



State Heatwave Subplan

A Subplan of the NSW State Emergency Management Plan

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1 Introduction

1.1 Purpose

This state Heatwave Sub Plan describes the strategic emergency management arrangements for heatwaves affecting New South Wales, including Lord Howe Island.

1.2 Authority

This Plan is written and issued under the authority of the NSW *State Emergency and Rescue Management Act 1989* ('SERM Act') and the NSW State Emergency Management Plan (EMPLAN). In addition to these instruments, the following Acts and Regulations apply to managing Heat Waves in New South Wales.

This plan has been prepared on behalf of the State Emergency Operations Controller and was endorsed by the State Emergency Management Committee, in accordance with the State Emergency and Rescue Management Act 1989 (as amended), Section 15 (e), in April 2023.

This plan acknowledges and aligns with the National Heatwave Warning Framework, which includes guidance on the use of the Australian Warning System for heatwaves [Heatwave Service for Australia \(bom.gov.au\)](http://bom.gov.au)

1.2.1 Revision history

Version	Date endorsed	Amendment notes
Original	November 2011	
Ver 2.0	March 2018	Endorsed
Ver 3.0	June 2023	Endorsed

1.3 Activation

This plan will be activated by the SEOCN who is responsible for coordinating the response to Heatwave emergencies.

The Activation may be for the whole state or for part of the state in relation to an area affected by the extreme heat or heatwave event.

The SEOCN may:

- Consider activation of this subplan when advice is received from Bureau of Meteorology that they are forecasting 'Severe' or 'Extreme' heatwave warnings for the state or any Area Affected by Heatwave, or
- Consider activation of this subplan when advice is received from an agency that heat related weather conditions are or expected to adversely impact on their respective area of operation beyond which they can manage using their normal business arrangements and which may have adverse impacts on the community, or

- Consider activation of this subplan due to other unusual heat related consequences.

Prior to any activation of this subplan, SEOCON should consult with or advise relevant agencies and/or stakeholders.

The SEOCON will activate the SEOC to the appropriate level and advise REOCONs of the Region/s which include the areas affected by heatwave.

The REOCON(s) of the Emergency Management Region(s) in which a heatwave is forecasted or occurring is/are responsible for controlling regional emergency operations as required, and for notifying LEOCONS within their Emergency Management Regions to activate any local heatwave arrangements as necessary.

SEOC disseminates operational information to emergency services and functional areas and affected Regions as directed by the SEOCON.

NSW Health will arrange for public health information to be disseminated as appropriate.

Emergency Services, Functional Areas and other agencies are to provide regular reports to the SEOC regarding their respective situations including comments regarding capability to maintain operations or any forecasted shortfall.

The Bureau of Meteorology Heatwave Warnings are available to the media and the public. To avoid the public becoming desensitised to heatwave information, it is not necessary, or desirable, to make public announcements about activation of this subplan.

During activation of this subplan, consideration should be given to its operation in conjunction with any other subplans that may be activated concurrently.

1.4 Scope

This subplan details the coordination arrangements that will apply to heatwave events where the SEOCON considers that activation of this subplan is appropriate and deals specifically with the coordination of information between agencies and to the public in relation to these events.

This subplan only details the arrangements that are additional or different to those in EMPLAN, which details the 'all agency' approach to dealing with hazards.

This subplan does not address the reduction of the risk before the event as the actions required are not controlled by the combat agency, however, some preparation strategies are listed below.

This subplan operates within the context of and should be read in conjunction with the NSW State Emergency Management Plan (EMPLAN) and its subordinate arrangements.

1.4.1 Assumptions

This plan is based on the following assumptions:

1. All the agencies and organisations with a role or responsibility included in this plan maintain their own capability; including detailed operational plans, adequately trained personnel, and sufficient resources to fulfil their role
2. Warning systems will provide sufficient notice of an emergency to allow resources to be pre-deployed

1.5 Goals

The goals for heatwave emergency management are to:

1. preserve life
2. promote protective behaviours in the community
3. move people to safer areas
4. protect critical infrastructure
5. protect property
6. protect assets that support the local economy and assist in recovery
7. protect the natural environment and conservation values, including cultural heritage
8. minimise economic loss
9. promote community recovery

1.6 Audience

The audience for this plan is the NSW Government and agencies within the emergency management sector, including non-government organisations (NGOs) business and community groups with a significant role in emergency management.

Although the wider community is not the primary audience, community members may find the contents of this plan informative.

1.7 Linkages

This plan reflects current legislation, the arrangements in the EMPLAN, the strategic direction for emergency management in NSW and the accepted State practice for emergency management. The EMPLAN arrangements have not been repeated unless necessary to ensure context and readability. Any variations from these arrangements have been identified and justified.

1.8 Maintaining the plan

The State Emergency Operations Controller (SEOC) will keep this plan current by:

1. ensuring that all emergency service organisations, functional area and officers included in this plan are made aware of their roles and responsibilities;
2. conducting exercises to test arrangements;
3. reviewing the contents of the plan;

- a. after significant heatwave response operations;
 - b. when there are changes to the machinery of government;
 - c. when there are changes that alter agreed plan arrangements; and
 - d. as determined by the NSW SEMC.
4. This plan will be reviewed no less frequently than every five years.

2 The emergency risk context

2.1 The hazard

The probability of heatwaves occurring are forecasted by the Bureau of Meteorology. What one community can respond to/mitigate against may in fact have different consequences in another community irrespective of location and/or size. These events as a natural hazard, are shaped by the vulnerability of the relevant community and the ability of the community to take measures to prevent, mitigate and prepare for such events.

Heatwaves are estimated to cause more deaths in Australia than all other natural hazards combined. They have also been known to occur elsewhere in the world with similar impacts on the health and mortality of people and animals. Associated infrastructure failure has exacerbated these problems.

During the summer of 2009, southern Australia experienced one of the nation's most severe heatwaves. Governments, councils, utilities, hospitals and emergency response organisations and the community were largely underprepared for an extreme event of this magnitude, overwhelming some services, and disrupting other services such as electricity and transport. Whilst the heatwave was forecasted in the lead-up, the forecasts (based on historical observations) did not anticipate the severity. The emergency management response relied on responsive solutions to the emerging impacts caused by the heat. Taken individually, agencies tended to cope. Communication and cross-agency cooperation lagged the demands from the overwhelming situations that emerged during the heatwave.

The overall impacts on human health were evident from the dramatic increase in mortality and morbidity that correlated with the increased and prolonged temperatures. In Melbourne, there were 374 excess deaths (deaths above what would be expected for the period of the event).

Anticipated future climate change will potentially increase the number of extreme heatwave events with widespread impacts on the health and comfort of at-risk individuals (particularly the most vulnerable) and communities. With the expanding urban areas, the population will be more prone to heat-related issues such as photochemical smog, bushfires and breakdowns of transmission and supply-chain networks.

2.2 Consequences

The consequences related to heatwave emergencies are extreme, with extreme heat being responsible for approximately 55% of all listed natural hazard fatalities recorded since 1900 (Coates et al, 2014). It is recognised that the most vulnerable of the population to the effects of heat are the elderly, those with chronic diseases, taking certain medications, socially isolated, outdoor workers, pregnant women and the very young.

Critical infrastructure such as electricity can become overloaded and fail during a heatwave. The loss of electrical power to any population and, in particular vulnerable groups can exacerbate their vulnerability to heat. It is also recognised that heatwaves have an impact on multiple jurisdictions (for example, population health, animal welfare, energy infrastructure, transport, fire risk), such that no individual agency has the function of controlling or coordinating the response to this event.

3 Prevention

Being a pure weather-related emergency, preventing a heatwave is impossible, however, there are actions that can be taken to prevent a significant impact of heatwaves.

<p><i>Our strategy is to:</i></p> <p><i>Take preventative action to minimise the risk to health and infrastructure during a heatwave</i></p>	<p>Actions we will take to achieve the strategy (or outcome) are:</p>
<p><i>Bureau of Meteorology</i></p>	<ol style="list-style-type: none"> 1. <i>The Bureau of Meteorology provides a Heatwave Knowledge Centre on its website Heatwave Service for Australia (bom.gov.au).</i> 2. <i>The Bureau of Meteorology provides a Heatwave Service to Australia - Heatwave Service for Australia (bom.gov.au). This service generally commences from 1 October and ends 31 March.</i> 3. <i>The Bureau of Meteorology provides a Climate Outlook every Thursday Overview—Summary - Climate Outlooks (bom.gov.au). The Climate Outlook shows the likelihood of the upcoming weeks, months and seasons being warmer or cooler and drier or wetter than usual.</i> 4. <i>All agencies involved in this subplan should have heightened awareness regarding heatwave/extreme heat during this time.</i>

<p>Our strategy is to:</p> <p><i>Take preventative action to minimise the risk to health and infrastructure during a heatwave</i></p>	<p>Actions we will take to achieve the strategy (or outcome) are:</p>
<p><i>Public awareness of the risk to human health of heatwaves (NSW health)</i></p>	<p>5. <i>NSW health should circulate heat related information to the public prior to the heatwave season</i></p>
<p><i>Public Information Services Functional Area</i></p>	<p>6. <i>Coordinate the distribution of warnings, information and other advice to the community in accordance with the Public Information Services Functional Area Supporting Plan.</i></p>
<p>SEOC</p>	<p>7. <i>Monitor the situation</i></p>

4 Preparedness

Preparedness includes arrangements or plans to deal with an emergency or the effects of an emergency. Preparedness activities are undertaken by:

- agencies and organisations that have responsibilities before, during and after an emergency; and
- communities, businesses and households that are likely to be affected by heatwaves.

4.1 Emergency planning

<i>Strategy</i>	<i>Actions</i>
<i>A coordinated approach for preparing for heatwaves.</i>	
<i>SEOCON</i>	<i>1. Ensures the Heatwave Subplan is maintained and exercised as required.</i>
<i>Bureau of Meteorology</i>	<i>2. All year round, the Bureau of Meteorology provides daily Public Weather Forecasts. New South Wales Forecasts (bom.gov.au). These can include a forecast for increasing hot weather from 7 to 4 days in advance.</i> <i>3. During the Heatwave Service for Australia period (generally 1 October to 31 March) the Bureau of Meteorology provides daily Heatwave Forecasts. These detail the potential for heatwave conditions over a multiple 3 day periods. The Bureau of Meteorology issues Heatwave Warnings for severe and extreme heatwave conditions. Heatwave Warnings will be issued by 3pm local time in New South Wales and the Australian Capital Territory</i>
<i>Public information and Education</i>	<i>4. Education to the public regarding actions that they may be able to take to prevent, reduce or deal with the effects of heatwaves on people's health will be led by NSW Health on an ongoing basis. NSW Health will liaise closely with the PIFAC to assist with wording and distribution of these messages.</i>
<i>Planning at Regional and Local levels</i>	<i>5. Due to the potential for severe health impacts including deaths attributable to heatwave, Emergency Management Regions and Local Emergency Management Areas are to consider these events as having at least a 'High Risk' in their planning considerations and where it is considered necessary, to develop appropriate regional and or</i>

Strategy	Actions
	<p><i>local arrangements. These arrangements should not be just limited to the distribution of information but should also consider other practical response and support activities.</i></p> <p>6. <i>Whilst these planning activities are to occur in all EM Regions, and local areas, specific attention should be paid to vulnerable communities as well as isolated communities, whether the isolated community is in an urban or rural area.</i></p> <p>7. <i>Activation of regional or local arrangements should not be dependent on the activation of this subplan.</i></p>
<p><i>Agency's Concept of Operations</i></p>	<p>8. <i>Each agency mentioned in this subplan is to develop their own internal Concept of Operations or procedures to detail how they will fulfil their respective roles and responsibilities under this subplan.</i></p>
<p><i>Training</i></p>	<p>9. <i>Agencies involved in activities covered by this subplan are responsible for training of their respective members and staff to ensure an appropriate level of skill and knowledge is maintained of this subplan and their specific Concept of Operations in order to fulfil the agency's roles.</i></p>
<p><i>Review and Exercise</i></p>	<p>10. <i>The SEOCN will ensure that a review of this document is conducted after each summer season, if the subplan has been activated during that season, or at least every five years after the date of approval.</i></p> <p>11. <i>The arrangements in this plan are to be exercised at least on a biennial basis or at the direction of the SEOCN unless an activation of this subplan has occurred within two years from the previous activation or exercise.</i></p>

4.2 Operational readiness

All agencies are responsible for their own operational readiness. The Bureau of Meteorology will publish heat forecasts. All agencies that have a stake in this subplan should monitor these

products to maximise preparation opportunities, prior to the Bureau of Meteorology issuing heatwave warnings.

Appendix A, “Roles and Responsibilities” section of this document details agency operational readiness strategies.

4.3 Community resilience

Community resilience will be supported by agencies via community information strategies and the provision of “cool places”. “Cool places” are publicly accessible airconditioned spaces such as local libraries, community halls and shopping centres. These are generally provided by councils and non-government organisations but can be provided by any agencies. Agencies with the resources to provide “cool places” should consider opening them to the public during a heatwave emergency.

5 Response

Activation

This plan will be activated by the SEOCON who is responsible for coordinating the response to Heatwave emergencies.

The Activation may be for the whole state or for part of the state in relation to an area affected by the extreme heat or heatwave event.

The SEOCON may:

- Consider activation of this subplan when advice is received from Bureau of Meteorology that they are forecasting ‘Severe’ or ‘Extreme’ heatwave warnings for the state or any Area Affected by Heatwave, or
- Consider activation of this subplan when advice is received from an agency that heat related weather conditions are or expected to adversely impact on their respective area of operation beyond which they can manage using their normal business arrangements and which may have adverse impacts on the community, or
- Consider activation of this subplan due to other unusual heat related consequences.

Prior to any activation of this subplan, SEOCON should consult with or advise relevant agencies and/or stakeholders.

The SEOCON will activate the SEOC to the appropriate level and advise REOCs of the Region/s which include the areas affected by heatwave.

The REOCON(s) of the Emergency Management Region(s) in which a heatwave is forecasted or occurring is/are responsible for controlling regional emergency operations as required and for notifying LEOCONS within their Emergency Management Regions to activate any local heatwave arrangements as necessary.

SEOC disseminates operational information to emergency services and functional areas and affected Regions as directed by the SEOCON.

NSW Health will arrange for public health information to be disseminated as appropriate.

Emergency Services, Functional Areas and other agencies are to provide regular reports to the SEOC regarding their respective situations including comments regarding capability to maintain operations or any forecasted shortfall.

The Bureau of Meteorology Heatwave Warnings are available to the media and the public. To avoid the public becoming desensitised to heatwave information, it is not necessary, or desirable, to make public announcements about activation of this subplan.

During activation of this subplan, consideration should be given to its operation in conjunction with any other subplans that may be activated concurrently.

5.1 Prior to any activation of this subplan, SEOCON should consult with or advise relevant Concept of operations

Each agency mentioned in this subplan (see appendix "A") is to develop their own internal Concept of Operations or procedures to detail how they will fulfil their respective roles and responsibilities under this subplan.

5.2 Control and coordination

Annexure 5 of the NSW EM Plan lists the Emergency Operation Controller (EOCON) as having specific control responsibility of heatwave emergencies.

The EOCON's roles and responsibilities are listed in section 4.2 "Operational Readiness"

5.3 Emergency information and warnings

The Bureau of Meteorology issues Heatwave Warnings for severe and extreme heatwave conditions. Heatwave Warnings will be issued by 3pm local time in New South Wales and the Australian Capital Territory. The warning includes a description of the expected maximum and minimum temperatures, the timing of when the heatwave will peak and/or ease and affected towns and communities within the warning area.

Education to the public regarding actions that they may be able to take to prevent, reduce or deal with the effects of heatwaves on people's health will be led by NSW Health on an ongoing basis. NSW Health will liaise closely with the PIFAC to assist with wording and distribution of these messages.

PIFAC will Coordinate the distribution of warnings, information and other advice to the community in accordance with the Public Information Services Functional Area Supporting Plan.

5.4 Impact assessment

NSW Health will supply regular health impact information to the SEOC via situation reports during a heatwave emergency. These reports can form part of the impact assessment.

Energy and Utility Services Functional Area will provide regular information/situation reports to the SEOC during a heatwave emergency. These reports can form part of the impact assessment.

5.5 Withdrawal from response

Stand Down

This plan will remain active whilst ever the severe or extreme heatwave conditions that caused the activation remain over the Area Affected.

The SEOC will:

- Consider Stand Down after receiving advice from Bureau of Meteorology that the heatwave or other conditions which may have caused the activation of this subplan, have ceased and when it has been determined that coordination of the emergency response operations in relation to the extreme heat conditions are no longer required.
- Regional and Local activities will conclude based on the decision of the relevant EOCON at the respective level in accordance with respective Regional or Local arrangements.
- Advise decision to Stand Down and cessation of the state level emergency management response operations to participating agencies, and EOCONs.
- Hand over recovery operation to the State Emergency Recovery Controller (SERCON), if appropriate, and arrange for stakeholders, including the community, to be advised of any transition to recovery arrangements.
- Arrange for appropriate multi-agency debrief(s) to document issues for the review of response operations and the subplan.

6 Recovery

The arrangements for recovery operations in New South Wales are outlined in the NSW State EMPLAN and further described in the State Recovery Plan.

A recovery operation may be initiated where the consequences and cumulative impacts of a heatwave require a coordinated approach to recover.

The New South Wales Recovery Plan outlines the strategic intent, responsibilities, authorities and the mechanisms for disaster recovery in New South Wales. The Recovery Plan, together with the guidelines, allow for the development and implementation of a planned recovery following a natural disaster or other emergency.

During a heatwave, the SEOCON will liaise with the SERCON to discuss the need for recovery arrangements as detailed in the State Recovery Plan.

7 Logistics and finance

Logistic Support

Emergency service organisations and functional areas are responsible for their own logistic support in the first instance. Additional support may be coordinated by the SEOC or as outlined in Regional or Local arrangements.

Financial Responsibilities

Agencies are responsible for meeting their own costs for both training and emergency operations.

Expenditure of funds by emergency service organisations or functional areas during 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 government agencies 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.

Appendix A—Roles and responsibilities

The following roles and responsibilities are in addition to the roles and responsibilities described in the EMPLAN and relate to heatwave emergencies

Agency/Functional Area	Roles and responsibilities
<i>Agriculture and Animal Services Functional Area</i>	<ul style="list-style-type: none"> • <i>Distribute warnings and other relevant advice to Participating and Supporting Organisations and other associated stakeholders</i> • <i>Provide, to PIFAC, animal welfare related information and talking points for distribution to stakeholders and in media releases.</i> • <i>Provide regular information/situation reports to SEOC.</i> • <i>Assist as requested by SEOCON or EOCONs.</i>
<i>Bureau of Meteorology</i>	<ul style="list-style-type: none"> • <i>Issue Heatwave warnings, state forecasts and other related weather products and advise SEOCON via SEOC of any ‘Severe’ or ‘Extreme’ heatwave warnings issued for the State or any area affected by Heatwave,</i> • <i>Provide information, updates and advice to SEOC, and other agencies regarding heat related weather conditions including heatwaves and provide advice as to when these conditions have or will cease.</i> • <i>Provide heatwave warnings, extreme heat related weather conditions information and talking points for distribution to stakeholders and in media releases.</i>
<i>Energy & Utility Services Functional Area</i>	<ul style="list-style-type: none"> • <i>Distribute warnings and other relevant advice to Participating and Supporting Organisations and other associated stakeholders.</i> • <i>Provide, to PIFAC, energy and utilities related information and talking points for distribution to stakeholders and in media releases.</i> • <i>Provide regular information/situation reports to SEOC.</i> • <i>Take actions as appropriate, and reasonably achievable, to ensure continuity of supply to critical infrastructure during high demand events.</i> • <i>Assist as requested by SEOCON or EOCONs.</i>
<i>Engineering Services Functional Area</i>	<ul style="list-style-type: none"> • <i>Distribute warnings and other relevant advice to Participating and Supporting Organisations and other associated stakeholders.</i> • <i>Provide, to PIFAC, engineering support and technical advice to agencies engaged in the response to heatwave operations.</i> • <i>Assist as requested by SEOCON or EOCONs.</i> • <i>Provide regular information/situation reports to SEOC.</i> • <i>Assist as requested by SEOCON or EOCONs</i>

Agency/Functional Area	Roles and responsibilities
<i>Fire and Rescue NSW</i>	<ul style="list-style-type: none"> • <i>Maintain a heightened readiness.</i> • <i>Provide, to PIFAC, Fire and Rescue NSW related information and talking points for distribution to stakeholders and in media releases.</i> • <i>Provide regular information/Situation Reports to SEOC regarding significant fire or other related activity.</i> • <i>Assist as requested by SEOCON or EOCONs</i>
<i>LEOCON(s)</i>	<ul style="list-style-type: none"> • <i>Consider activation of local heatwave/extreme heat arrangements, as necessary, in response to consequences of extreme heat or heatwave affecting the Local Emergency Management Area.</i> • <i>Activate the LEOC as necessary.</i> • <i>Coordinate the provision of information to and from SEOC, REOC and LEOC areas and other local stakeholders.</i> • <i>Undertake Impact Assessments if their EOCs have been opened or as otherwise directed.</i> • <i>Provide regular information/situation reports to REOC.</i>
<i>NSW Ambulance</i>	<ul style="list-style-type: none"> • <i>Maintain a heightened readiness.</i> • <i>Provide regular information and Situation Reports to SEOC.</i> • <i>Assist as requested by SEOCON or EOCONs.</i> • <i>Assist Health Services to provide health advice to greater community.</i> • <i>Provide relevant health advice to Participating and Supporting Organisations and other associated stakeholders.</i>
<i>NSW Health</i>	<ul style="list-style-type: none"> • <i>Advise SEOCON whenever extreme heat events, including heatwaves, are creating or have the potential to create unusual health impacts on the population.</i> • <i>Provide regular information, including impact on population health, and Situation Reports to SEOC as requested.</i> • <i>Provide, to PIFAC, health related information and talking points for distribution to stakeholders and in media releases.</i> • <i>Provide relevant health advice to Participating and Supporting Organisations and other associated stakeholders.</i> • <i>Assist as requested by SEOCON or EOCONs.</i>
<i>Public Information Services Functional Area</i>	<ul style="list-style-type: none"> • <i>Collect heatwave warnings and other information from Bureau of Meteorology.</i> • <i>Liaise with relevant Emergency Services and Functional Areas, in particular, RFS, FRNSW, Health Services, Surf</i>

Agency/Functional Area	Roles and responsibilities
	<p><i>Lifesaving NSW, Volunteer Marine Rescue NSW, Energy and Utility Services, Transport Services and Agriculture and Animal Services Functional Areas, and other stakeholders to determine respective public information media messages and talking points from each relevant service. Package these messages for verbatim distribution to the public and back to stakeholders for appropriate inclusion for their respective messaging.</i></p> <ul style="list-style-type: none"> • <i>Distribute warnings, forecasts and other relevant advice to participating and supporting organisations and other associated stakeholders.</i> • <i>Coordinate the distribution of warnings, information and other advice to the community in accordance with the Public Information Services Functional Area Supporting Plan.</i> • <i>The process of collection and distribution of public information from agencies in relation to items mentioned in this subplan should be logged through SEOC.</i> • <i>Monitor all media channels for reactions to any messaging strategies.</i> • <i>Provide regular information/situation reports to SEOC regarding messaging and distribution activities related to arrangements outlined in this subplan.</i> • <i>Provide information relating to media releases to relevant REOC(s) and LEOC(s) within impacted areas</i>
<p><i>REOCON(s) (in affected Regions)</i></p>	<ul style="list-style-type: none"> • <i>Consider activation of Regional Heatwave/Extreme Heat Arrangements, as necessary, in response to consequences of extreme heat or heatwave affecting the Emergency Management Region.</i> • <i>Activate the REOC as necessary.</i> • <i>Coordinate the provision of information to and from SEOC and local areas within the region and other regional stakeholders.</i> • <i>Liaising with the Regional Health Services Functional Area representatives to determine and monitor regional and local health issues,</i> • <i>Monitor, through Local Emergency Management Areas and other stakeholders, effectiveness of activities being undertaken to provide warnings and information to affected communities particularly in rural and remote areas. This relates to the appropriateness and effectiveness of the delivery methods not necessarily the content of the information.</i>

Agency/Functional Area	Roles and responsibilities
	<ul style="list-style-type: none"> • <i>Coordinate the passage of information to and from SEOC, LEOCONs/LEOCs and relevant regional and local level stakeholders.</i> • <i>Coordinate Impact Assessments from local areas.</i> • <i>Provide regular information/situation reports to SEOC.</i>
<i>Rural Fire Service</i>	<ul style="list-style-type: none"> • <i>Maintain a heightened readiness.</i> • <i>Provide, to PIFAC, Rural Fire Service-related information and talking points for distribution to stakeholders and in media releases</i> • <i>Provide regular information/Situation Reports to SEOC regarding significant fire or other related activity.</i> • <i>Assist as requested by SEOC or EOCs.</i>
SEOC	<ul style="list-style-type: none"> • <i>Inform SEMC and/or SEOC Members, REOCs and REMOs of imminent or actual heatwave emergencies and activation of this plan.</i> • <i>Monitor the situation.</i> • <i>Ensure SEOC is updated regularly.</i> • <i>Collect and disseminate information and intelligence in relation to heatwave emergencies, in particular, to PIFAC.</i> • <i>Distribute warnings or forecasts and other relevant advice to SEMC and/or SEOC members, affected Emergency Management Regions and Department of Education.</i>
SEOC	<ul style="list-style-type: none"> • <i>Assume control of heatwave operations as outlined in this subplan.</i> • <i>Activate this subplan as necessary.</i> • <i>Activate SEOC as necessary and distribute advice of activation to affected stakeholders. • Coordinate, via the SEOC, the distribution of heat related information to SEMC members and other key stakeholders, including to Department of Education and to the public, during activation of Heatwave Subplan in a heatwave emergency.</i> • <i>Control the allocation of support resources during activation of Heatwave Subplan.</i> • <i>Establish and maintain liaison with other Combat Agencies and Functional Areas where other emergency operations are being conducted concurrently.</i> • <i>Consider the activation of Regional/ Local Emergency Operation Centres within impact areas, if not already activated.</i>
<i>Surf Life Saving NSW</i>	<ul style="list-style-type: none"> • <i>Maintain a heightened readiness</i> • <i>Take action to assess resources and re-allocate assets where required</i>

Agency/Functional Area	Roles and responsibilities
	<ul style="list-style-type: none"> • Provide key messages to PIFAC regarding coastal safety and talking points for distribution to stakeholders and in media releases • Provide regular information/situation reports to SEOC regarding coastal-related activity • Assist as requested by SEOCON or EOCONs
<i>Transport Services Functional Area</i>	<ul style="list-style-type: none"> • Distribute warnings and other relevant advice to Participating and Supporting Organisations and other associated stakeholders. • Provide, to PIFAC, transport related information and talking points for distribution to stakeholders and in media releases. • Coordinate transport services in accordance with the Transport Services Functional Area Supporting Plan. • Assist as requested by SEOCON or EOCONs. • Provide regular information/situation reports to SEOC.
<i>Volunteer Marine Rescue NSW</i>	<ul style="list-style-type: none"> • Maintain a heightened readiness • Take action to assess resources and re-allocate assets where required • Provide key messages to PIFAC regarding marine safety and talking points for distribution to stakeholders and in media releases • Provide regular information/situation reports to SEOC regarding coastal-related activity • Assist as requested by SEOCON or EOCONs
<i>Welfare Services Functional Area</i>	<ul style="list-style-type: none"> • Distribute warnings and other relevant advice to Participating and Supporting Organisations and other associated stakeholders. • Assist Health Services to provide health advice to vulnerable groups including to facilities which are regulated or coordinated by Department of Communities and Justice. • Provide regular information/situation reports to SEOC regarding activity related to arrangements outlined in this subplan. • Assist as requested by SEOCON or EOCONs.

Appendix B—Glossary

Readers should refer to EMPLAN Annexure 9 – Definitions. Additional terms not found in the EMPLAN are defined below:

Area Affected by Heatwave

In this plan means the area, based on local Government boundaries, where the large population centres of that area are, or may, be impacted by an actual or forecasted heatwave. In this context the Sydney Metropolitan Area will be considered as one area and the Unincorporated Area will be considered as an LGA.

Command

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

Authority to command is established by legislation or by agreement with the agency/organisation.

Command relates to agencies/organisations only and operates vertically within the agency/organisation.

Combat Agency

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

Control

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

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

Coordination

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

Emergency

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

- (a) endangers, or threatens to endanger, the safety or health of persons or

animals in the State; or

(b) destroys or damages, or threatens to destroy or damage, any property in the State, or

(c) Causes a failure of, or a significant disruption to, an essential service of infrastructure,

being an emergency, which requires a significant and coordinated response.

For the purposes of the definition of emergency, property in the State includes any part of the environment of the State. Accordingly, a reference in the Act to:

(a) threats or danger to property includes a reference to threats or danger to the environment, and

(b) the protection of property includes a reference to the protection of the environment. (*Source: SERM Act*).

Emergency Operations Centre (EOC)

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

Emergency Operations Controller (EOCON)

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

Emergency Services Organisation

Means the NSW Police, Fire and Rescue NSW, Rural Fire Service, NSW Ambulance, State Emergency Service, Surf Life Saving New South Wales, Volunteer Marine Rescue NSW, Volunteer Rescue Association or any other agency that manages or controls an accredited rescue unit. (*Source: SERM Act*).

Extreme Heat

In this plan means a climatic condition of abnormally hot weather where the high maximum temperatures are unusual and prolonged for that specific location. **This term should not be confused with 'Extreme Heatwave'.**

Functional Area

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

- Agriculture and Animal Services

- Communication Services
 - Energy & Utility Services
 - Engineering Services
 - Environmental Services
 - Health Services
 - Public Information Services
 - Transport Services
 - Welfare Services
- (Source: SERM Act).

Functional Area Coordinator (FAC)

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

Heatwave

The Bureau of Meteorology (BoM) defines heatwaves as “three days or more of high maximum and minimum temperatures, that are unusual for that location.”

Heatwaves are calculated using the forecast maximum and minimum temperatures over the next three days, comparing this to actual temperatures over the previous thirty days, and then comparing these same three days to the historical temperatures from a reference period that have occurred previously for that a location. Using this calculation considers people's ability to adapt to the heat. For example, the same high temperature will be felt differently by residents in Broken Hill (rural environment in far west of the state) compared to those in Ballina (rural environment on north coast) or Bankstown (urban environment in highly populated metropolitan area) who are not used to the higher range of temperatures experienced in Broken Hill.

This means that in any one location, temperatures that meet the criteria for a heatwave at the end of summer will generally be higher, than the temperatures that meet the criteria for a heatwave at the beginning of summer.

In this plan, a heatwave is considered as an ‘Extreme Heat’ event in which a set of meteorological conditions occur that is described by the Bureau of Meteorology as a heatwave and may affect part or the whole of the state.

Heatwave Intensity

The bulk of heatwaves at each location are of low intensity, with most people expected to have adequate capacity to cope with this level of heat. Less frequent, higher intensity heatwaves are classified as severe and will be challenging for some more vulnerable people, such as those over 65, pregnant women, babies and young

children, and those with a chronic illness. Even rarer and exceptionally intense heatwaves are classed as extreme and will impact normally reliable infrastructure, such as power and transport. Extreme heatwaves are a risk for anyone who does not take precautions to keep cool, even those who are healthy.

(Source – Bureau of Meteorology website -

<http://www.bom.gov.au/australia/heatwave/knowledge-centre/understanding.shtml>)

Heatwave Intensity/Severity Scale

The Bureau of Meteorology uses the following Scale to describe heatwave intensity or severity:

- **Low Intensity Heatwave** – The bulk of heatwaves at each location are of low intensity, with most people expected to have adequate capacity to cope with this level of heat.
- **Severe Heatwave** – Less frequent, higher intensity heatwaves are classified as severe and will be challenging for some more vulnerable people, such as those over 65, pregnant women, babies and young children, and those with a chronic illness.
- **Extreme Heatwave** – Even rarer and exceptionally intense heatwaves are classed as extreme and will impact normally reliable infrastructure, such as power and transport. Extreme heatwaves are a risk for anyone who does not take precautions to keep cool, even those who are healthy.

(Source – Bureau of Meteorology website -

<http://www.bom.gov.au/australia/heatwave/knowledge-centre/understanding.shtml>)

Liaison Officer

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

Participating Organisation

As defined in the NSW Emergency Management Plan (EMPLAN)

Public Education

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

Public Information

In this plan means the information and advice provided to the public during an emergency to inform them of the response actions being taken and the specific actions that they should take, given the circumstances, to protect themselves.

Recovery

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

Regional Emergency Operations Controller (REOCON)

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

Response

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

State Emergency Operations Controller (SEOCON)

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

Unless there is a single combat agency primarily responsible under the State Emergency Management Plan for controlling the response to an emergency, the SEOCON is responsible for controlling, in accordance with the SERM Act, the response to an emergency that affects more than one region or for which the SEOCON assumes responsibility.

State Emergency Recovery Controller (SERCON)

In this subplan means the Secretary of the Department of Justice or a senior executive of the Department of Justice designated by the Secretary.

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

Supporting Organisation

As defined in the NSW Emergency Management Plan (EMPLAN)

Vulnerable People

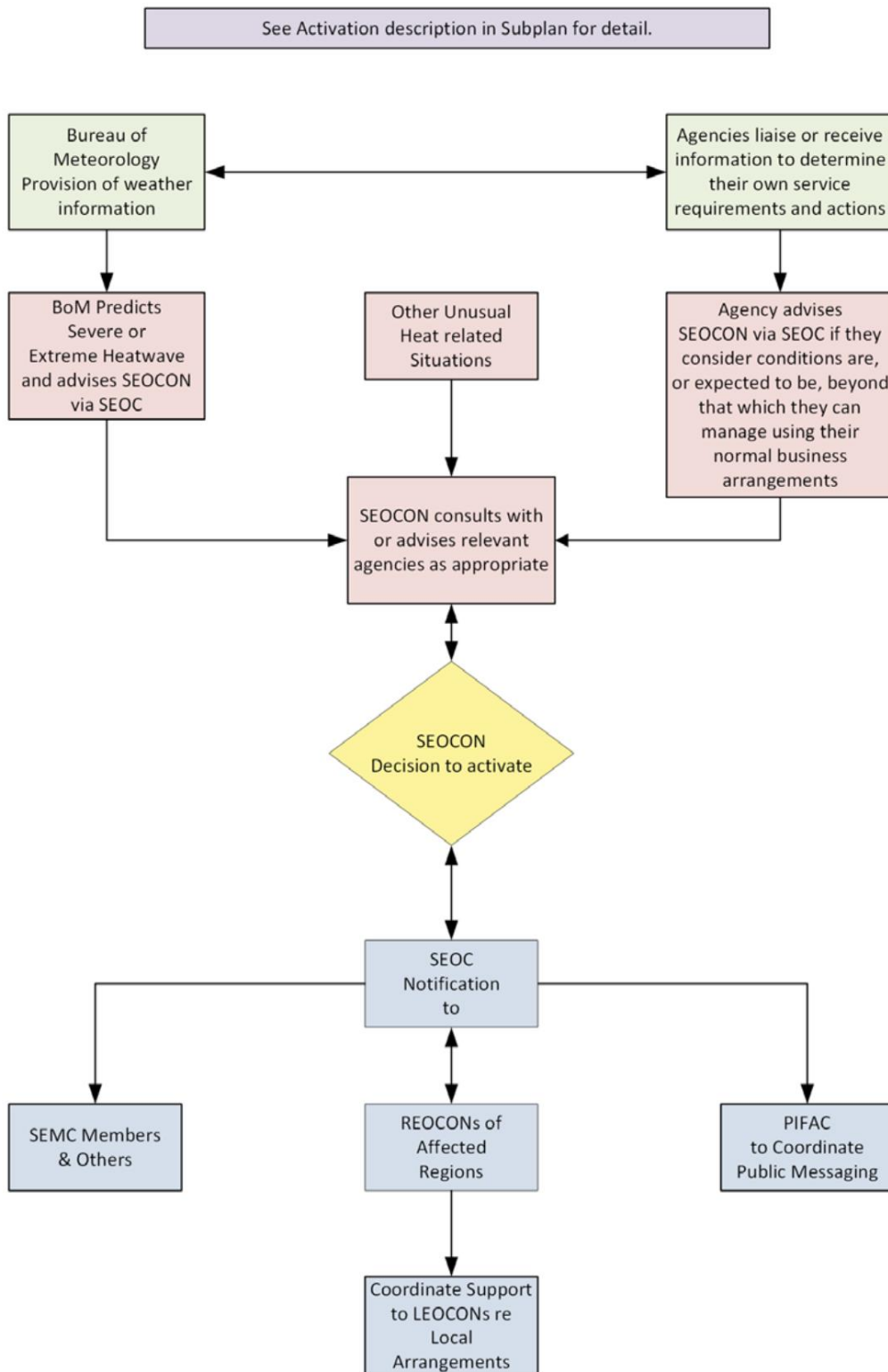
Whilst all people may be affected by heat to varying degrees, there are sections of the community where people may be at risk, such as those over 65 years of age, pregnant women, babies and young children, outdoor workers and those with a chronic illness.

Appendix C—Abbreviations

BoM	Bureau of Meteorology
EMPLAN	NSW State Emergency Management Plan
EOC	Emergency Operations Centre
EOCON	Emergency Operations Controller
FAC	Functional Area Coordinator
LEOCON	Local Emergency Operations Controller
LO	Liaison Officer
PIFAC	Public Information Functional Area Coordinator
REOCON	Regional Emergency Operations Controller
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

Appendix D— Activation Sequence Flow Chart

Activation Sequence Flow Chart



Appendix E— Information Flow Chart

Information Flow Chart

