COMBINED EMERGENCY MANAGEMENT ARRANGEMENTS

FOR

THE CITY OF PERTH & THE BOTANIC GARDEN & PARKS AUTHORITY

PART FOUR

CITY OF PERTH

RESPONSE ARRANGEMENTS

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1. Introduction

Part Three provided a summary of the *Response* arrangements which the HMA will establish in the event of an incident. It also detailed the operational structure under AIIMS and the interface with Support Agencies including the City of Perth. This Part (4) details the arrangements within the City of Perth to provide resource and information support to the HMA. These procedures also form the basis for transitional arrangements from *Response* to *Recovery*.

2. Role of the City of Perth

The City has a responsibility under the EM Act 2005 to provide operational support to the relevant HMA during an incident. This includes but is not limited to:

- The provision of advice and data on:
  - City Buildings, Owners and Occupiers.
  - The City infrastructure.
  - Resident demographics.
- The provision of timely resource support
- Advice on the Local EM Arrangements including activation of:
  - Local Evacuation Plans.
  - The location and capability of City Welfare & Evacuation Centres.

In order to effect this requirement, the City has established an internal operational structure named the Crisis & Incident Management Group (CIMG).

3. Crisis & Incident Management Group (CIMG)

The CIMG consists of two groups. The Crisis Management Team (CMT), which can be assembled for major incidents with the potential to damage the City's reputation, business continuity or ability to operate. The CoP Incident Management Group (CoPIMG) is activated to provide the *Response* support summarized above. The complete City Operational Structure is shown at Annex A.

3.1. CoP Crisis Management Team (CoP CMT)

This Team is established to manage large scale incidents be they emergencies or issues of business continuity or reputation. The Team consists of the City's Executive Staff who would be critical in the transition from Response to Recovery operations. Details of the CMT contact details are recorded in the City's EM Contacts directory, not subject to public viewing. Members are:

- City CEO (Chairman)
- Director Business Units.
- Director Corporate Services.
- Director Service Units.
- Director Planning & Development.
- Manager Human Resources
- Media Liaison Officer.

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These City Officers, through the CEO, report directly to the Lord Mayor and Council and are therefore key personnel, particularly during *Recovery* operations.

3.2. CoP Incident Management Group (CoP IMG)

The CoP IMG provides the interface during *Response* and *Recovery* operations. The structure and positions are similar to the AIIMS System used by all emergency services. In essence, this group will arrange resource or information support requested and action any other tasks assigned by the CoP CMT or the HMA Incident Controller.

3.3. Role & Responsibilities

The role of the CoP IMG is to manage the City's response to an incident, including the following responsibilities:

- Activation of the City's Response.
- Maintain liaison with HMAs and the Police Emergency Coordinator.
- Arrange for the provision of information and resources as described at paragraph 2 above in support of the HMA.
- Maintain all logs pertinent to the incident operation.
- Provide Briefings to the CMT, Council and other City Stakeholders.
- Manage the transition from incident response to recovery operations.
- Action tasks assigned to the City by the Recovery Committee (See Recovery Plan).

The CoP IMG Individual Roles are detailed at Annexes B – G.

3.4. CoP IMG Centre (IMGC)

The CoP IMG operates from the Executive Boardroom on the 8th Floor Council House. Should this centre be activated, the basement Carpark will be cleared for use by responding emergency services, utility agencies or other liaison officers. This room has the facilities for:

- Operational displays (Charts, Maps etc.)
- Telephones.
- Computer Network.
- Internet.
- CCTV, remote from the City Watch.

The layout diagram for the Centre is at Annex H.

3.5. City Surveillance Centre (CSC)

In addition to the CoP IMG, the City operates a 24 hour Surveillance Centre under the "City Watch" program. Whilst the prime role of this Centre is to monitor the CBD for anti-social behavior, it also provides a visual resource for emergency incidents which may occur within its visual range. The system is capable of multi-views or tracking and is connected to the CoP IMG Centre at Council House. Furthermore, the Surveillance Centre is also staffed by a Police Officer around the clock. This ensures rapid activation of the CoP IMG.

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4. Activation Arrangements

Activation of the City's Emergency Management Arrangements is achieved as follows:

1. For Special Events or Incidents which can be reasonably forecast.
    a. By decision of the CoP Incident Manager.
    b. At the Request of the HMA.
    c. At the request of the Police Emergency Coordinator.
2. For Incidents which occur without notice.

ALL CALLS TO THE CITY SURVEYLANCE CENTRE.

9325 6000

The Centre maintains all current contact details of key City Staff including the CoP IMG Duty Staff.

4.1. Levels of Activation

The CoP Incident Manager will assess the Level of response.

1. Level 1, minor support required by the HMA. The support to the HMA is arranged by the CoP Incident Manager alone.
2. Level 2, more extensive support required, possible short term evacuation of areas of the Central Business District (CBD). The CoP IMG is expanded with the Incident Manager delegating certain functions. City Rangers may be deployed as Liaison Officers.
3. Level 3, for a major incident, requiring extensive resource support and recovery operations. The IMG provides support, keeps the CMT informed and manages the transition from *Response* to *Recovery.*

The Activation Levels are shown at Annex J

5. Operational Systems

There are three main operational systems available in the IMG Centre. These are described below.

5.1. Operational Displays

The IMG Centre is equipped with a data projector, which is linked to the Scribe's Laptop in order to provide a visual display of logs, situation reports, incident action plans for the benefit of the Group. In addition, the Room has a remote link to the City Watch Centre and CCTV coverage of an incident may be viewed, provided it falls within the surveillance coverage.

5.2. Geographical Information System (GIS)

The City maintains and operates a GIS System (MapInfo®). This allows special data, including maps and demographic information to be analysed. The GIS is available on line via the City Intranet.

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5.3. Information Management System (IMS)

The maintenance of operational logs (by all members of the CoP IMG) is mandatory. A duplicate manual log sheet is used, which can be readily entered to electronic format. This facilitates log entry sorting and search functions. The Scribe maintains the electronic records using a Microsoft® Excel Application. This provides for:

- Log Entries.
- Situation Reports.
- Incident Action Plans.

Copies of the forms generated by this application are at Annex K.

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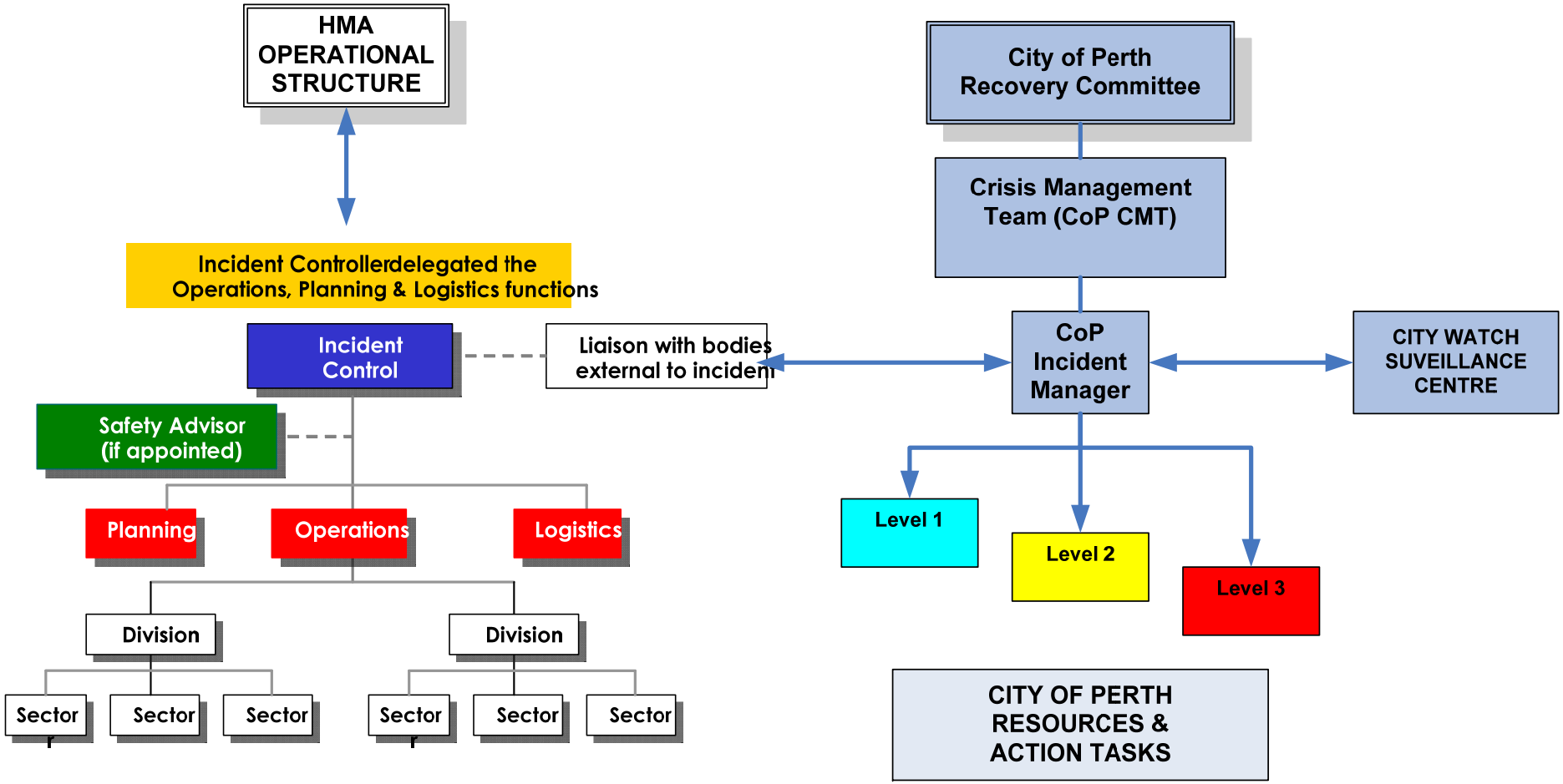
6. Annex A – COP IMG Structure (Response & Recovery)



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7. Annex B – IMG Leader

Role:

Provide overall direction and leadership to the IMG, under the authority of the CEO.

Responsibilities.

The IMG Leader shall have the following responsibilities:

- Liaise with the HMA at EOC Level.
- Gather and assimilate information.
- Regularly brief the CEO on the current situation and obtain approval in advance for any expenditure or resource commitments.
- Maintain the “big picture” - overall control,
- Authorise the use of Town facilities or deployment of resources, in accordance with delegated authority.
- Account for personnel.
- Maintain a chronological record of the incident.

Competencies.

- Work in a team
- Operate communication systems and equipment
- Supervise response
- Conduct briefings/debriefings
- Develop incident support strategies
- Manage emergency response information

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8. Annex C – Scribe

Role:

Provide administrative and secretarial services to the IMG.

Responsibilities.

The Scribe shall have the following responsibilities:

- Gather and assimilate information from the IMG
- Maintain a chronological record of the incident on the electronic system
- Prepare Situation Reports on the system.
- Ensure that the ECC is well supplied with appropriate stationery.
- Ensure that all printers / faxes used in the ECC have adequate stocks of toner and paper.
- Collect all records and maps at the end of the operation.
- Save all electronic documents and prepare a back-up copy.

Competencies.

- Work in a team
- Operate communication systems and equipment
- Manage emergency response information
- Have good keyboard skills.
- Operate MS Excel and other common computer applications

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9. Annex D - Planning Officer

Role:

Gather, evaluate and disseminate information about the incident and provide LGA data and mapping in support of the HMA.

Responsibilities.

The Planning Officer shall have the following responsibilities:

- Obtain briefings from IMG Leader.
- Establish reporting functions and schedules for all LGA facilities.
- Define forward planning objectives.
- Activate Support plans as directed by the Leader.
- Liaise with the Logistics Officer for resource requirements to support plans.
- Gather all information relevant to the incident including:
  - Incident details
  - Weather
  - Damage.
- Liaise with technical specialists for Building and Health Inspectors.
- Identify the need for specialist resources.
- Maintain, prepare and present all relevant documentation.

Competencies.

- Communicate in the Workplace
- Design and manage activities which exercise elements of emergency management
- Manage emergency response information
- Work in an emergency operations centre
- Work in a team
- Operate communication systems and equipment
- Operate Town computer applications and data bases.
- Have good keyboard skills.

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10. Annex E - Logistics Officer

Role:

Responsible for providing facilities, material, services and resources, including personnel, in support of the incident.

Responsibilities.

The Logistics Officer shall have the following responsibilities:

- Obtain a briefing from the IMG Leader.
- Maintain contact with the Works Depot and Welfare support facilities
- Identify and define resources required for logistics section.
- Inform Leader of logistics movements including assigned personnel.
- Co-ordinate the processing of requests for additional resources.
- Advise on current and future support services required.
- Locate, acquire, track, maintain and manage all resources allocated to the incident.
- Maintain, prepare and present all relevant documentation.
- Identify and resource staging areas for logistic support.

Competencies.

- Communicate in the Workplace
- Manage emergency response information
- Work in an emergency operations centre
- Work in a team
- Operate communication systems and equipment
- Coordinate resources

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11. Annex F – Operations Officer

Role:

Responsible for managing the response actions for the Town of Bassendean.

Responsibilities.

The Operations Officer shall have the following responsibilities:

- Obtain a briefing from the IMG Leader.
- Maintain contact with the HMA
  - Via the Liaison Officer if deployed.
  - Via the HMA EOC.
- Activate Town Support Teams as required.
- Co-ordinate briefings/time outs sessions with Leader on a regular basis
- Assess escalation scenarios.
- Assemble Technical Personnel as required for operations and assistance.
- Implement appropriate procedures for COB / TOVP Personnel assigned to the incident.

Competencies.

- Communicate in the Workplace
- Manage emergency response information
- Work in an emergency operations centre
- Work in a team
- Operate communication systems and equipment

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12. Annex G – Liaison Officer

Role:

Acts as the on site contact for COB / TOVP to the HMA Incident Controller.

Responsibilities.

The Liaison Officer shall have the following responsibilities:

- Obtain a briefing from the IMG Leader.
- Deploy as requested and directed by the HMA:
  - to the scene of incident appropriately identified and wearing personal protective equipment supplied, or
  - to the HMA EOC
- Obtain, by observation and briefing from the HMA, a clear picture of the incident and communicate this to the IMG at regular intervals.
- Provide local information to the HMA Incident Controller as appropriate.
- Receive and communicate any tasks for the IMG for action.
- Monitor and report the arrival and departure of LGA resources assigned.
- Liaises with External Authorities and Agencies including. Police, Fire, SES, Government agencies, etc.

Competencies.

- Communicate in the Workplace
- Manage emergency response information
- Work in an emergency operations centre
- Work in an Emergency Control Zone
- Work in a team
- Prevent injury
- Operate communication systems and equipment
- Follow defined Health & Safety -Policies and Procedures

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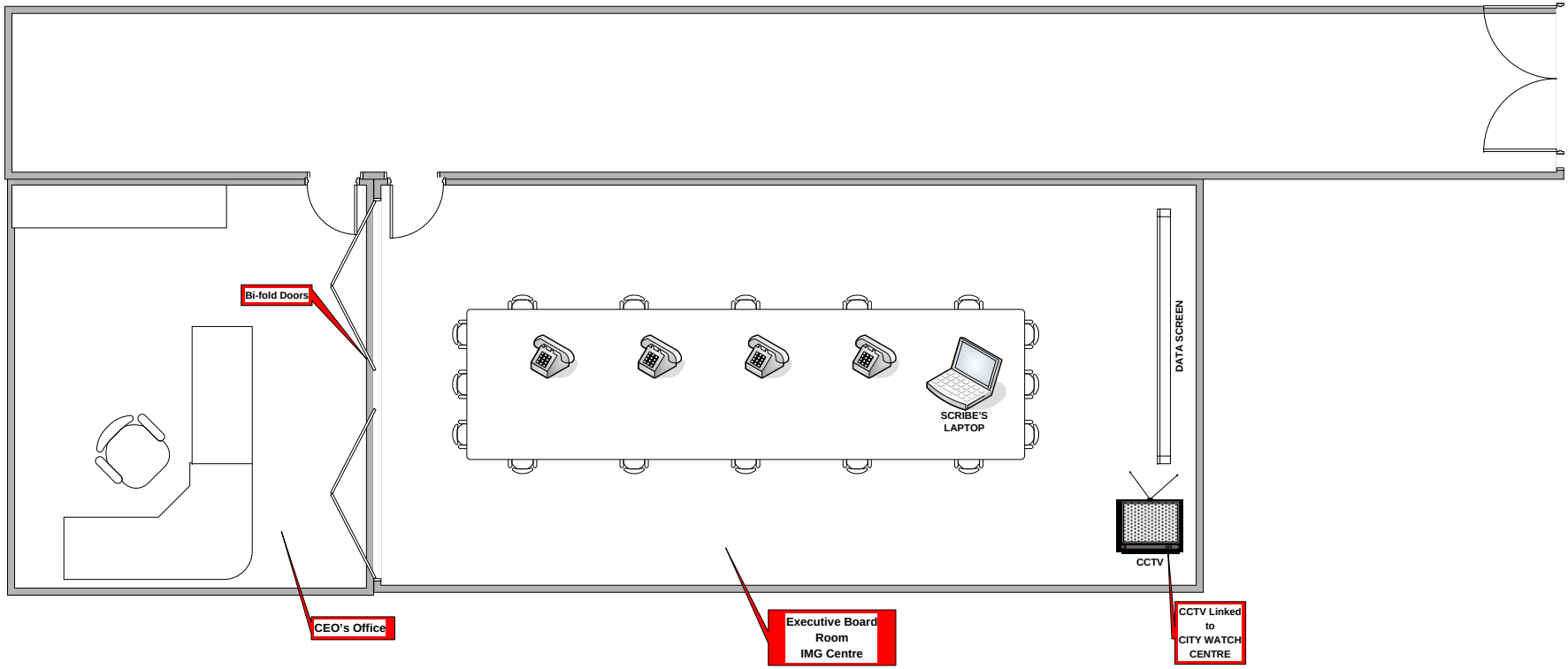
13. Annex H – IMGC Layout



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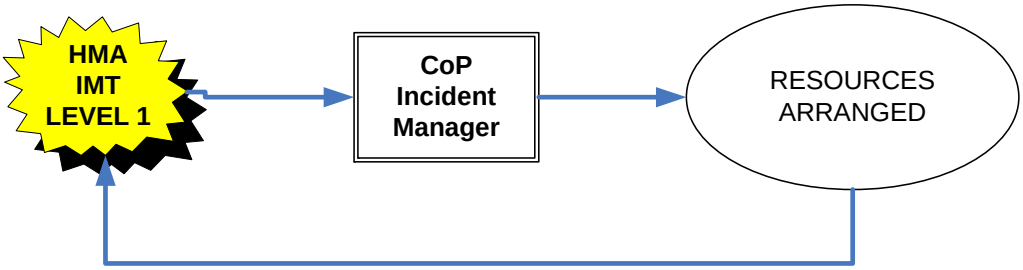
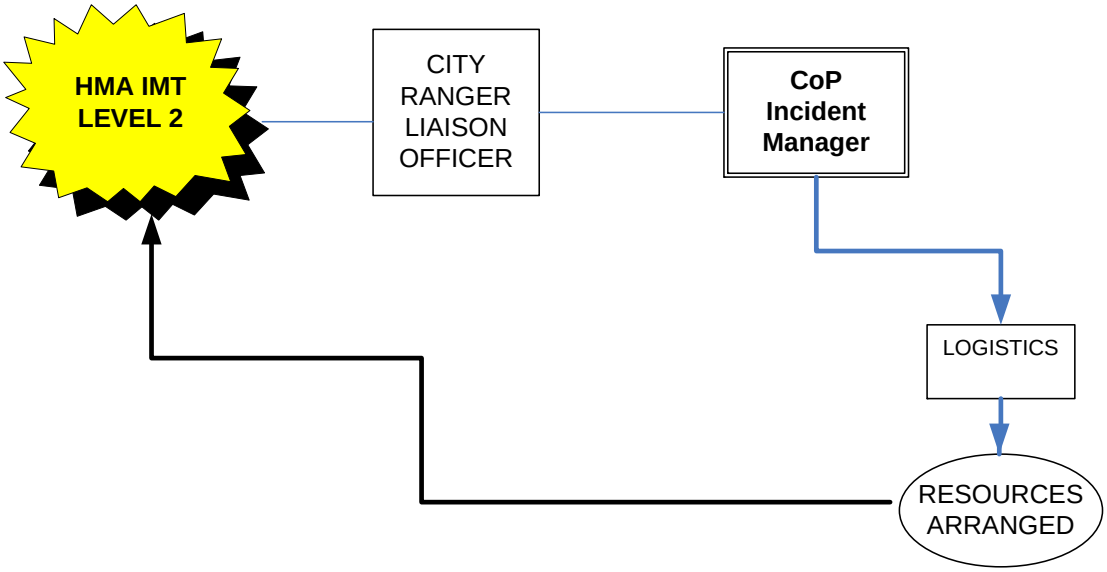
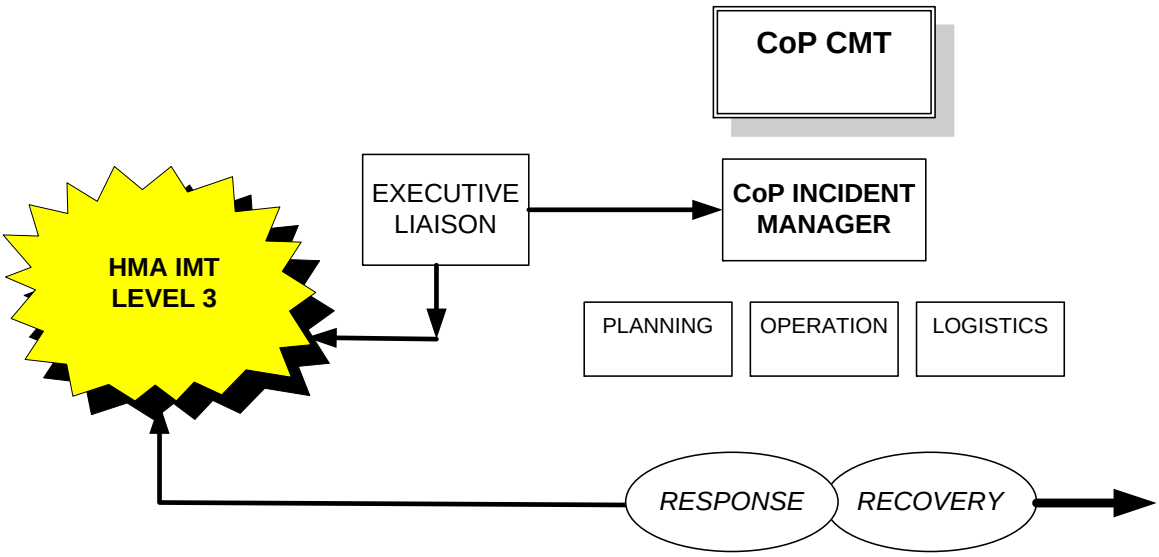
14. Annex H – Activation Levels







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15. Annex K – IMGC Operational Forms

15.1. Log Sheet

DATE	TIME	FROM / TO	ORGANISATION	MESSAGE DETAILS	CALL BACK TIME	LOGGED BY	LOG (TIME)

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15.2. Situation Report

City of Perth / King's Park Incident Management Group (CoP/KP IMG)	
SITUATION REPORT FROM THE INCIDENT MANAGEMENT CENTRE **As At LOCAL DATE:** **As At LOCAL TIME:**	
Distribution **1** **2** **3** **4**	
General Situation	
Casualties (Dead, Injured, missing)	
Response Actions in progress	
Evacuations **Environmental Issues** **Media / Public Reaction**	
Potential for CRISIS	

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15.3. Incident Action Plan

PLAN TITLE		
SITUATION		
OBJECTIVE		
PLAN OUTLINE		
TASKING	DESCRITION	ASSIGNED TO
TASK 1		
COORD DETAILS		
TASK 2		
COORD DETAILS		
TASK 3		
COORD DETAILS		
TASK 4		
COORD DETAILS		
TASK 5		
COORD DETAILS		
COMMAND & COMMUNICATIONS	PLAN COORDINATOR	
	CONTACT DETAILS	
	REPORT TIMINGS	

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