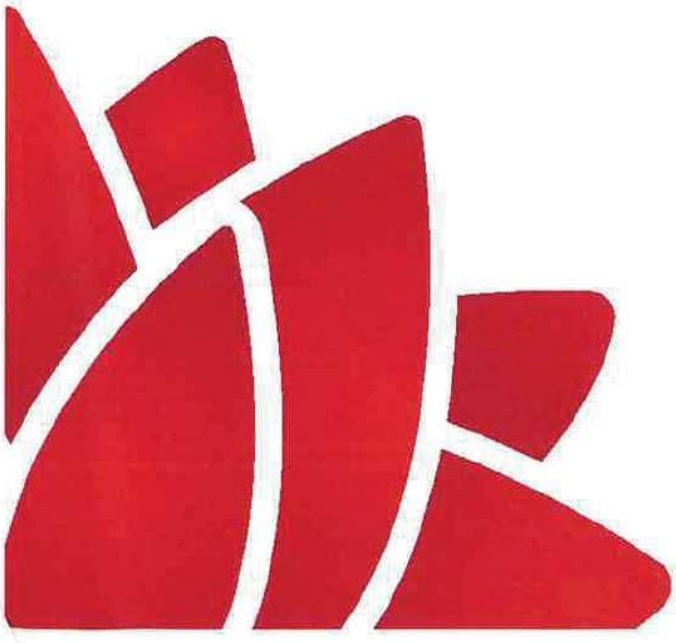
NSW GOVERNMENT

Willoughby / Lane Cove Local Emergency Management Plan July 2021



Part 1 – Administration

Authority

The Willoughby / Lane Cove Local Emergency Management Plan (EMPLAN) has been prepared by the Willoughby / Lane Cove Local Emergency Management Committee in compliance with the State Emergency & Rescue Management Act 1989.

APPROVED

Chair – David Wilson

Willoughby / Lane Cove Local Emergency Management Committee

Dated: 1 September 2021

ENDORSED

T.S. King
A/Assistant Commissioner
Commander
North West Metropolitan Region

Chair

North West Metropolitan Regional Emergency Management Committee

Dated: 13 December 2022

Contents

Purpose

Details arrangements for, prevention of, preparation for, response to and recovery from emergencies within the Local Government Area(s) covered by this plan.

It encompasses arrangements for:

- emergencies controlled by combat agencies;
- emergencies controlled by combat agencies and supported by the Local Emergency Operations Controller (LEOCON);
- emergency operations for which there is no combat agency; and
- circumstances where a combat agency has passed control to the LEOCON.

Objectives

The objectives of this plan are to:

- define participating organisation and Functional Area roles and responsibilities in preparation for, response to and recovery from emergencies;
- set out the control, co-ordination and liaison arrangements at the Local level;
- detail activation and alerting arrangements for involved agencies; and
- detail arrangements for the acquisition and co-ordination of resources.

Scope

The plan describes the arrangements at Local level to prevent, prepare for, respond to and recover from emergencies and also provides policy direction for the preparation of Sub Plans and Supporting Plans:

- Arrangements detailed in this plan are based on the assumption that the resources upon which the plan relies are available when required; and
- The effectiveness of arrangements detailed in this plan are dependent upon all involved agencies preparing, testing and maintaining appropriate internal instructions, and/or standing operating procedures.

Principles

The following principles are applied in this plan:

a) The Emergency Risk Management (ERM) process is to be used as the basis for emergency planning in New South Wales. This methodical approach to the planning process is to be applied by Emergency Management Committees at all levels.
b) Responsibility for preparation, response and recovery rests initially at Local level. If Local agencies and available resources are not sufficient they are augmented by those at Regional level.
c) Control of emergency response and recovery operations is conducted at the lowest effective level.
d) Agencies may deploy their own resources from their own service from outside the affected Local area or Region if they are needed.
e) The Local Emergency Operations Controller (LEOCON) is responsible, when requested by a combat agency, to co-ordinate the provision of resources support. EOCONs would not normally assume control from a combat agency unless the situation can no longer be contained. Where necessary, this should only be done after consultation with the Regional Emergency Operations Controller (REOCON) and agreement of the combat agency and the appropriate level of control.
f) Emergency preparation, response and recovery operations should be conducted with all agencies carrying out their normal functions wherever possible.
g) Prevention measures remain the responsibility of authorities/agencies charged by statute with the responsibility.

Test and Review Process

The Willoughby / Lane Cove Local Emergency Management Committee (LEMC) will review this Plan every three (3) years, or following any:

- activation of the Plan in response to an emergency;
- legislative changes affecting the Plan; and
- exercises conducted to test all or part of the Plan.

Part 2 – Community Context

Annexure A – Community Profile

General

The Willoughby / Lane Cove area comprises the LGA's of Willoughby City Council (approximately 22.55 sq. kilometres) and Lane Cove Council (approximately 10.56 sq. kilometres), a combined total of 33.1 sq. kilometres.

Willoughby

Willoughby City is located in Sydney's northern suburbs about 9 kilometres from the Sydney GPO. The city is bounded by the Municipality of Ku-ring-gai in the north, Middle Harbour in the East, the Municipalities of North Sydney and Lane Cove in the south and the City of Ryde in the west. The City includes all or part of the suburbs of:

- Artarmon
- Castlecrag
- Castle Cove
- Chatswood
- Chatswood West
- Lane Cove North (part)
- Middle Cove
- Naremburn
- Northbridge
- North Willoughby
- Roseville (part)
- St Leonards (part)
- Willoughby
- Willoughby East

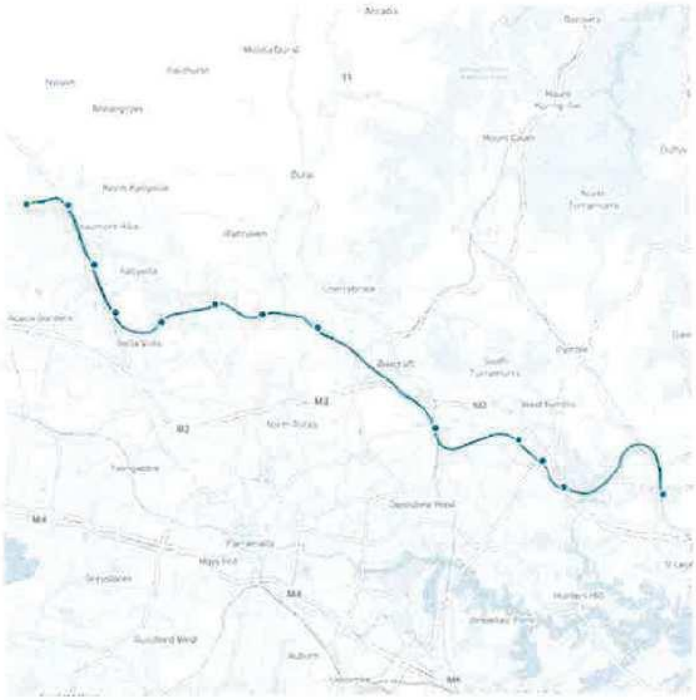
Major features of the City include Northern Sydney Institute of TAFE, University of Technology Sydney-St Leonards Campus, Royal North Shore Hospital, Chatswood Shopping Centre, Castle Cove Country Club, and Chatswood Golf Club, Northbridge Golf Club and various parks and reserves. The City is served by the Gore Hill Freeway, the Pacific Highway and the North Shore railway line with stations at Artarmon, Chatswood and St Leonards.

In 2024, Sydney will have 31 metro stations and more than 66 kilometres of new metro rail, revolutionising the way Australia's biggest city travels.

Sydney's first metro line, the Metro North West, opened on 26 May 2019. Services at the 13 metro stations operate every four minutes in the peak in each direction on Australia's first driverless railway. The line is being extended into the Sydney CBD and beyond, to open in 2024. Metro services are high-frequency, which can quickly take commuters between Tallawong Station and Chatswood Station. The metro stops at 13 stations along the Metro North West Line, including 8 new metro stations and 5 upgraded stations.
Chatswood Station connects to the train and bus system and is staffed 24 hours. Sydney's new metro railway will have a target capacity of about 40,000 customers per hour, similar to other metro systems worldwide. Sydney's current suburban

system can reliably carry 24,000 people an hour per line. Therefore, potentially seeing a lot more people coming through Chatswood Station.

Sydney Metro, together with signalling and infrastructure upgrades across the existing Sydney rail network, will increase the capacity of train services entering the Sydney CBD – from about 120 an hour today to up to 200 services beyond 2024. That's an increase of up to 60 per cent capacity across the network to meet demand.



Lane Cove

Lane Cove Council area is located in Sydney's northern suburbs about 9 kilometres from the Sydney GPO. The Council area is bounded by Willoughby City in the north, North Sydney Council in the east and the Lane Cove River in the south and west. Lane Cove Council includes all or part of the suburbs of:

- Greenwich
- Lane Cove North (part)
- Lane Cove West
- Linley Point
- Longueville
- Northwood
- Riverview
- St Leonards (part)

Major features of the area include Lane Cove River, St Ignatius College, Greenwich Hospital, Lane Cove Shopping Centre, Lane Cove Aquatic Centre, Lane Cove Country Club, Blackman Park, Gore Creek Reserve, Lane Cove Bushland Park and Gore Bay Terminal.

Adjoining Areas

The following Local Government Areas adjoin or are located on the other side of waterways to the Willoughby / Lane Cove LEMC area:

- Northern Beaches
- Ku-ring-gai
- Ryde
- Mosman
- Hunters Hill
- North Sydney

Landform and Topography

Willoughby LGA is located on a coastal plateau orientated southeast to northwest. The maximum height is 108.5m, dropping steeply at the eastern side towards Middle Harbour and on the western side towards Lane Cove River. The area is drained by creeks that flow through covered drains in the upper reaches opening into gullies on the east at Castle Cove (Scotts Creek), Castlecrag (Sugarloaf Creek), and Northbridge (Sailors Bay Creek and Flat Rock Creek). To the west, Little Blue Gum Creek and Swain's Creek drop steeply to the Lane Cove River. The varied topography means that there is a range of microclimates fostering a wide variety native plants species.

Lane Cove LGA is located on the Northern side of Lane Cove River and extends to Mowbray Road in the North, Burns Bay Road in the West and the Pacific Highway in the East. Epping Road bisects the LGA from east to west and becomes the Gore Hill Freeway at Lane cove. The Lane Cove River boundary on the South is defined by five predominately north/south peninsulas. The Peninsulas are separated by bays and linked by areas of bushland. On the east is Lane Cove Bushland Park and on the west is Warraroon Reserve which extends from Lane Cove River to Northwood Centre.

The area's main waterways are the foreshores with Middle Harbour, the Lane Cove River and Sydney Harbour.

Climate

Willoughby and Lane Cove experience:

- A subtropical climate with hot humid summers and mild winters.
- Temperatures range from an average maximum of 27.0°C in January to 17.9°C in July. The highest temperature recorded is about 45°C and the lowest 2°C. Approximately two days exceed 35°C in summer and two days below 5°C in winter.
- Frost occurs only in isolated pockets. The humid summer is relieved by sea breezes. Rainfall may occur in all months with the average rainfall being 1130mm per year.

The LGA's are well ventilated with average wind velocities of 10-12 km/hr, predominately from east to northeast, except in winter when westerlies are more frequent.

The following table provides a summary of key weather statistics for the area.

Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Temperature													
Mean maximum temperature (°C)	27.0	26.8	25.7	23.6	20.9	18.2	17.9	19.3	21.6	23.2	24.2	25.7	22.8
Mean minimum temperature (°C)	20.0	19.9	18.4	15.3	12.3	10.0	8.9	9.7	12.3	14.6	16.6	18.4	14.7
Rainfall													
Mean rainfall (mm)	91.1	131.5	117.5	117.1	100.2	144.7	76.8	75.4	63.4	67.7	90.6	73.0	1150.1
Decile 5 (median) rainfall (mm)	67.0	108.3	99.1	82.6	57.4	116.6	58.2	44.2	42.2	44.9	91.4	66.8	1148.6
Mean number of days of rain ≥ 1 mm	8.2	9.0	10.1	8.1	7.8	9.2	7.1	5.6	5.8	7.6	8.7	7.9	95.1
Other daily elements (2010)													
Mean number of clear days	7.2	5.5	8.0	9.2	10.2	9.2	12.0	15.0	11.8	9.3	5.5	6.6	109.5
Mean number of cloudy days	12.5	13.2	11.6	9.8	10.8	10.3	8.9	6.5	7.3	9.5	13.9	12.9	127.2
9 am conditions													
Mean 9am temperature (°C) (2010)	22.4	22.1	20.7	18.0	14.5	11.9	10.9	12.7	16.2	18.7	19.4	21.2	17.4
Mean 9am relative humidity (%) (2010)	71	76	74	72	75	74	72	64	60	61	67	69	70
Mean 9am wind speed (km/h) (1992)													1
3 pm conditions													
Mean 3pm temperature (°C) (2010)	25.2	25.3	24.2	22.0	19.5	17.2	16.7	18.0	19.8	21.1	22.2	23.9	21.3
Mean 3pm relative humidity (%) (2010)	60	62	59	58	58	56	52	47	49	53	57	58	56
Mean 3pm wind speed (km/h) (1991)													1

Land Use

Willoughby / Lane Cove LGA's are predominantly a residential area but also have substantial industrial and commercial areas. Significant bushland areas are located along the Lane Cove River and the foreshore of Middle Harbour.

Industry throughout Willoughby and Lane Cove varies significantly between suburbs which are zoned for heavy, medium and light industry, Special Business and high and low density residential properties.

There are five identified major pieces of critical infrastructure within the area and these are listed in the restricted section of this document.

In addition to the one major hospital there are 10 public and private hospitals, in excess of 9 aged care facilities and a significant number of retirement villages, over 80 child care facilities and several developments.

Significant Shopping Centres are located at Chatswood and Lane Cove with other smaller shopping centres located at Artarmon, Willoughby and Northbridge. Significant business hubs are located at Chatswood and St Leonards. Railway stations for the North Shore line are located at Chatswood, Artarmon and St Leonards with a major transport interchange located at Chatswood.

Land Use Zone / Type / Classification	Area (m^2)	% of LGA
Willoughby		
B1 Neighbourhood Centres	59,030	0.26%
B2 Local Centres	169,150	0.75%
B3 Commercial Core	363,531	1.61%
B4 Mixed Use	138,695	0.62%
B5 Business Development	84,936	0.38%
B7 Business Parks	49,624	0.22%
E1 National Parks and Nature Reserves	81,443	0.36%
E2 Environmental Conservation	2,600,507	11.53%
E4 Environmental Living	3,221,421	14.29%
IN1 General Industrial	552,004	2.45%
IN2 Light Industrial	562,660	2.50%
R2 Low Density Residential	9,300,527	41.24%
R3 Medium Density Residential	1,383,932	6.14%
R4 High Density Residential	232,224	1.03%
RE1 Public Recreation	1,605,863	7.12%
RE2 Private Recreation	384,409	1.70%
SP1 Special Activities	56,894	0.25%
SP2 Infrastructure	1,337,894	5.93%

Land Use Zone / Type / Classification	Area (m^2)	% of LGA
Lane Cove		
B1 Neighbourhood Centres	32,604	0.31%
B2 Local Centres	94,566	0.91%
B3 Commercial Core	93,246	0.89%
B4 Mixed Use	32,428	0.31%
E2 Environmental Conservation	934,746	8.96%
E4 Environmental Living	33,031	0.32%
IN2 Light Industrial	602,744	5.78%
IN4 Working Waterfront	81,814	0.78%
R2 Low Density Residential	5,830,048	55.88%
R3 Medium Density Residential	252,432	2.42%
R4 High Density Residential	936,492	8.98%
RE1 Public Recreation	649,483	6.22%
SP2 Infrastructure	853,346	8.18%

Population and People

The Census population of Willoughby City in 2016 was 74,302, living in 29,984 dwellings with an average household size of 2.7.

Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

Willoughby LGA	2016			2011			Change
Population	Number	%	NSW %	Number	%	NSW %	2011 to 2016
Population (Excluding O/S Visitors)	74,302	100	100	67,355	100	100	6,947
Males	35,686	48.0	49.3	32,463	48.2	49.3	3,223
Females	38,624	52.0	50.7	34,892	51.8	50.7	3,732
Australian Citizens	54,978	74.0	82.6	52,201	77.5	85.5	2,777

The Census population of Lane Cove Council area in 2016 was 36,051, living in 15,547 dwellings with an average household size of 2.5.

Lane Cove LGA	2016			2011			Change
Population	Number	%	NSW %	Number	%	NSW %	2011 to 2016
Population (Excluding O/S Visitors)	36,051	100	100	31,510	100	100	4,541
Males	17,773	49.2	49.3	15,258	48.4	49.3	2,475
Females	18,313	50.8	50.7	16,252	51.6	50.7	2,061
Australian Citizens	28,909	80.2	82.6	26,524	84.2	85.5	2,385

The past and projected population of Willoughby and Lane Cove LGA's 1996-2041 are:

Year	Total Population	
	Willoughby	Lane Cove
Past		
1996	56,500	31,300
2001	61,800	32,100
2006	66,900	31,700
2011	67,355	31,510
2016	74,302	36,051
Projected		
2021	81,100	43,750
2026	83,050	48,450
2031	90,300	48,500
2036	101,550	48,200
2041	104,150	49,350

Age Profile

The median age of people in Willoughby LGA was 37 years. Children aged 0 -14 years made up 19.4% of the population and people aged 65 years and over made up 13.7% of the population.

The median age of people in Lane Cove LGA was 36 years. Children aged 0 -14 years made up 18.5% of the population and people aged 65 years and over made up 13.7% of the population.

The age profile for each area in 2016 was:

Willoughby	Males	Females	Persons
Total persons	35,686	38,624	74,302
Age groups:			
0-4 years	2,516	2,374	4,896
5-14 years	4,915	4,597	9,510
15-19 years	2,011	1,973	3,986
20-24 years	2,134	2,336	4,472
25-34 years	5,331	5,989	11,319
35-44 years	5,904	6,466	12,373
45-54 years	4,801	5,243	10,050
55-64 years	3,521	3,996	7,522
65-74 years	2,555	2,881	5,430
75-84 years	1,334	1,690	3,022
85 years and over	647	1,078	1,731

Lane Cove	Males	Females	Persons
Total persons	17,733	18,313	36,051
Age groups:			
0-4 years	1,231	1,199	2,425
5-14 years	2,210	2,038	4,247
15-19 years	1,167	756	1,925
20-24 years	994	1,020	2,015
25-34 years	3,090	3,182	6,278
35-44 years	2,854	3,021	5,876
45-54 years	2,249	2,422	4,673
55-64 years	1,739	1,941	3,682
65-74 years	1,303	1,403	2,708
75-84 years	631	822	1,453
85 years and over	265	512	777

Family Type

Family Composition	Willoughby / Lane Cove	%	NSW	%	Australia	%
Couple family without children	6,737	34.0	709,524	36.6	2,291,987	37.8
Couple family with children	10,290	52.0	887,358	45.7	2,716,224	44.7
One parent family	2,395	12.1	310,906	16.0	959,543	15.8
Other family	377	1.9	32,438	1.7	102,559	1.7

Country of Birth

Country of birth	Willoughby	%	Lane Cove	%	NSW	%	Australia	%
Australia	36,692	49.4	21,270	59.1	4,899,090	65.5	15,614,835	66.7
Other top responses								
China (excludes SARs and Taiwan)	7,902	10.6	1,476	4.1	234,508	3.1	509,555	2.2
England	2,739	3.7	1,737	4.8	226,564	3.0	907,570	3.9
Hong Kong (SAR of China)	2,474	3.3	514	1.4	42,347	0.6	86,886	0.4
Korea (republic of South)	2,199	3.0			51,816	0.7	98,776	0.4
India	1,895	2.6	856	2.4	143,459	1.9	455,389	1.9

Aboriginality

For the 2016 Census in Willoughby LGA there were 133 Aboriginal and Torres Strait Islander people. Of these, 62 (or 46.6%) were male and 67 (or 53.4%) were female. The median age was 31 years.

For the 2016 Census in Lane Cove LGA, there were 118 Aboriginal and Torres Strait Islander people. Of these, 71 (or 60.2%) were male and 49 (or 39.8%) were female. The median age was 22 years.

People characteristics	Willoughby	%	Lane Cove	%	NSW	%	Aust..	%
Aboriginal and Torres Strait Islander	133	0.5	118	0.3	216,176	2.9	649,171	2.8
Male	62	46.6	71	60.2	85,080	49.3	270,331	49.3
Female	67	53.4	49	39.8	87,540	50.7	278,037	50.7
Median age	31		22		22		23	

Transport Routes and Facilities

The main transport routes through the area are:

- Boundary Street
- Pacific Highway
- Warringah / Gore Hill Freeways
- Lane Cove Tunnel
- Epping Road
- Eastern Valley Way / Strathallen Avenue
- Centennial Avenue
- The North Shore and Northern Rail Lines including St Leonards, Chatswood and Artarmon Stations
- Chatswood rail/bus interchange
- Major aircraft routes traverse the area

Economy and Industry

Industry throughout Willoughby and Lane Cove varies significantly between suburbs which are zoned for heavy, medium and light industry, Special Business and high and low density residential properties.

There are five identified major pieces of critical infrastructure within the area and these are listed in the restricted section of this document.

In addition to the one major hospital there are 10 public and private hospitals, in excess of 9 aged care facilities and a significant number of retirement villages, over 80 child care facilities and several developments.

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Annexure B – Hazards and Risk Summary

A Local Emergency Risk Management (ERM) Study has been undertaken by the Willoughby / Lane Cove Local Emergency Management Committee identifying the following hazards as having risk of causing loss of life, property, utilities, services and/or the community's ability to function within its normal capacity. These hazards have been identified as having the potential to create an emergency. The Willoughby/Lane Cove Emergency Risk Management Study should be referenced to identify the complete list of consequences and risk descriptions.

Hazard	Risk Description	Likelihood Rating	Consequence Rating	Risk Priority	Combat / Responsible Agency
Agricultural Disease (Animal/Animal)	An agriculture/horticulture incident that results, or has potential to result, in the spread of a communicable disease or infestation.	Rare	Minor	Low	Department of Primary Industries
Bridge Collapse	Failure of a major bridge structure with or without warning owing to structural failure or as a result of external/internal events or other hazards/incidents.	Unlikely	Catastrophic	Extreme	LEOCON
Building Collapse	Collapse of building owing to structural failure or impact from external/internal event or other hazards/incidents	Unlikely	Catastrophic	Extreme	FRNSW (USAR) LEOCON
Communicable Disease (Human)	Pandemic illness that affects, or has potential to affect, large portions of the human population.	Possible	Major	High	NSW Health
Dam Failure	A dam is compromised that results in localised or widespread flooding	Rate	Insignificant	Low	Dam Owners NSW SES
Earthquake	Earthquake of significant strength that results in localised or widespread damage.	Unlikely	Catastrophic	Extreme	LEOCON

Hazard	Risk Description	Likelihood Rating	Consequence Rating	Risk Priority	Combat / Responsible Agency
Fire (Bush or Grass)	Major fires in areas of bush or grasslands.	Possible	Major	Extreme	NSW RFS FRNSW
Fire (Industrial)	Serious industrial fire in office complexes and/or warehouses within industrial estates.	Unlikely	Major	High	FRNSW NSW RFS
Fire (Commercial)	Serious commercial fires in shopping centres, aged persons units, nursing homes and hospitals.,	Unlikely	Major	High	FRNSW NSW RFS
Fire (Residential)	Serious residential fire in medium/high rise apartments.	Unlikely	Major	High	FRNSW NSW RFS
Flood (Flash)	Heavy rainfall causes excessive localised flooding with minimal warning time.	Unlikely	Minor	Low	NSW SES
Flood (Riverine)	River flows exceed the capacity of normal river systems resulting in flood waters escaping and inundating river plains.	Unlikely	Minor	Low	NSW SES
Hazardous Release	Hazardous material released as a result of an incident or accident.	Likely	Major	Extreme	FRNSW
Heatwave	A sequence of abnormally hot conditions having the potential to affect a community adversely.	Possible	Moderate	High	SEOCON
Landslip	Landslip/landslide resulting in localised or widespread damage.	Rare	Moderate	Medium	LEOCON
Storm	Severe storm with accompanying lightning, hail, wind, and/or rain that	Possible	Moderate	High	NSW SES

Hazard	Risk Description	Likelihood Rating	Consequence Rating	Risk Priority	Combat / Responsible Agency
	causes severe damage and/or localised flooding (include tornado).				
Transport Emergency (Air)	Aircraft crashes in LGA resulting in large number of fatalities, injuries and/or damage to property.	Unlikely	Catastrophic	Extreme	LEOCON
Transport Emergency (Road)	A major vehicle accident that disrupts one or more major transport routes that can result in risk to people trapped in traffic jams, restrict supply routes and/or protracted loss of access to or from the area.	Likely	Major	Extreme	LEOCON
Transport Emergency (Sea)	A major accident that results in environmental damage and major recovery operation.	Unlikely	Major	High	Relevant Port / Maritime
Tsunami	A tsunami wave of magnitude that presents a risk to land and marine elements.	Rare	Major	High	NSW SES
Utilities Failure	Major failure of essential utility for unreasonable periods of time as a result of a natural or man-made occurrence.	Possible	Moderate	High	LEOCON

Annexure C – Local Sub Plans, Supporting Plans and Policies

Responsibility for the preparation and maintenance of appropriate sub and supporting plans rest with the relevant Combat Agency Controller or the relevant Functional Area Coordinator.

The sub/supporting plans are developed in consultation with the Willoughby / Lane Cove LEMC and the relevant Combat Agencies.

The plans listed below are supplementary to this EMPLAN. The sub/supporting plans have been endorsed by the LEMC and are determined as compliant and complimentary to the arrangements listed in this EMPLAN.

These plans are retained by the LEMO on behalf of the LEMC.

Plan/Policy	Purpose	Combat /Responsible Agency
Concept of Operations Contingency Planning for Greenwich Peninsula	Viva Energy Gore Bay Terminal	LECON
Sydney Metro Crisis Management Standard	Chatswood Station / Sydney Metro	LECON

Annexure D – COVID 19 Supplement

Key Considerations for this assessment should include, but not limited to:

- Can the facility meet with the social distancing requirements?
- What would the evacuee flow through the facility look like?

Planning assumptions

1. Social distancing and good personal hygiene should be maintained regardless of where an evacuation takes place.
2. Individuals who have been told by NSW Health that they must self-isolate at home should not attend an evacuation centre or animal holding area. If attendance is unavoidable, they should wear a mask. Where possible, specific evacuation arrangements should be considered to transport these individuals separately to the general population.
3. Where practicable and if required, everyone entering an evacuation centre or animal holding area should be screened. If an individual refuses to be screened, that individual will be treated as ill and will be placed in isolation. The requirement for screening should be discussed with the local Public Health Unit.
4. Evacuees, who show signs of illness, must be effectively separated from any shelter population and NSW Health will likely need to arrange alternative accommodation.
5. Evacuees need access to information promoting hand hygiene, respiratory etiquette, social distancing and regular cleaning.

Decision-making checklist

1. Develop clear risk communication messages.
2. Ensure staff are available to oversee social distancing for essential activities, such as bathroom facilities. Arrange to provide water and catering if necessary.
3. Manifest creation (name, mobile, bus ID/number, destination, expected duration of trip).
4. Consider diverting attendance at a physical centre by activating and publicising a "evacuation assistance hotline" and encouraging people to use RFR.

Evacuation assistance hotline

A telephone-based registration and assistance capability (evacuation assistance hotline) can be established to divert people from attending a physical evacuation centre. It will:

- register evacuees

- provide initial triage and referral to other government services, such as:
  - Public Health Unit for persons with COVID-19
  - Ag and Animal Services for persons unable to arrange somewhere for their companion animals
  - Housing Contact Centre for persons unable to make their own accommodation arrangements
  - Provide options for other immediate welfare requirements.

Set up

Where absolutely required, set up any sleeping area in consultation with the local Public Health Unit:

a. Ensure the Screening Area and Isolation Area are physically separate from any sleeping area.
b. Ensure proper sleeping area space allocation per evacuee; ideally 10sqm per person (but no less than 4spm) with 2m separation between edges of each cot and arrange cots "head-to-toe".
c. Allow families to move their cots closer together.

If required, begin daily screening logs for evacuees, staff, partners, and visitors. Consider issuing a different coloured sticker for each day to indicate a person has been screened.

Registration

1. Develop and distribute an information pack describing social distancing and hygiene requirements.
2. Distribute sanitiser (if available).

Public Information Message

Extracted from SES Evacuation Order as an example only. This will be refined in consultation with PIFAC.

Where to go: Stay with family or friends outside of [location], unless you (or someone at your intended destination) are more vulnerable.

If you are unable to stay with family or friends contact TBC on NUMBER for advice; alternatively, an evacuation centre has been set up at [enter location details].

If you are in self-isolation, contact the local Public Health Unit on 1800 004 599 before leaving your home, where possible.

Screening area

Location:	Dedicate a specific location for screening
Staffing:	The screening area is ideally staffed with two persons – ideally registered health professionals – but can be reduced to one if

necessary. Screening should not be carried out by staff who are higher-risk individuals.

Equipment: approved temperature monitoring device

PPE [surgical mask]

Work instruction:

1. If required, ask each person attending the evacuation the following screening questions:

    a. Are you currently in mandatory isolation (i.e. returned traveller or COVID -19 positive)?
    b. Have you had any close contact with a COVID-19 positive case?
    c. Do you have *any* flu-like symptoms (even mild) including fever, cough, sore/scratchy throat, runny nose, shortness of breath, loss of taste or loss of smell?
    d. Do you have muscle pain, joint pain, diarrhoea, nausea/vomiting and loss of appetite?

    If the answer to any of these questions is "yes", provide a face mask, and:

    a. move the individual to the isolation area
    b. if they are in mandatory self-isolation, have them contact the Public Health Information line 1800 004 599 for advice
    c. otherwise, arrange for them to attend the nearest COVID-19 clinic or health facility for clinical advice.

    NSW Health recommends that **anyone with respiratory symptoms or unexplained fever should be tested** for COVID-19.

2. Take the person's temperature:

    a. If <37.5°C no action required
    b. If ≥37.5°C sit the person down for five minutes. Ask them to remove excess jackets
    c. Repeat temperature after five minutes, if it stays ≥37.5°C provide a face mask and arrange for the person to attend the nearest COVID-19 clinic or health facility for clinical advice

Isolation Area

An isolation area is a waiting area for symptomatic people awaiting further testing or transport to alternative accommodation. It should be physically separate from the rest of the evacuation centre. Anyone waiting in the isolation area should wear a surgical mask.

People should be in isolation are for the shortest time possible.

The Isolation Area is higher risk and should be monitored by the screen staff.

Part 3 – Restricted Operational Information

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