Access available on a 24 hour basis		
	Sealed/paved access to entry		
	Key holder details confirmed		
	Disabled access available		
Bathroom facilities	# Male Toilets (Urinals/Pans)		
	# Female Toilets		
	# Parent Rooms		
	# Showers		
	# Disabled facilities available		
Centre Management	Secure area for use as the Evacuation Centre Operations Room		
Children	Additional rooms available for children's activities		

EVACUATION CENTRE AUDIT & SUMMARY

RESOURCE / ISSUE	INDICATOR	Yes, No or Qty	COMMENT
Communications	Hardline Telephones available		
	Broadband Connectivity		
	Wireless Connectivity		
Display boards	Sufficient white/display boards to display public information		
Electricity	Grid Dependent		
	Alternate onsite power generation		
	Alternate offsite power available for transportation to site.		
Entertainment In situ	# televisions		
	# data projectors		
	# other (describe)		
Facility Furniture	# Seating available on site		
	Bedding furniture available on site		
	Dining furniture available on site		
	Furniture available on site is in good working condition		
Fire Safety	Automatic Sprinklers		
	Fire Extinguishers/Fire Hoses		
	Fire Blankets		
	Last Fire Certification check date (specify date in comments)		
Food Outlets	# Commercial onsite food outlets		
Helicopter Landing	Nearby Helicopter Landing Areas identified and mapped		

EVACUATION CENTRE AUDIT & SUMMARY

RESOURCE / ISSUE	INDICATOR	Yes, No or Qty	COMMENT
Information Technology	# Computers available		
	# Printers available		
	Internet connectivity available		
	#Photocopier available		
Kitchen and Dining facilities	Refrigeration appliances available		
	Cooking appliances available		
	Dish washing facilities available		
	Crockery and cutlery available		
	Food service standards compliant		
	Meal consumption area separate to sleeping/seating areas		
Outdoor Recreation	Area available to allow evacuees to participate in outdoor activities		
Parking	# onsite parking spaces available		
	# offsite parking spaces		
Psychological Services	Discrete area available for meetings and discussions		
Security	Security of centre able to be facilitated		
Sleeping area	Private and discrete area available to allow evacuees to sleep		
Special Needs	Area available for special needs groups/individuals		
Vehicle Access	All weather driveway		
	Access to main door		

EVACUATION CENTRE AUDIT & SUMMARY

RESOURCE / ISSUE	INDICATOR	Yes, No or Qty	COMMENT
	Emergency service pickup point		
Ventilation	Natural ventilation only		
	Air Conditioning available		
	Ceiling or portable fans		
Water Supply	Mains Supply		
	Tank Supply		
	Alternate potable water supply available		
	Hot water available		
	Cold water supply only		
Work, Health & Safety	Risk assessment undertaken		
Other/General Comments			

EVACUATION CENTRE SITE/LOCALITY MAP

EVACUATION CENTRE FLOOR PLAN

