NSW State Emergency Management Committee

Annual Report 2019-2020

Contents

This report has been compiled in accordance with Section 17 of the *State Emergency and Rescue Management Act 1989* to describe the work and activities of the State Emergency Management Committee during the financial year 2019-2020.

The report has been produced by Resilience NSW.

Resilience NSW can be contacted at:
GPO BOX 5434
SYDNEY NSW 2001
Telephone: (02) 9212 9200
Website: www.resilience.nsw.gov.au | www.emergency.nsw.gov.au

Introduction

From the SEMC Chair

The State Emergency Management Committee (SEMC) is established under the *State Emergency and Rescue Management Act 1989* to ensure that NSW has robust, effective and flexible arrangements in place to cope with any emergency that occurs. The Committee plays a lead role in coordinating efforts to prevent, prepare for, respond to and recover from emergencies and disasters of all kinds and across all agencies.

The past year brought about extraordinary challenges for the emergency management sector and the people of NSW. The community continues to show remarkable resilience in the face of these events.

The 2019-20 bush fire season was the worst NSW has ever experienced. From 1 July 2019 to the end of the bush fire season on 31 March 2020, there were 11,774 bush and grass fires across NSW. Tragically, 26 lives were lost in NSW. More than five million hectares were burnt across the state and 2,476 homes destroyed.

The COVID-19 pandemic continues to have a significant impact across Australia. As of 30 June 2020, there were 3,189 confirmed cases in NSW, and 51 deaths. The COVID-19 pandemic introduced new risks for the emergency management sector.

Member agencies adapted quickly to respond to the pandemic while also taking active measures to minimise the risk for our frontline volunteers and staff. The SEMC also endorsed the Evacuation Management Guidelines COVID-19 Supplement in June 2020 to minimise health risks for evacuees.

The response to and recovery from the NSW bushfires and COVID-19 involved resources from all SEMC member agencies. Recovery activities will continue over the next few years.

On behalf of the Committee, I would like to recognise and thank the thousands of volunteers and personnel in the emergency management sector who worked tirelessly to protect the NSW community throughout this challenging year.

Key projects progressed during the year included the endorsement and publication of the Hawkesbury-Nepean Flood Emergency Sub Plan, the Sydney CBD Safety Sub Plan, the Aviation Sub Plan, and the Natural Gas Supply Disruption Supporting Plan.

A number of SEMC projects were suspended in 2019-2020 to ensure member agencies could prioritise their focus on the operational response and recovery from the NSW bushfires, storms, floods and the ongoing COVID-19 pandemic.

As the new Chair, I would thank the members who left in 2019-2020 for the significant contributions they each made to emergency management in NSW. I look forward to working with the Committee to continue driving sustainable improvements across the emergency management sector, to make NSW safer, more prepared, and more resilient.

Shane Fitzsimmons AFSM

Chair, State Emergency Management Committee

Part 1: State Emergency Management Committee

Role and Functions

The SEMC is established under the *State Emergency and Rescue Management Act 1989* (SERM Act). As at 30 June 2020, the Minister responsible for administering the SERM Act is the Hon David Elliott MP, Minister for Police and Emergency Services.

In accordance with Section 15 of the SERM Act, the SEMC has the following functions:

- To advise the Minister on all matters relating to the prevention of, preparation for, response to and recovery from emergencies (including the coordination of those activities of government and non-government agencies in connection with those matters).
- To review, monitor and advise the Minister on the adequacy of the provisions of this Act relating to emergency management.
- To provide strategic policy advice to the Minister in relation to emergency management.
- To review, monitor and develop emergency management policy and practice at a state level and to disseminate information in relation to any such policy and practice.
- To review the NSW State Emergency Management Plan and to recommend alterations to it.
- To endorse any sub plans or supporting plans established under the NSW State Emergency Management Plan.
- To facilitate strategic State level emergency management capability through interagency coordination, cooperation and information sharing arrangements.
- Such other functions as conferred or imposed on the Committee by or under the Act or as are related to this Act and assigned to the Committee from time to time by the Minister.

The SEMC membership consists of:

- State Emergency Operations Controller,
- State Emergency Recovery Controller,
- Chief executive of the Ambulance Service of NSW,
- Commissioner of Fire and Rescue NSW,
- Commissioner of Police,
- Commissioner of the NSW Rural Fire Service,
- Commissioner of the State Emergency Service,
- representatives of such relevant government and non-government agencies as the Minister may from time to time determine, and
- such other persons as may be nominated by the Minister from time to time.

In addition to the Emergency Services, nine functional areas coordinate functional support for emergency operations in accordance with the SERM Act. These functional areas are:

- Agricultural & Animal Services
- Energy & Utility Services
- Engineering Services
- Environmental Services
- Health Services
- Public Information Services
- Telecommunications Services
- Transport Services
- Welfare Services

The SERM Act also establishes Regional and Local Emergency Management Committees whose primary role is to prepare emergency management plans for their region or local areas.

SEMC Membership

Membership as at 30 June 2020

State Emergency Recovery Controller
Commissioner Shane Fitzsimmons

State Emergency Operations Controller
Deputy Commissioner Gary Worboys

NSW Ambulance
Commissioner Dominic Morgan

Fire & Rescue NSW
Commissioner Paul Baxter

NSW Rural Fire Service
Commissioner Rob Rogers

NSW State Emergency Service
Commissioner Carlene York

NSW Volunteer Rescue Association
Commissioner Mark Gibson

Marine Rescue NSW
Commissioner Stacey Tannos

Department of Premier & Cabinet
Ms Natasha Luschwitz

Department of Planning, Industry & Environment
Mr Brett Whitworth

EICU
Mr Bruce Thompson

Environment, Energy and Science
Dr Kate Wilson

Infrastructure NSW
Ms Maree Abood

Maritime Combat Agencies
Mr Shayne Wilde

NSW Treasury
Mr David Withey

Office of Local Government
Ms Daniela Heubusch

Agricultural & Animal Services Functional Area Coordinator
Dr Leigh Pilkington

Energy & Utilities Services Functional Area Coordinator
Mr Navin Subash

Engineering Services Functional Area Coordinator
Mr Martin Dwyer

Environment Services Functional Area Coordinator
Mr Stephen Beaman

Health Services Functional Area Coordinator
Dr Gary Tall

Public Information Services Functional Area Coordinator
Mr Tarek Al Issawi

Telecommunications Services Functional Area Coordinator
Ms Kylie DeCourteney

Transport Services Functional Area Coordinator
Mr Paul Ducker

Welfare Services Functional Area Coordinator
Mr Matthew McFarlane

Standing Observers
- LTCOL Clark Smith, Australian Defence Force
- Jane Golding, Bureau of Meteorology
- Marnie O'Brien, NSW Department of Education
- Shaun McBride, Local Government NSW

Changes to SEMC Membership

The following members were farewelled in 2019-20:

- Deputy Commissioner Jeff Loy, State Emergency Operations Controller

- Feargus O'Connor, State Emergency Recovery Controller

- Ms Kristina Hickey, Department of Premier and Cabinet

- Sergeant Kevin Daley, Public Information Services Functional Area Coordinator

- Sergeant Donna Bruce, Public Information Services Functional Area Coordinator

- Mr Ronan Purcell, Energy and Utilities Functional Area Coordinator

Commissioner Shane Fitzsimmons also changed roles in 2019-2020. Following his departure from the NSW Rural Fire Service in May 2020, Commissioner Fitzsimmons was appointed the State Emergency Recovery Controller, Commissioner of Resilience NSW, and Chair of the SEMC.

SEMC Meetings

During the reporting period ending 30 June 2020 SEMC members held the following meetings:

- Meeting 114 – 5 September 2019
- Meeting 115 – 5 December 2019
- Meeting 117 – 4 June 2020

Meeting 116 was planned for March 2020. Due to high operational activity related to the 2019-2020 bushfire season and the COVID-19 pandemic, the meeting was cancelled.

Attendance at SEMC Meetings

Member	114	115	116	117	Represented by delegate (No. of meetings)
State Emergency Operations Controller		✓	-		2
State Emergency Recovery Controller		✓	-	✓	
NSW Ambulance	✓		-	✓	1
Fire & Rescue NSW	✓	✓	-	✓	
NSW Rural Fire Service	✓	✓	-	✓	
NSW State Emergency Service	✓	✓	-	✓	
NSW Volunteer Rescue Association	✓	✓	-	✓	
Marine Rescue NSW	✓	✓	-		
Department of Premier & Cabinet		✓	-		1
Department of Planning, Industry & Environment	✓	✓	-		1
Environment, Energy, & Science	✓	✓	-		1
EICU	✓	✓	-	✓	
Infrastructure NSW	✓	✓	-	✓	
Maritime Combat Agencies	✓	✓	-	✓	
NSW Treasury			-		1
Office of Local Government	✓	✓	-	✓	
Agricultural and Animal Services	✓	✓	-	✓	
Energy & Utilities Services	✓	✓	-	✓	
Engineering Services	✓		-	✓	1
Environment Services		✓	-	✓	1
Health Services		✓	-		2
Public Information Services	✓	✓	-	✓	
Telecommunications Services	✓	✓	-	✓	
Transport Services	✓	✓	-	✓	
Welfare Services	✓	✓	-	✓	

Part 2:
Significant Activities

2019-2020 was a year marked by significant operational activity for all SEMC members.

In NSW, the 2019-2020 bush fire season began on 1 July 2019 and continued for eight months. The last fires were extinguished on 2 March 2020. Severe storms and flooding hit in February 2020, impacting 71 local government areas across NSW. The COVID-19 pandemic was first identified in Australia in January 2020 with cases peaking in NSW in March-April 2020.

The response to and recovery from the NSW bushfires, the February storms and floods, and COVID-19 has involved resources from all SEMC member agencies. Recovery activities will continue over the next few years.

A number of SEMC projects were suspended in 2019-2020 to ensure SEMC member agencies could prioritise their focus on the operational response and recovery from the NSW bushfires and the ongoing COVID-19 pandemic.

Capability Development Framework

The Capability Development Framework for the NSW Emergency Management Sector was developed by the Capability Development Sub-Committee on behalf of the SEMC.

The NSW Capability Development Framework builds on the NSW Emergency Risk Management Framework, using evidence based emergency risk assessments to identify the capabilities needed to prepare, respond and recover from severe to catastrophic disasters in NSW. The Framework provides the model needed to assess and prioritise these capabilities, and

to identify the organisations best placed to provide these capabilities across government agencies, non-government organisations, the private sector, communities, and interstate and international partners.

The Framework has identified 25 state level core capabilities for emergency management in NSW, across prevention, preparedness, response and recovery.

To support implementation of the Framework, the Capability Development Sub-Committee coordinated multi-agency workshops throughout 2019-2020 to estimate the level of maturity against the 25 capabilities across NSW. Capabilities were assessed using the maturity assessment tool developed through the Bushfire and Natural Hazards Cooperative Research Centre.

The Framework is publicly available at www.emergency.nsw.gov.au.

Lessons Management Framework

Following the endorsement of the *Lessons Management Framework for the Emergency Management Sector* in early 2019, the SEMC embarked on a project to implement state level lessons management capability.

NSW State Lessons Analysis Report 2019

The State Lessons Analysis Report 2019 was endorsed by the SEMC in June 2020. This report is the first NSW State Lessons Management Report produced by the SEMC Lessons Management Advisory Committee under the Lessons Management Framework.

The report highlights the opportunities to improve the effectiveness of exercise planning and design, and interagency

communications and interoperability with energy providers.

The Capability Development Sub-Committee has been tasked to develop an action plan for implementation of the recommendations.

Lessons Management 2020

The Lessons Management Advisory Group has initiated data collection for the 2020 State Lessons Analysis Report. A data collection plan has been developed for the State Lessons Analysis Report 2020, noting that the 2019-2020 bushfire season, the February 2020 storms and floods and the COVID-19 are expected to produce a significant amount of data.

The final report will be informed by individual agency After Action Reviews, and the findings of independent NSW Bushfire Inquiry Final Report, and the Royal Commission into National Natural Disaster Arrangements.
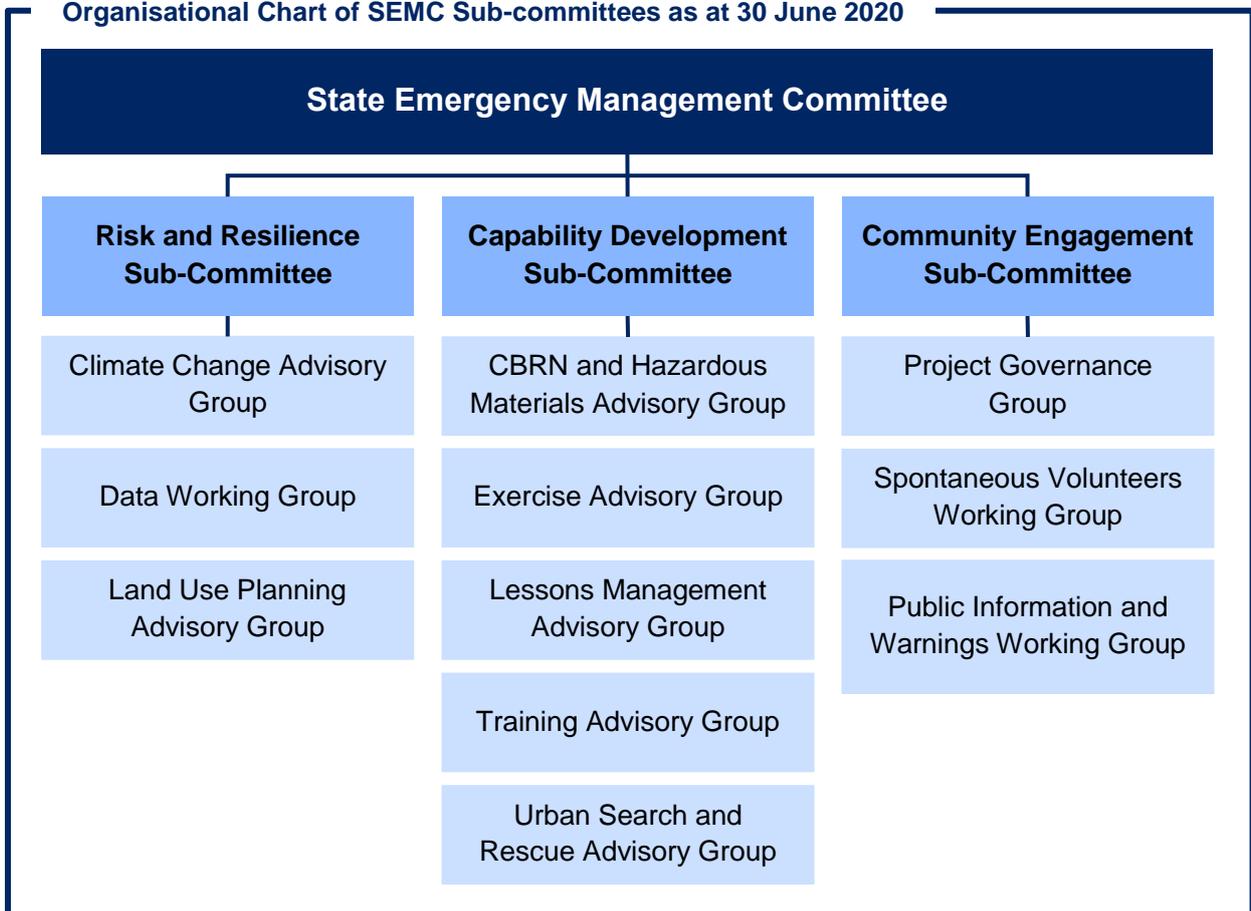
State Exercise Program

Exercise Deerubbin

In June and July 2019, SEMC conducted Exercise Deerubbin, designed to test a series of emergency management plans including the establishment and operation of a Mass Care Evacuation Centre and state level recovery. The exercise provided emergency service organisations functional areas, and support agencies the opportunity to identify capability gaps, inform development of policy, arrangements and processes, and evaluate interoperability across NSW agencies during a catastrophic flood scenario.

All SEMC members were involved in the exercise, as well as key stakeholders, including Local Emergency Management Officers, Sydney Olympic Park Authority, Qudos Bank Arena, Insurance Councils of Australia, Office of Small Business Commissioner, Destination NSW and Royal Agriculture Society of NSW.

Organisational Chart of SEMC Sub-committees as at 30 June 2020

State Emergency Management Committee

Risk and Resilience Sub-Committee	Capability Development Sub-Committee	Community Engagement Sub-Committee
Climate Change Advisory Group	CBRN and Hazardous Materials Advisory Group	Project Governance Group
Data Working Group	Exercise Advisory Group	Spontaneous Volunteers Working Group
Land Use Planning Advisory Group	Lessons Management Advisory Group	Public Information and Warnings Working Group
	Training Advisory Group	
	Urban Search and Rescue Advisory Group	

2020 State Level Exercise

The state level exercise planned for early 2020 was postponed until November 2020 due to COVID-19. The planned exercise will test state emergency management arrangements for response and recovery from a biosecurity outbreak.

The State Exercise Plan was developed to test planning, capability and capacity against the impacts of severe and catastrophic scenarios at state and regional levels based on the priorities identified in the 2017 State Level Risk Assessment. Biosecurity is identified as a priority hazard in the 2017 State Level Emergency Risk Assessment.

Sub-Committees

Schedule 2 of the SERM Act allows the SEMC to establish committees to assist it in connection with the exercise of any of its functions. Subcommittees may, but need not, consist of or include members of the SEMC.

The SEMC is currently assisted by three subcommittees, the Risk and Resilience Capability and Development, and Community Engagement sub-committees.

The table across highlights their activities in this reporting period ending 30 June 2020.

Sub-Committee	Key achievements and updates
Risk and Resilience Sub-Committee **Chair**: Marg Prendergast, Executive Director Disaster Recovery, Resilience NSW **No. of meetings:** 3 **Objective**: Provides strategic direction, recommendations, and advice to the SEMC on matters relating to disaster risk reduction and resilience at local, regional and state levels and data needs across the emergency management sector.	**Key achievements and activities**: • Continued to monitor implementation of the recommendations of the 2017 State Level Emergency Risk Assessment. • Oversaw the development of the "Enhancing Emergency Management Arrangements in Land Use Planning" Scoping Study which delivers against recommendation 2 of the 2017 State Level Emergency Risk Assessment. The final report will be delivered in 2020-2021. **Reference Groups and Working Groups**: *Data Working Group:* • Developed the Policy paper, "Data Sharing for Emergency Management (PPRR) and Disaster Risk Reduction", endorsed by SEMC in December 2019. • Developed and conducted Data Gap survey to identify data gaps and needs in the emergency management sector. To capture information learned during the 2019-2020 bushfires and COVID-19 response, the survey will be re-released to stakeholders in 2020-2021. *Land Use Planning Advisory Group:* • Consulted on the "Enhancing Emergency Management Arrangements in Land Use Planning" Scoping Study. *Climate Change Advisory Group:* • Provided advice on climate related risks to inform emergency management strategies, planning, processes and decision making.

Sub-Committee	Key achievements and updates

Capability Development Sub-Committee
 	
Chair:
Commissioner Carlene York, NSW State Emergency Service
 	
No. of meetings:
3
 	
Objective:
Advises the SEMC on matters relating to capability development, planning and innovation; learning and development, and exercise management
	Key achievements and activities:
	• Progressed the Capability Development Framework implementation plan, including capability maturity assessments workshops with emergency management stakeholders.
	
	• Progressed implementation of the NSW Lessons Management Framework, including endorsement of the NSW State Lessons Analysis Report 2019.
	
	• Continued to oversee the Joint Venture Program, supporting the development of multi-agencies programs to address common training needs.
	
	Reference Groups and Working Groups:
	Chemical, Biological, Radiological, Nuclear (CBRN) and Hazardous Materials Advisory Group:
	• Multi-agency assessment teams from member agencies conducted large scale asbestos assessment and initial make-safe activities for the properties damaged in the 2019-2020 bushfires.
	
	• Participated in Exercise Bluebottle II, to address the CBRN component of the exercise.
	
	Exercise Advisory Group:
	• Provided the Design and Manage Exercises course, with courses conducted in Goulburn, Wollongong.
	
	• Endorsed funding for state, regional and local emergency management exercises, including:
	    • Exercise Guru (Sydney) – A state level discussion exercise to identify follow-on effects during supply chain disruptions.
	
	    • Exercise Buckingbong II (Riverina Murray) – A regional level field exercise to increase interagency operability in rural and remote area environments.
	
	    • Exercise Athena (Sydney) – A regional field exercise to test multi-agency response to an incident in Sydney Airport
	
	Lessons Management Advisory Group:
	• Prepared the State Lessons Analysis Report 2019, informed be data collected from member agencies.
	
	• Developed a data collection plan for the State Lessons Analysis Report 2020, noting the 2019-2020 bushfire season, the February 2020 storms and floods and the COVID-19 are expected to produce a significant amount of data.

Sub-Committee	Key achievements and updates
	Training Advisory Group: • Launched the EMTraining website. • Conducted over 48 face to face multiagency courses. Some classroom training was cancelled due to COVID-19 restrictions and high operational activity during the 2019-202 bushfires. • Provided 5 eLearning courses to approximately 4,000 online learners. *Urban Search and Rescue (USAR) Advisory Group:* • Partnered with the Department of Foreign Affairs and Trade to host the Asia Pacific Regional Conference in Cairns in August 2019, with representatives from across the Asia Pacific region. • Australia 2 DART/USAR team is mentoring the New Zealand DART/USAR team for their reclassification as a heavy team and continue to mentor personnel from the Thailand Department of Disaster Prevention and Mitigation.
Community Engagement Sub-Committee **Chair:** Ms Wendy Graham, Director Resilience and Recovery, Resilience NSW **No. of meetings:** 3 **Objective**: Advises the SEMC on matters relating to community engagement, warnings, and community information, and develops and evaluates whole of government policy and initiatives regarding warnings and public information across a range of hazards.	**Key achievements and activities**: • Provided advice on applications for the 2019-2020 Community Resilience Innovation Program (CRIP). • Conducted a review of the Get Ready All-Hazards preparedness messaging. • Directed the development of the State Community Engagement Framework and Strategy. • Developed the Get Ready NSW survey to understand community preparedness for a range of hazards. The survey is to be rolled out in 2020-2021. **Reference Groups and Working Groups**: *Warning and Public Information Working Group:* • Members participated in national level Emergency Warnings workshops as part of the Australian Fire Danger Rating System project under ANZEMC. *Project Governance Group:* • Developing a combined implementation plan for the CESC priority projects.

Part 3: Emergency Management Plans

The State Emergency Management Plan (EMPLAN) describes the New South Wales approach to emergency management, the governance and coordination arrangements and roles and responsibilities of agencies. It also establishes the framework of sub plans, supporting plans, related policy instruments and guidelines.

Sub and supporting plans are reviewed and endorsed by SEMC every five years.

Sub Plans

A Sub Plan is an action plan required for a specific hazard, or event. Sub Plans may be prepared when the emergency management arrangements necessary to deal a hazard or requirements of an event differ from the general coordination arrangements set out in the EMPLAN.

The table below lists the Sub plans endorsed in the reporting period ending 30 June 2020.

Sub Plan	Lead Agency	Status
Aviation Sub Plan	NSW Police	Endorsed at SEMC 117 on 4 June 2020. The Aviation Sub Plan was reviewed in consultation with NSW emergency service organisations and other stakeholders including Australian Transport Safety Bureau, CASA, and Air Services Australia.
Hawkesbury-Nepean Flood Emergency Sub Plan	NSW SES	Endorsed at SEMC 117 on 4 June 2020. The Hawkesbury-Nepean Flood Emergency Sub Plan is a sub plan to the State Flood Plan and has been endorsed by the Commissioner of the NSW SES, the designated combat agency for floods.
Natural Gas Supply Disruption Supporting Plan	Energy and Utilities Functional Area	Endorsed at SEMC 114 on 5 September 2019. The Natural Gas Supply Disruption Sub Plan outline the arrangements for the preparation for, response to, and recovery from a natural gas supply incident in NSW and has been endorsed by the Energy and Utility Services Functional Area Sub-committee.
Sydney CBD Safety Sub Plan	NSW Police	Endorsed at SEMC 114 on 5 September 2019. The Sydney CBD Safety Sub plan was endorsed by the Sydney Metropolitan REMC on 19 July 2019.

Supporting Plans

Supporting Plans are prepared by a NSW Government agency or Functional Area, which describes the support which is to be provided to the coordinating authority during emergency operations and how the agency or Functional Area will operate during an event in order to fulfil the roles and responsibilities allocated to them.

The table below lists the Supporting Plans endorsed in the reporting period ending 30 June 2020.

Supporting Plan	Lead Agency	Status
Public Information Services Functional Area Supporting Plan	Public Information Functional Area	Endorsed at SEMC 115 on 5 December 2019.

Regional Plans

Region Emergency Management Committees are responsible for preparing plans in relation to the prevention of, preparation for, response to and recovery from emergencies in their region.

The table below lists the Regional plans endorsed in the reporting period ending 30 June 2020.

Regional Plan	Lead Agency	Status
Riverina Murray Regional EMPLAN	Riverina Murray REMC	Endorsed at SEMC 117 on 4 June 2020. The Riverina Murray REMC endorsed the REMPLAN at their meeting on 25 March 2020.

Part 3: Functional Area Reports

The SEMC is supported by nine functional areas established to coordinate the provision of functional support for emergency management activities.

Each functional area reports to the SEMC on their annual activities. The table below highlights their activities during the reporting period ending 30 June 2020.

Functional Area	Key achievements and updates

Agricultural & Animal Services Functional Area
 	
Representative: Dr Leigh Pilkington
	Preparedness and prevention activities:
	• Participated in Exercise Crossfire, a cross border multi-agency exercise to test bushfire response in the Murrumbidgee region.
	• Conducted Exercise Sour Grapes with DPI Viticulture, NSW Wine and Vinehealth Australia in October 2019 to boost preparedness in the case of a phylloxera incursion in the Orange wine region.
	• Conducted Multi-Agency Incident Management Team courses in conjunction with the Forestry Corporation, NSW National Parks and Wildlife and ACT Emergency Services Agency.
	• In relation to African Swine Fever:
	  • Continued surveillance of African Swine Fever outbreaks internationally and worked closely with federal and state governments to strengthen legal obligations and biosecurity requirements.
	  • Participated in Exercise Porphyry Pig in October 2019
	  • Staff are continuing to liaise regularly with industry stakeholders to ensure shared learning and continued collaboration, while also leading a preparedness program to prepare government and industry in case of incursion.
	
	Significant operations:
	• NSW Bushfires (July 2019-March 2020):
	  • Over 11,300 animals held in care throughout the bush fire season.
	  • Provided assistance to animal owners and primary producers in the form of emergency water, fodder, communications and welfare services.
	• COVID-19 Response (March 2020 onwards):
	  • Working with NSW Health and Safemeat NSW, developed animal welfare and workforce management action plan templates to support meat processors manage COVID risk.
	  • Worked with industry, and state and federal government departments to develop animal testing guidelines.
	  • Provided laboratory support provided to NSW Health and liaison officer to SEOC.

Functional Area	Key achievements and updates

Energy & Utility Services Functional Area
 	
Representative: Mr Navin Subash
	Preparedness and prevention activities:
	• Participated in the Government Energy Action Response Protocol exercise, and the Large Electricity Users Voluntary Demand Reduction program exercise
	• Continuing work to increase available surge staff.
	
	Significant operations:
	• NSW Bushfires (July 2019-March 2020):
	  • Pre-season preparation under the department's Summer Readiness Program including testing response to direct threats to critical electricity infrastructure.
	  • Participated in national forums, including National Gas Emergency Response Advisory Committee, National Oil Supplies Emergency Committee, and National Electricity Market Emergency Management Forum, to support maintenance of supply.
	  • Provided liaison officers to SEOC to support coordination and information flow between NSW RFS and industry stakeholders.
	• COVID-19 Response (March 2020 onwards): Provided liaison officers to SEOC.

Engineering Services Functional Area
 	
Representative: Mr Martin Dwyer
	Preparedness and prevention activities:
	• Participated in the Australian Earthquake Engineering Society Conference (30th Anniversary of the Newcastle Earthquake).
	• Participated in the Health Infrastructure Construction Structural Design safety review.
	• Participated in the NSW Asbestos Advisory Committee meetings.
	
	Significant operations:
	• NSW Bushfires (July 2019-March 2020):
	  • Building Impact Assessments, including asbestos testing
	  • Emergency waste and landfill strategy
	  • Delivered coordinated bushfire clean-up of over 3000 properties with contractor, Laing O'Rourke Australia.
	• February Storms and Floods (February 2020) including three farm dams decommissioned and five landslides.
	• Responded to approximately 30 smaller events such as motor vehicle accidents, collapsed buildings, and house and factory fires throughout the state.

Functional Area	Key achievements and updates

Environmental Services Functional Area
 	
Representative: Mr Stephen Beaman
	Preparedness and prevention activities:
	• Developing a program logic for asbestos in the NSW community, working with regulators and government agencies.
	• Began development of the Emergency Waste Sub Plan to clarify and expedite the clean-up of waste generated after an emergency.
	• Participated in NSW Asbestos Coordination Committee meetings.
	
	Significant operations:
	• NSW Bushfires (July 2019-March 2020):
	   • Participated in recovery operations, including working with Local Council on disposal of waste.
	• COVID-19 Response (March 2020 onwards):
	   • Provided support to waste facility operators to continue operations in a COVID-safe manner.
	   • Provided liaison officer to SEOC to support COVID-19 response.

Health Services Functional Area
 	
Representative: Dr Gary Tall
	Preparedness and prevention activities:
	• Contributed to the development of the Evacuation Management Guidelines - COVID-19 Supplement.
	• Published *The Guidelines for Music Festival Event Organisers: Music Festival Harm Reduction* which includes best practice guidelines on clinical protocols for drug-associated illnesses, and specifications for onsite medical response.
	• Participated in Exercise Crossfire, a cross border multi-agency exercise to test bushfire response in the Murrumbidgee region.
	• Conducted multiple Local Health District Exercises to test response to violent armed offenders.
	• Continued involvement in the Event Operations Group and specific event planning groups to provide health advice and risk assessments for events including New Year's Eve, City to Surf, and Sydney Running Festival.
	
	Significant operations:
	• NSW Bushfires (July 2019-March 2020):
	   • Activation of NSW HEALTHPLAN to coordinate health response
	   • Provided Health liaison officers in SEOC and local EOCs to support response
	   • Working with local councils, and State and Regional State Recovery Committees to respond to identified health and wellbeing community needs, and rollout Bushfire Recovery Clinicians in bushfire affected areas.

Functional Area	Key achievements and updates
	- COVID-19 Response (March 2020 onwards): - State Health Emergency Operations Centre (SHEOC) and the Public Health Emergency Operations Centre (PHEOC) are operational. - System capacity planning inclusive of surge planning for intensive care capacity. - Focus on contact tracing, operation of COVID-19 assessment clinics, and support to aged care facilities with cases. - Managing screening of international air passenger arrivals, and screening of returned travellers in hotel quarantine. - Provided Health Liaison Officer in SEOC and Police Operations Centre to support response.
Public Information Services Functional Area **Representative:** Mr Tarek Al Issawi	**Preparedness and prevention activities**: - Conducted monthly tests of the Sydney CBD Emergency Warning system. - Provided ongoing support and advice to Multicultural NSW in relation to Multicultural NSW's NSW Community Resilience and Response Plan for the maintenance and promotion of community harmony and resilience. - Participated in Exercise Athena, Exercise Bluebottle II, and planning for Exercise ARROW. **Significant operations**: - NSW Bushfires (July 2019-March 2020): - Provided advice and liaised with Functional Areas to ensure consistent and timely messaging, shared emergency messaging warnings, prepared whole of government public information guidelines. - Attended Rappville to assist Recovery Coordinator. - COVID-19 Response (March 2020 onwards): - Assisted with management of public information and communications in relation to the pandemic. - Provided liaison officer to SEOC to support NSW Health response.

Functional Area	Key achievements and updates

Telecommunications Services Functional Area
 	
Representative:
Ms Kylie DeCourteney
	Preparedness and prevention activities:
	
	• Led industry engagement on data usage profile changes as a result of remote workforces and the need to ensure access to critical systems during an emergency.
	
	• Worked with EICU and industry to develop shared operating environment which maps telecommunications infrastructure across NSW and includes near real-time operational data from a variety of state and federal departments, and interstate emergency services organisations.
	
	• Continued negotiations with the carriers and the Commonwealth to ensure consistent operational outcomes and drive enhanced partnerships to deliver better outcomes for public safety agencies and the community.
	
	• Significantly expanded its resources to strengthen its capacity to respond to major incidents.
	
	Significant operations:
	
	• NSW Bushfires (July 2019-March 2020):
	  • Provided liaison officer to SEOC to support protection and restoration of telecommunications infrastructure.
	  • Provided 24/7 emergency coordination of telecommunications support for combat agencies and frontline services by managing significant and widespread telecommunications outages and acting as a link between combat agencies and telecommunications carriers, arranging air transport or ground escorts to access damaged critical infrastructure.
	  • Fast-tracked 24 new or enhanced PSN sites being delivered under the Critical Communications Enhancement Program to support firefighting efforts.
	  • Coordinated over 200 deployments of mobile assets including Cell-on-Wheels (CoWs), generators and network capacity expansion kits.
	  • Assisted the installation of 13 satellite communication systems to provide backhaul solutions or hardening resiliency for sites brought online early on the North Coast of NSW.
	  • Worked with the ADF to airlift equipment from Coffs Harbour to Cooma to quickly provide radio coverage support as bushfire activity increased on the NSW South Coast.
	
	• COVID-19 Response (March 2020 onwards):
	  • Provided liaison officer to SEOC to support NSW Health response.
	  • Advocated on behalf of telecommunications and broadcasting industries to allow cross border movement of essential workers and assisted Service NSW process more than 5,000 travel exemption requests for industry workers.

Functional Area	Key achievements and updates

Transport Services Functional Area
 	
Representative:
Mr Paul Ducker
	Preparedness and prevention activities:
	• Participated in Exercise Athena, Exercise Guru, and planning for Exercise ARROW.
	• Participated in major event planning including for New Year's Eve.
	• Contributed to the development of the Evacuation Management Guidelines – COVID-19 Supplement, and the review of the Aviation Sub Plan.
	
	Significant operations:
	• NSW Bushfires (July 2019-March 2020):
	  • Assisted by providing emergency bussing.
	  • Provided support for repairs to critical energy and telecommunications infrastructure.
	  • Provided liaison officers to SEOC to support bushfire response
	• COVID-19 Response (March 2020 onwards):
	  • Provided liaison officer to SEOC to support NSW Health response.
	  • Provided support for repairs to critical energy and telecommunications infrastructure.

Welfare Services Functional Area **Representative:** Mr Matthew McFarlane	**Preparedness and prevention activities**: • Conducted Multi-Agency Evacuation Centre Exercises in Kiama, Parramatta and Northern Beaches and participated in a Multi-Agency Cross Border Exercise in Albury/Wodonga. • Engaged in significant preparedness activities with the Housing Contact Centre (HCC) including developing arrangements for the HCC to book accommodation for disaster affected people. • Partnered with Service NSW to enhance the capacity of the Disaster Welfare Assistance Line. • Led the development of the COVID-19 Supplement on behalf of the SEMC. The COVID-19 Supplement operates as an addendum to the NSW Evacuation Management Guidelines. • Led the development of the Evacuation Assistance Hotline. When activated, the Evacuation Assistance Hotline can provide immediate assistance to evacuees who are unable to attend a physical evacuation centre. **Significant operations**: • Managed over 4,700 requests for assistance, including approximately 190 of the resulting cases that will require significant and ongoing support.

Functional Area	Key achievements and updates
	- NSW Bushfires (July 2019-March 2020): - Stood up 88 evacuation centres to support bushfire impacted communities, and registered more than 30,000 individuals. - Provided emergency accommodation to over 8,000 individuals affected by the bushfires. - Provided liaison officers to SEOC to support bushfire response - Continuing to project manage the rebuilding of approximately 85 homes destroyed by fire. - February Storms and Floods (February 2020): Stood up 11 evacuation centres and registered 209 people. - COVID-19 Response (March 2020 onwards): - Organised accommodation for people who were identified by NSW Health as requiring assistance to self-isolate. - Supported federally mandated quarantine hotels with material aid, psychological first aid and ongoing support for vulnerable persons and unaccompanied minors. - Partnered with Foodbank Australia to provide approximately 1730 food and personal care hampers to persons in self isolation during the reporting period. Approximately 1500 of these hampers were provided to NSW Aboriginal Lands Council in support of isolated Aboriginal communities. - Provided liaison officer to SEOC to support COVID-19 response.

Acronyms

CAPEX	Capability Exercise
CASA	Civil Aviation Safety Authority
CBRN	Chemical, Biological, Radiological, Nuclear
CESC	Community Engagement Sub-Committee
CDSC	Capability Development Sub-Committee
DART	Disaster Assistance Response Team
EMPLAN	Emergency Management Plan
EICU	Emergency Information Coordination Unit
FRNSW	Fire and Rescue NSW
HAZMAT	Hazardous Materials
HCC	Housing Contact Centre
LEMC	Local Emergency Management Committee
LEMO	Local Emergency Management Officer
NSW	New South Wales
REMC	Regional Emergency Management Committee
REMO	Regional Emergency Management Officer
RFS	Rural Fire Service
RRSC	Risk and Resilience Sub-Committee
SEMC	State Emergency Management Committee
SEOC	State Emergency Operations Centre
SEOCON	State Emergency Operations Controller
SERCON	State Emergency Recovery Controller
SERM Act	*State Emergency and Rescue Management Act 1989*
SES	State Emergency Service
SLERA	State Level Emergency Risk Assessment
USAR	Urban Search and Rescue

Annexure:
NSW Emergency Management Regions

NSW is divided into 11 Emergency Management Regions. Each Region is made up of local government areas as listed below.

Central West
Bathurst Regional, Blayney, Cabonne, Coonamble, Cowra, Dubbo Regional, Forbes, Gilgandra, Lachlan, Lithgow, Mid-Western Regional, Narromine, Oberon, Orange, Parkes, Walgett, Warren, Warrumbungle Shire.

Far West
Balranald, Bogan, Bourke, Brewarrina, Broken Hill, Central Darling, Cobar, Unincorporated Far West, Wentworth.

Hunter Central Coast
Central Coast, Cessnock, Dungog, Lake Macquarie, Maitland, Muswellbrook, Newcastle, Port Stephens, Singleton, Upper Hunter Shire.

Illawarra South Coast
Bega Valley, Eurobodalla, Kiama, Shellharbour, Shoalhaven, Wollongong.

New England
Armidale Regional, Glen Innes Severn, Gunnedah, Gwydir, Inverell, Liverpool Plains, Moree Plains, Narrabri, Tamworth Regional, Tenterfield, Uralla, Walcha.

North Coast
Ballina, Bellingen, Byron, Clarence Valley, Coffs Harbour, Kempsey, Kyogle, Lismore, Lord Howe Island, Mid-Coast, Nambucca, Port Macquarie-Hastings, Richmond Valley, Tweed.

North West Metropolitan
Blacktown, Blue Mountains, Hawkesbury, Hornsby, Hunters Hill, Ku-Ring-Gai, Lane Cove, Mosman, North Sydney, Northern Beaches, Parramatta, Penrith, Ryde, The Hills Shire, Willoughby.

South Eastern
Cootamundra-Gundagai, Goulburn Mulwaree, Hilltops, Queanbeyan-Palerang Regional, Snowy Monaro Regional, Snowy Valleys, Upper Lachlan Shire, Weddin, Wingecarribee, Yass Valley.

Sydney Metropolitan
Bayside, Cumberland, Georges River, Inner West, Randwick, Sutherland, Sydney, Waverley, Woollahra.

Riverina Murray
Albury, Berrigan, Bland, Carrathool, Coolamon, Edward River, Federation, Greater Hume Shire, Griffith, Hay, Junee, Leeton, Lockhart, Murray River, Murrumbidgee, Narrandera, Temora, Wagga Wagga.

South West Metropolitan
Burwood, Camden, Campbelltown, Canada Bay, Canterbury-Bankstown, Fairfield, Liverpool, Strathfield, Wollondilly.