
NEW ENGLAND REGION SNOW EMERGENCY SUB PLAN

**A Sub Plan of the New England Regional Emergency Management Plan
(EMPLAN)**

Endorsed by the New England Regional Emergency Management Committee

**Endorsed June 2026
Version 1.0**

AUTHORISATION

The *New England Region Snow Emergency Plan* is a sub plan of the *New England Region Emergency Management Plan (EMPLAN)*. It has been prepared in accordance with the provisions of the ***State Emergency Service Act 1989 (NSW)*** and is endorsed by the New England Region Emergency Management Committee in accordance with the provisions of the ***State Emergency and Rescue Management Act 1989 (NSW)***.

Authorised

Signature:



Stephen Leahy
Chief Superintendent
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Date: 1st April 2026

Endorsed

Signature:



Chair
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Date:

24 June 2026.

VERSION HISTORY

Version Number	Description	Date
0.1	Draft plan for consultation	March 2026
1.0	Plan endorsed by REMC	June 2026

AMENDMENT LIST

Suggestions for amendments to this plan should be forwarded to:

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Amendments in the list below have been entered in this plan.

Amendment Number	Description	Updated by	Date

DISTRIBUTION LIST

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1 OUTLINE AND SCOPE

1.1 PURPOSE

- 1.1.1 The purpose of this plan is to set out the multi-agency arrangements for the emergency management of significant falls of snow in the Local Government Areas of Armidale Regional Council, Glen Innes Severn Council, Gunnedah Shire Council, Gwydir Shire Council, Inverell Shire Council, Liverpool Plains Shire Council, Moree Plains Shire Council, Narrabri Shire Council, Tamworth Regional Council, Tenterfield Shire Council, Uralla Shire Council, Walcha Council.
- 1.1.2 This plan has been prepared to complement the *NSW State Storm Plan*, other supporting plans, legislation, policies and memorandums of understanding (MOUs) established with agencies in NSW.
- 1.1.3 This plan covers preparedness measures, the conduct of response operations and the coordination of immediate recovery measures in the event of significant falls of snow (referred to as snow events throughout the plan).

1.2 AUTHORITY

- 1.2.1 This plan is written and issued under the authority of the [State Emergency and Rescue Management Act 1989 \(NSW\)](#) ('SERM Act' 1989), the [State Emergency Service Act 1989 \(NSW\)](#) ('SES Act' 1989) and the *NSW State Emergency Management Plan (EMPLAN)*.
- 1.2.2 This plan is a sub plan to the *New England Region Emergency Management Plan (EMPLAN)*. It is approved by the NSW SES North Western Zone Commander and is endorsed by the New England Region Emergency Management Committee (REMC).
- 1.2.3 NSW SES is identified in the *NSW State EMPLAN* and the *NSW SES Act 1989* as the lead (combat) agency for preparation for and response to storm damage control and for leading the coordinated response to the impact of storms, including the evacuation of affected communities if required.

1.3 ACTIVATION

- 1.3.1 This plan does not require activation. The arrangements set out in this plan are always active.
- 1.3.2 The *New England Region Emergency Management Plan (EMPLAN)* is always active in anticipation of the need to coordinate support and resources requested by combat agencies, including the NSW State Emergency Service (NSW SES).

1.4 SCOPE

- 1.4.1 This sub plan sets out the regional emergency management arrangements for preparation, response and initial recovery arrangements for snow events and the responsibilities of agencies and organisations regarding these functions.
- 1.4.2 In this plan, a 'snow event' is defined as a cold weather storm event involving impacts including snow fall and ice build up of sufficient severity to threaten lives and cause damage to property, vehicles, infrastructure, vegetation and the environment.

1.5 GOALS

- 1.5.1 The primary goals in relation to emergency management for the NSW SES as the combat agency for snow events are:
- a. Protection and preservation of life.
 - b. Protection of property including critical infrastructure, community assets, and residential property.
 - c. Enhance the community's capability to make safer decisions by implementing effective warning systems and enabling accurate and timely two-way communications between agencies and communities.
 - d. Coordination of effective storm focused activities across the planning, preparation, response, and early recovery stages.
 - e. Protection of the environment and conservation values considering the cultural, biodiversity and social values of the environment.
 - f. Decisions made in all phases of emergency management consider the safety and wellbeing of the emergency service members and the broader community to assist in longer term recovery of the built environment and social impact of storm disasters.

1.6 KEY PRINCIPALS

- 1.6.1 The protection and preservation of human life (including the lives of responders and the community) is the highest priority.
- 1.6.2 Working to prevent, prepare for, respond to, and recover from the impacts of snow events is the shared responsibility of agencies and the community.
- 1.6.3 Embrace interoperability between agencies and community to better prepare for, respond to, and recover from snow incidents and campaigns.
- 1.6.4 The establishment and operation of warning systems ensuring information is provided to the community in an effective and timely manner.

1.7 ROLES AND RESPONSIBILITIES

- 1.7.1 General responsibilities of emergency service organisations and Functional Areas are set out in the *NSW State EMPLAN* and *NSW State Storm Plan*.
- 1.7.2 Specific roles and responsibilities for agencies, Functional Areas and organisations in relation to snow events within the New England Region are detailed within this plan in Appendix B and Appendix C.
- 1.7.3 Local arrangements may be made by local NSW SES Units in cooperation with the Local Emergency Management Committee (LEMC) and supporting agencies. These arrangements should align to the requirements outlined in this plan.
- 1.7.4 Any agency with agreed responsibilities in this plan that are temporarily unable, or no longer able to fulfil their responsibilities in response operations must as soon as possible notify:
- a. The NSW SES Incident Controller (for Local or Zone level responsibilities during response operations).

- b. The NSW SES Zone Duty Commander (for regional level responsibilities outside of response operations).

1.8 PLAN MAINTENANCE AND REVIEW

1.8.1 NSW SES will maintain the currency of this plan by:

- a. Ensuring that all supporting emergency services and Functional Areas, organisations and officers mentioned in this plan are aware of their roles and responsibilities.
- b. Conduct a minimum of one exercise every five years or within two years of this plan being reviewed.
- c. Reviewing the contents of the plan:
 - After significant snow events including recommendations from After Action Reviews, reports, or inquiries.
 - When changes to land use strategic plans and policies increase the population at risk.
 - When there are changes which alter agreed plan arrangements.
 - When new data and information is available that is material this plan.
 - When there are changes to the machinery of government that impact this plan.
 - As determined by the NSW SES Commissioner.
- d. Reviewing this plan will occur at a minimum every five years.

1.9 ASSUMPTIONS

1.9.1 This plan is based on the following assumption:

- a. All the agencies and organisations with a role or responsibilities included in this plan maintain their own capability; including detailed operational plans, adequately trained personnel, and enough resources to fulfil their role.

1.10 AUDIENCE

1.10.1 The audience for this plan is the New England Region Local Government/Councils and agencies within the emergency management sector, including non-government organisations (NGO), businesses, and community groups with a significant role in emergency management.

1.10.2 Although the wider community is not the primary audience, making the plan readily available on online platforms will support community and stakeholder engagement in emergency risk management.

2 OVERVIEW OF SNOW HAZARD AND RISK

2.1 THE SNOW THREAT

- 2.1.1 When snow falls, it generally falls in areas above 900 metres above sea level in the Northern Tablelands of NSW. West of the Great Dividing Range, snow has been known to settle between 600-700 metres above sea level. In extreme events snow can fall to lower levels.
- 2.1.2 The elevated altitude of the New England Region can bring a range of hazards. These hazards can occur at any time of year, but are most likely and more severe during winter.

Hazard	Potential Impacts
Blizzards – Violent and very cold wind loaded with snow	Reduced visibility makes it easier for people to become disorientated, even if familiar with the area. White out conditions (uniform whiteness) in a snowy landscape can take away all reference points.
Heavy Snow	Reduced visibility of roads, signs, paths, and hazards makes travelling, navigation and/or rescue difficult/ Large snow accumulations may collapse roofs and other structures as well as cause trees or their limbs to fall. Increased risk of hypothermia, especially if snow is combined with wind. Compacted snow and ice on roads increases the risk of accidents.
Heavy rain	Water levels in creeks and rivers can rise quickly with sudden downpours. Slippery terrain and roads increase risk of accidents. Increased risk of hypothermia, especially if rain is combined with wind.
Snow melt	Melting snow creates runoff, causing creeks and rivers to rise quickly.
Strong to destructive winds	Walking and upright can be difficult or impossible. Trees or their limbs may fall. Heat is carried away from the body, increasing the risk of hypothermia. Structures and equipment may be damaged. Small objects may become projectiles, creating further damage.

Hazard	Potential Impacts
Fog and low cloud	Reduced visibility of reference points makes navigation difficult. Heavy fog can create white out conditions.
Cold temperatures and wind chill	Prolonged exposure can cause hypothermia and/or frostbite.
Ice	Black ice (a thin, clear ice coating on road surfaces) can be very difficult to identify. Walking or driving may become extremely dangerous, with loss of traction leading to crashes. Increased risk of hypothermia, especially if icy conditions are combined with wind.
Lightning strikes	Injury or death from being struck by lightning. Damage to structure or equipment from being struck by lightning.
Strong UV levels	Increased risk of damage to skin (sunburn) and eyes (snow blindness). Cool temperatures can lead to people underestimating the UV levels

2.1.3 The above impacts can result in the following consequences:

- a. Loss of life.
- b. Property damage or destruction (including buildings and vehicles).
- c. Infrastructure damage leading to loss of services - such as downed power and telephone lines.
- d. Isolation of properties and/or communities due to road closures, with the additional risk of secondary emergencies (creating risk to life and the need for resupply and/or rescue).
- e. Economic losses (for example, impacts to local businesses, tourism, and agricultural damages).
- f. Environmental losses (for example, impacts to water quality, soil erosion, animal habitat, cultural heritage, and generation of waste that is potentially hazardous).
- g. Indirect effects such as disruption to community activities and ongoing psychological issues. The broader community can be affected by infrastructure damage, disruption of essential services and disruption to transport routes.

2.1.4 Significant falls of snow can cause the closure of major road and rail transport routes including (but not limited to):

- a. Sections of the New England Highway between Moonbi and the NSW/QLD Border.
- b. The Oxley Highway between Bendemeer and Walcha.
- c. Waterfall way between Armidale and Dorrigo.
- d. The Northern Tablelands Express rail line from Armidale to Kootingal.
- e. Any Airport along the Northern Tablelands.

2.1.5 Significant falls of snow can potentially isolate the towns and villages along elevated areas within the New England Region for several days. Snow fall may also impact campsites and national parks across the Region.

2.2 FORECASTING SNOW

2.2.1 The Bureau of Meteorology faces several challenges when forecasting snow, with additional challenges for the New England Region, including:

- a. **Snow forecast difficulty:** Snow producing systems are very complex and sensitive to small changes in moisture levels, altitude and topography. Minute differences in numerical forecast models can produce vastly different precipitation amounts and snow levels.
- b. **Snow level forecast Marginality:** When the snow level (the forecast altitude where precipitation above that height falls as snow) is below terrain elevation, snow is possible. In many cases over the New England Region, the snow level may only marginally intersect with topography, with only 50-100m difference in forecast snow level can be the difference between rain or several centimetres of snow.
- c. **Snow depth is not forecast nor recorded:** Snow depth is not forecast, only the snow level.
- d. **Snow is not automatically recorded:** The Bureau does not possess snow depth sensors in Australia. As a result, the Bureau relies on observations from the community to verify snow forecasts and monitor snow conditions.
- e. **Ground temperature and snow accumulation:** Over the New England Region, the ground often retains enough heat to melt snow on contact (unlike the NSW Alps). Models can forecast precipitation, but they do not predict how snow may settle on the surface which is highly dependent on surface heating.
- f. **Snow forecast accuracy not measured at the Bureau:** Given the above issues, the snow forecast is not systematically verified, and as such the accuracy is unknown.

2.2.2 These challenges introduce additional risk as significant snowfall may not be accurately forecast

2.3 HISTORIC SNOW EVENTS

2.3.1 July 1984

- a. In July 1984, a high pressure system on the Bight brought an extremely cold airmass from far southern latitudes to Eastern Australia. Widespread snowfall

and low temperatures were recorded from Bendigo in Central Victoria to Stanthorpe in South East Queensland.

- b. Approximately 30-40cm of snow fell around Armidale and Guyra, causing disruptions to power and water services.

2.3.2 August 2025

- a. In August 2025, a complex low pressure system produced strong winds, heavy rainfall and snow.
- b. Approximately 40-50cm of snow fell in Armidale, Bendemeer, Guyra, Uralla, Walcha, and surrounding areas, causing disruption to transport and standing of vehicles along the New England Highway, Oxley Highway and Waterfall Way, as well as widespread power outages, airport closures and rail delays.

2.4 LGA SPECIFIC IMPACTS

2.4.1 Armidale Regional Council

- a. Armidale Regional Council LGA features some of the highest terrain in the New England Region. Much of the land between the villages of Black Mountain and Ben Lomond, including Guyra, sits over 1000m above sea level. Significant areas of Cathedral Rock National Park, near Ebor are also over 1000m above sea level.
- b. Due to its significant elevation, Armidale Regional Council is at greatest risk within the New England Region for potential impacts due to snow events.
- c. Many State, regional, and local roads as well as communication and utility infrastructure. Primary areas of concern are as follows:

State Roads	Comments
New England Highway	Heavy snow fall may impact the New England Highway between Uralla and Glen Innes.
Waterfall Way	Heavy snow fall may impact Waterfall Way between Armidale and Dorrigo.
Regional Roads	Comments
Guyra Road	Heavy snow fall may impact Guyra Road between Tingha and Guyra, and Guyra and Ebor.
Other Transport Routes	Comments
Northern Tablelands Express Rail Line	Significant snow fall may impact the Northern Tablelands Express Rail Line from Armidale to Tamworth.
Armidale Regional Airport	Significant snow fall may close Armidale Regional Airport.
Towns and Villages	Comments
Armidale	Armidale may become isolated or suffer service outages as a result of heavy snow fall.
Guyra	Guyra may become isolated or suffer service outages as a result of heavy snow fall.
Ben Lomond	Ben Lomond may become isolated or suffer service outages as a result of heavy snow fall.
Ebor	Ebor may become isolated or suffer service outages as a result of heavy snow fall.

Black Mountain	Black Mountain may become isolated or suffer service outages as a result of heavy snow fall.
Other Areas	Comments
Cathedral Rock National Park	Campers and park users may become isolated due to significant snowfall.

2.4.2 Glen Innes Severn Council

- Glen Innes Severn LGA features some of the highest terrain in the New England Region. Much of the land in the southern and central parts of the LGA, sits over 1000m above sea level.
- Due to its significant elevation, Glen Innes Severns Council is at greater risk within the New England Region for potential impacts due to snow events.
- Many State, regional, and local roads as well as communication and utility infrastructure. Primary areas of concern are as follows:

State Roads	Comments
New England Highway	Heavy snow fall may impact the New England Highway between Guyra and Deepwater.
Gwydir Highway	Heavy snow fall may impact the Gwydir Highway between Inverell and Glen Innes, and Glen Innes and Grafton.
Regional Roads	Comments
Emmaville Road	Heavy snow fall may impact Emmaville Road between Glen Innes and Emmaville.
Strathbogie Road	Heavy snow fall may impact Strathbogie Road between Glen Innes and Emmaville.
Wellington Vale Road	Heavy snow fall may impact Wellington Vale Road between Deepwater and Emmaville.
Other Transport Routes	Comments
Glen Innes Regional Airport	Significant snow fall may close Glen Innes Regional Airport.
Towns and Villages	Comments
Glen Innes	Glen Innes may become isolated or suffer service outages as a result of heavy snow fall.

Deepwater	Deepwater may become isolated or suffer service outages as a result of heavy snow fall.
Emmaville	Emmaville may become isolated or suffer service outages as a result of heavy snow fall.
Glencoe	Glencoe may become isolated or suffer service outages as a result of heavy snow fall.

2.4.3 Gunnedah Shire Council

- a. Impacts due to snow are limited within Gunnedah Shire Council LGA as much of the LGA lies below 600m above sea level.

2.4.4 Gwydir Shire Council

- a. Impacts due to snow are limited within Gwydir Shire Council LGA as much of the LGA lies below 600m above sea level.

2.4.5 Inverell Shire Council

- a. Impacts due to snow are limited within Inverell Shire Council LGA as much of the LGA lies below 800m above sea level.
- b. However, some roads may be impacted by heavy snow fall.
 - The Gwydir Highway between Inverell and Glen Innes.
 - Guyra Road between Tingha and Guyra

2.4.6 Liverpool Plains Shire Council

- a. Impacts due to snow are limited within Liverpool Plains Shire Council LGA as much of the LGA lies below 600m above sea level.
- b. However, some roads and areas may be impacted by heavy snow fall.
 - The New England Highway between Willow Tree and Murrurundi.
 - National Parks, State Forests and Reserves along the Liverpool Ranges. Particularly Coolah Tops National Park.

2.4.7 Moree Plains Shire Council

- a. Impacts due to snow are limited within Moree Plains Shire Council LGA as much of the LGA lies below 600m above sea level.

2.4.8 Narrabri Shire Council

- a. Impacts due to snow are limited within Narrabri Shire Council LGA as much of the LGA lies below 600m above sea level.
- b. Impacts within Narrabri Shire Council LGA are usually limited to Mount Kaputar National Park, due to its increased elevation. The Peak of Mount Kaputar is over 1500m above sea level. Campsites and walking trails within the National Park may be impacted by snow fall.

2.4.9 Tamworth Regional Council

- a. Tamworth Regional Council LGA features significantly elevated terrain. Much of the land in the southern and eastern parts of the LGA, sits over 1000m above sea level.
- b. Due to its significant elevation, parts of Tamworth Regional Council are at greater risk within the New England Region for potential impacts due to snow events.
- c. Many State, regional, and local roads as well as communication and utility infrastructure. Primary areas of concern are as follows:

State Roads	Comments
New England Highway	Heavy snow fall may impact the New England Highway between Moonbi and Uralla.
Oxley Highway	Heavy snow fall may impact the Oxley Highway between Bendemeer and Walcha.
Regional Roads	Comments
Barry Road	Heavy snow fall may impact Barry Road between Nundle and Hanging Rock.
Nowendoc/Topdale Road	Heavy snow fall may impact Nowendoc/Topdale Road between Dungowan and Thunderbolts Way.
Other Transport Routes	Comments
Northern Tablelands Express Rail Line	Significant snow fall may impact the Northern Tablelands Express Rail Line from Armidale to Tamworth.
Towns and Villages	Comments
Bendemeer	Bendemeer may become isolated or suffer service outages as a result of heavy snow fall.
Nundle	Nundle may become isolated or suffer service outages as a result of heavy snow fall.
Hanging Rock	Hanging Rock may become isolated or suffer service outages as a result of heavy snow fall.
Other Areas	Comments
Nundle State Forrest	Campers and forest users may become isolated due to significant snowfall.

2.4.10 Tenterfield Shire Council

- a. Tenterfield Shire Council LGA features significantly elevated terrain. Much of the land in the central and southern parts of the LGA sits over 800m above sea level.
- b. Due to its significant elevation, Tenterfield Shire Council is at greater risk within the New England Region for potential impacts due to snow events.
- c. Many State, regional, and local roads as well as communication and utility infrastructure. Primary areas of concern are as follows:

State Roads	Comments
New England Highway	Heavy snow fall may impact the New England Highway between Deepwater and Jennings.
Bruxner Highway	Heavy snow fall may impact the New England Highway between Tenterfield and Tabulum.
Regional Roads	Comments
Bruxner Way	Heavy snow fall may impact Bruxner Way between Tenterfield and the NSW/QLD border to the west.
Mount Lindesay Road	Heavy snow fall may impact Mount Lindesay Road between Tenterfield and Liston.
Other Transport Routes	Comments
Tenterfield Airport	Significant snow fall may close Tenterfield Airport.
Towns and Villages	Comments
Tenterfield	Tenterfield may become isolated or suffer service outages as a result of heavy snow fall.
Jennings	Jennings may become isolated or suffer service outages as a result of heavy snow fall.

2.4.11 Uralla Shire Council

- a. Uralla Council LGA features significantly elevated terrain. Much of the land in the south eastern half of the LGA sits over 1000m above sea level.
- b. Due to its significant elevation, Uralla Shire Council is at greater risk within the New England Region for potential impacts due to snow events.
- c. Many State, regional, and local roads as well as communication and utility infrastructure. Primary areas of concern are as follows:

State Roads	Comments
New England Highway	Heavy snow fall may impact the New England Highway between Bendemeer and Armidale.
Regional Roads	Comments
Thunderbolts Way	Heavy snow fall may impact Thunderbolts Way between Bundarra and Uralla, and Uralla and Walcha.
Bundarra	Heavy snow fall may impact Bundarra Road between Armidale and Bundarra.
Other Transport Routes	Comments
Northern Tablelands Express Rail Line	Significant snow fall may impact the Northern Tablelands Express Rail Line from Armidale to Tamworth.
Towns and Villages	Comments
Uralla	Uralla may become isolated or suffer service outages as a result of heavy snow fall.
Kentucky	Kentucky may become isolated or suffer service outages as a result of heavy snow fall.

2.4.12 Walcha Council

- Walcha Council LGA features significantly elevated terrain. Much of the land in the LGA sits over 1000m above sea level.
- Due to its significant elevation, Walcha Council is at greater risk within the New England Region for potential impacts due to snow events.
- Many State, regional, and local roads as well as communication and utility infrastructure. Primary areas of concern are as follows:

State Roads	Comments
Oxley Highway	Heavy snow fall may impact the Oxley Highway between Bendemeer and Walcha.
Regional Roads	Comments
Thunderbolts Way	Heavy snow fall may impact Thunderbolts Way between Uralla and Walcha, and Walcha and Gloucester.
Nowendoc/Topdale Road	Heavy snow fall may impact Nowendoc/Topdale Road between Dungowan and Thunderbolts Way.

Other Transport Routes	Comments
Walcha Aerodrome	Significant snow fall may close Walcha Aerodrome.
Towns and Villages	Comments
Walcha	Walcha may become isolated or suffer service outages as a result of heavy snow fall.
Woolbrook	Woolbrook may become isolated or suffer service outages as a result of heavy snow fall.
Nowendoc	Nowendoc may become isolated or suffer service outages as a result of heavy snow fall.

3 PREVENTION

3.1 INTRODUCTION

- 3.1.1 Guided by various land use planning legislation and policies, NSW SES works with agencies and the community to inform and influence the consideration of the risks arising from snow events to assist them in building their own resilience and reducing the risk.

3.2 PREVENTION

- 3.2.1 Whilst it is not possible to prevent snow events from occurring, actions to mitigate risk to life and reduce property damage and improve the resilience of infrastructure and assets to the impacts of snow events can be undertaken.
- 3.2.2 **Strategy:** NSW SES works with consent authorities, public authorities, public infrastructure and service utility organisations, and the community to reduce or avoid the impact on private and public assets and improve resilience to storm events.

Actions:

- a. Public infrastructure and service utility organisations consider managing the risk to their assets from snow events to reduce or avoid potential damage and improve resilience of their assets to storms.
- b. NSW SES provides coordinated and consistent emergency management advice to consent authorities, public authorities, public infrastructure, and service utility organisations in relation to the impact of snow events to inform measures to reduce the risk for existing and proposed development and infrastructure.

4 PREPARATION

4.1 INTRODUCTION

- 4.1.1 Preparation includes arrangements or plans to deal with an emergency or the effects of an emergency.
- 4.1.2 It also includes working with communities for them to understand their risk and through the provision of information have the knowledge to make the best decision for themselves and their family.
- 4.1.3 Preparation is undertaken by:
 - a. Agencies and organisations which have responsibilities before, during and/or in the recovery from storms.
 - b. Communities, businesses, and households which are likely to be impacted by the effects of storms.

4.2 EMERGENCY PLANNING

- 4.2.1 **Strategy:** NSW SES develop, review and maintain emergency plans.
Actions:
 - a. Review and maintain the New England Snow Sub Plan as per section 1.8.
- 4.2.2 Assist Local Emergency Management Committees (LEMCs) with the development of Consequence Management Guides (CMGs).

4.3 DEVELOPMENT OF WARNING SYSTEMS

- 4.3.1 **Strategy:** Develop, maintain and prepare systems for the provision of warnings and associated warning services.
Actions:
 - a. All levels of government work in partnership to develop and maintain warning infrastructure.
 - b. NSW SES develops and maintains warning and information products by:
 - Utilising intelligence data.
 - Developing warning and information products.
 - Developing warning and information products in line with the Australian Warning System (AWS).
 - Continuously reviewing warning and information products.
 - Consulting with affected communities and key stakeholders to obtain feedback on existing and future warning products.
 - Participating in the development of public information and warning systems.

4.4 BRIEFING, TRAINING AND EXERCISING

4.4.1 Strategy: Ensure that the NSW SES, supporting agencies, functional areas and the community are prepared and familiar with the strategies and arrangements within this sub plan and supporting documents.

Actions:

- a. NSW SES will consult stakeholders throughout the development of plans.
- b. NSW SES will inform stakeholders of content changes after revisions.
- c. NSW SES will train their members and those of other agencies (as requested) for their expected snow operation roles to ensure operational readiness.
- d. NSW SES will regularly brief stakeholders on the exercise arrangements contained in this sub plan.
- e. NSW SES will conduct evaluations and reviews following all large-scale exercises to identify areas of positive performance and areas for improvement. These will include all stakeholders. The outcomes will be disseminated and used to review and continuously improve arrangements, plans, systems, and processes.
- f. NSW SES will conduct activities to engage and educate the community about the arrangements contained in this plan.
- g. NSW SES will ensure their facilities and resources are maintained and operationally ready.
- h. NSW SES will maintain and review this plan's supporting documents with supporting agencies and functional areas in line with the review schedule and requirements of this plan.
- i. Supporting agencies will ensure all personnel are appropriately trained for snow and operational roles they are required to undertake as outlined in Appendix B.

4.5 COMMUNITY RESILIENCE

4.5.1 Strategy: NSW SES will collaborate with the community to plan and prepare for storm impacts and any resultant risks to life and property.

Actions:

- a. NSW SES will partner with and engage communities early and often to improve understanding and management of the risks associated with snow events. This can be achieved through strategies based on policy, guidance, and resources from NSW Government, NSW SES, and other sources, for example, community organisations.
- b. NSW SES will collaborate with communities when developing snow event information, intelligence, warnings, preparedness, and response information. The following considerations should be made when collaborating with these stakeholders:
 - Disaster risk information is accessible and considers communication capabilities, to deliver actionable disaster risk data and information.

- Locally led and owned disaster risk reduction efforts are enabled by NSW SES with clear governance pathways for pursuing disaster risk reduction projects.
 - Community expectations are managed to plan and prepare for hazards i.e., where community members will not be able to influence a decision, participation is not appropriate, and communities should be made aware as to why this is the case.
- c. NSW SES will work in partnership with other emergency service agencies, NSW Government, Local Government/Councils, the Bureau, and community networks. NSW SES will implement a range of tailored and inclusive programs, activities, and initiatives designed to enhance community capability, knowledge, and skills.
 - d. The community should contact the NSW SES on 132 500 to report non-life threatening incidences and request assistance following the impact of a storm.

4.5.2 **Strategy:** NSW SES will collaborate with the community to understand the needs of individuals who may experience a higher risk of harm during storm hazards due to additional susceptibilities.

Actions:

- a. NSW SES will ensure the effectiveness of information that is being shared with individuals experiencing additional susceptibilities to storm hazard risk and find alternative means of sharing information to meet these individual needs.
- b. NSW SES will work with community organisations to understand where greater risk to harm during disaster exists and how these risks can be reduced.

4.5.3 **Strategy:** NSW SES provides and maintains a flexible volunteer workforce to support community resilience. The NSW SES and its volunteer workforce adopt a strengths-based approach that recognises and compliments existing community capabilities.

Actions:

- a. NSW SES ensures ongoing recruitment and training of a diverse range of volunteers.
- b. NSW SES ensures pre-planning to facilitate the management of spontaneous volunteers and community members during a snow event.

5 RESPONSE

5.1 INTRODUCTION

- 5.1.1 Snow response operations will begin:
- On receipt by NSW SES of a Bureau Sheep Graziers Alert or Warning.
 - On receipt of rainfall forecasts over 20mm with snow levels below 1000m in the New England Region.
 - On verbal advice from the Bureau to the NSW SES, including impacts such as black ice and fog.
 - When information or intelligence indicates imminent or actual storm impacts to the community.
- 5.1.2 The response phase includes pre-impact, impact, and immediate post-impact response actions.
- 5.1.3 The Following response strategies and actions, for sections 5.2-5.12, generally follow the sequence of phases but there may be some overlap of actions between phases.

5.2 INCIDENT MANAGEMENT ARRANGEMENTS

- 5.2.1 **Strategy:** NSW SES will maintain effective control of snow operations in the New England Region of NSW.

Actions:

- NSW SES uses the Australasian Inter-service Incident Management System (AIIMS) to manage snow event response.
- Control of snow event response will be at the lowest effective level and may be scaled to suit the incident.
- The NSW SES State Controller (or delegate) or Deputy State Controller (Or delegate) will appoint Incident Controllers and establish Incident Control Centres.
- The NSW State Controller (or delegate) or Deputy State Controller (or delegate) will determine one or more Areas of Operations to either coordinate relevant Incident Controllers, or to manage Incident at a higher level.
- The NSW SES Incident Controller, in consultation with participating supporting emergency services and Functional Areas will determine the appropriate breakdown of an Area of Operations into Divisions and/or Sectors in accordance with the principles of AIIMS.
- NSW SES may request response units from other emergency services to accept responsibility for tasks, areas, or sectors, operating under overall NSW SES control, accept tasking direct from the NSW SES Incident Controller or operate under control of the NSW SES for tasking purposes.
- Where possible, Emergency Operations Centres (EOC) to be co-located with NSW SES Incident Control Centres (ICC) for snow event emergency response.

- 5.2.2 **Strategy:** Maintain Incident Control Centres.

Actions:

- a. NSW SES will operate Incident Control Centre(s) as required.
- b. The NSW SES Incident Control Centre(s) will:
 - Undertake dispatch of resources based on incident location and severity.
 - Coordinate information, providing intelligence products to Incident Management Teams and other agencies.
 - Coordinate and conduct weather and operational briefings at a minimum of once per week.
 - Undertake proactive operational planning, interagency liaison and the provision of warnings as required.
 - Support the State AirDesk with the provision of personnel to focus on aviation needs and requirements.
 - Maintain operational readiness of the North Western Zone Incident Control Centres to ensure capability and capacity to respond.
 - Request assistance from other agencies as required.
 - Control resources from NSW SES and coordinate resources of supporting emergency services and Functional Areas.
 - Undertake response planning and determine future resourcing requirements.
 - Coordinate information flow, including warnings, public information and social media.

- 5.2.3 **Strategy:** Provide effective liaison between NSW SES and supporting agencies or Functional Areas in accordance with the *New England Region EMPLAN*.

Actions:

- a. Supporting emergency services and Functional Areas will provide Liaison Officers to the relevant NSW SES ICC and/or EOC as required.
- b. *NSW SES will provide Liaison Officers to EOCs as required.*
- c. *The NSW SES Incident Controller or Deputy Incident Controller will ensure consultation with the Regional Emergency Operations Controller (REOCON) and Regional Emergency Operations Centre (REOC) is ongoing throughout response operations.*
- d. *Where possible Emergency Operation Centres to be co-located with NSW SES Incident Control Centres for emergency response.*

- 5.2.4 **Strategy:** Supporting agencies contribute to snow event emergency operations via plans, supporting plans, and Memorandums of Understanding (MOU).

Actions:

- a. An EOC will be activated at either the request of the NSW SES or as per requirements from the *NSW 'SERM Act' 1989*.

- b. Emergency services, functional areas and supporting organisations provide support as per arrangements in this plan and supporting plans.

5.2.5 **Strategy:** NSW SES Coordinates resources and logistics support to ensure operational effectiveness.

Actions:

- a. The NSW SES Incident Controller will notify agencies of potential access issues between locations, for the consideration of pre-deploying of resources.
- b. NSW SES may request resources and logistics support directly from a supporting emergency service or functional area. If it is likely that Region resources will be exhausted or are insufficient for tasks, liaison with the REOCON and/or NSW SES State Command Centre (SCC) will occur to determine the need for access to Out of Area or Out of State assistance.
- c. Wherever possible, supporting organisations are to provide their own logistics support in consultation with NSW SES.
- d. NSW SES may deploy additional resources to NSW SES Units and other supporting agencies if resources are deemed insufficient or likely to be exhausted within the operational area of command. Supporting emergency service agencies may be placed under the operational control of NSW SES Units for tasking purposes.
- e. NSW SES will provide consumable operational stores such as sandbags, tarpaulins, rope, and plastic.
- f. NSW SES will coordinate the acquisition and utilisation of major equipment such as cranes, elevated work platforms and heavy machinery unless specifically authorised separately.
- g. The NSW SES Incident Controller will control air support operations and may utilise supporting agencies in the management of aircraft if required.

5.2.6 **Strategy:** NSW SES may coordinate specialist logistics support

Actions:

- a. NSW SES will coordinate the acquisition and utilisation of major equipment such as cranes, elevated work platforms and heavy machinery unless specifically authorised separately.
- b. NSW SES may engage professional arboriculture services to assist with damage response tasks in accordance with NSW SES procedures.
- c. NSW SES may engage electricians to disable photovoltaic arrays, where damage inhibits effective response.
- d. NSW SES may engage a contractor or other agency to conduct any other specialist support that is required to ensure an effective response.
- e. Engineering Services Functional Area may assist with the supply of goods and services as requested by the NSW SES, and where required, in consultation with the Transport Services Functional Area.

5.3 USE OF INFORMATION AND COLLECTION OF INTELLIGENCE

5.3.1 **Strategy:** NSW SES ensure information is effectively collected, analysed, utilised, and communicated to supporting agencies and Functional Areas during and post snow events.

Actions:

- a. Information relating to specific incidents and the broader snow event response must be entered into the NSW SES Operational Management System (OMS) – Beacon and/or Incident Management Gateway.
- b. Information relating to the consequences and impacts of storms, response strategies, situational awareness and operational updates will be shared by NSW SES to supporting agencies and Functional Areas listed under this plan.
- c. Geospatial information to support response strategies and situational awareness may be provided by Spatial Services Emergency Information Coordination Unit (Department of Customer Service).
- d. All supporting emergency services, Functional Areas and relevant councils will accurately record and report information relevant to their activities and any real time snow event information (including road closure information) to the NSW SES Incident Controller or Zone Duty Commander. This may be in the form of a combined EOC report, or direct from agencies where an EOC has not been established.
- e. Incidents received via Inter-CAD Electronic Messaging System (ICEMS) are to be recorded into the NSW SES OMS – Beacon.
- f. NSW SES may establish and operate a Joint Intelligence Unit to coordinate the collection, collation, interpretation, mapping, actioning and dissemination of information.
- g. Reconnaissance, mapping, damage assessments, intelligence validation and post snow event evaluation will be coordinated by NSW SES. This may occur post impact and continue into the recovery phase.

5.3.2 **Strategy:** NSW SES ensures intelligence is incorporated into operational decision-making.

Actions:

- a. The NSW SES will use intelligence, official forecasts, warnings, and scenario products to undertake an assessment of the predicted impact of a storm and to inform operational decision-making.

5.4 PROVISION OF INFORMATION AND WARNINGS TO THE COMMUNITY

5.4.1 **Strategy:** Distribute timely and effective warnings to the community.

Actions:

- a. The Bureau issues public weather and warning products before and during a snow event. These may include:
 - Severe Weather Warnings with reference to heavy rainfall in elevated areas, snow and/or cold weather.
 - Sheep Graziers Alerts and/or Warnings.

- b. NSW SES Incident Controllers may issue NSW SES information products incorporating warnings from the above, expected consequences, actions required and safety messages.
- c. NSW SES Incident Controllers will issue the following NSW SES Weather Warnings aligning to the Australian Warning System:
 - Advice.
 - Watch and Act.
 - Emergency Warning.
- d. NSW SES provides alerts and delivers storm information to affected communities using a combination of public information. NSW SES disseminates warnings through the following:
 - NSW SES Website.
 - HazardWatch and Hazards Near Me
 - Doorknocking.
 - Emergency Alert (EA).
 - Social Media.
 - Community Meetings.
 - Broadcast media.
 - Distribution lists (direct to media outlets and stakeholders).
- e. NSW SES may request supporting agencies redistribute NSW SES warnings, alerts, and information.
- f. NSW SES liaises with the Bureau to discuss the development of warnings as required.
- g. Road closure information will be provided to the community through the following agencies / methods:
 - Local Government / council websites.
 - Transport for NSW 'Live Traffic' website: www.livetraffic.com or 'Transport Info Line': 131 500.
 - VMS messaging on roadways may also be used to advise motorists.
- h. The Public Information and Inquiry Centre will be established by NSW Police Force where required, to provide information regarding evacuees and emergency information. Contact details will be broadcast once the centre is established.

5.5 PROTECTION OF LIFE AND PROPERTY

- 5.5.1 **Strategy:** NSW SES coordinates the protection of life and where possible reduce the destruction or damage to property arising from significant falls of snow to minimise further damage and potential injury.

Action:

- a. In an emergency response, NSW SES, supporting agencies and community volunteers will undertake storm damage tasks including, but not limited to:
 - Making trees safe that are threatening.
 - Removing trees fallen on buildings or other infrastructure.
 - Covering damaged buildings.
 - The temporary repair of roof sections.
 - Covering broken windows.
 - Unblocking stormwater drains.
 - Pumping water out of premises.
 - Shoring-up damaged buildings against collapse.
 - Clearing debris that directly interferes with operational response or poses a direct threat to the public.
 - Identifying potential asbestos and other contamination.
 - Limiting access to hazardous areas by the public until they are deemed safe.
- b. NSW SES will work with the relevant authorities to ensure response operations detailed within this plan do not unnecessarily impact the natural environment.

5.6 PROTECTION OF ENERGY, TELECOMMUNICATION, UTILITY SERVICES, AND TRANSPORT INFRASTRUCTURE

5.6.1 **Strategy:** Minimise disruption to the community by ensuring protection of infrastructure and supply of essential transport, energy, telecommunication, and utility services (including water supply and wastewater management).

Action:

- a. The Transport Services Functional Area is to coordinate the provision of information about the assessment and restoration of transport network infrastructure.
- b. The Energy and Utilities Services Functional Area is to coordinate the assessment and restoration of essential energy and utility services (not including telecommunications).
- c. The Telecommunications Services Functional Area is to coordinate the assessment and restoration of telecommunications and the Public Safety Network.
- d. The Engineering Services Functional Area is to coordinate the assessment and restoration of critical public buildings and infrastructure.

Functional areas and Local Government Councils will keep the NSW SES informed of the status of utilities and infrastructure.

5.6.2 **Strategy:** Coordinate the closing and re-opening of affected roads.

Actions:

- a. The relevant council will coordinate the closure and reopening of council managed roads once inspections have been carried out by the relevant authority.
- b. Transport for NSW will coordinate the closure and reopening of the state road network.
- c. NSW Police Force may close and re-open roads but will normally only do so if the relevant council or Transport for NSW have not already acted and if public safety requires such action.
- d. NSW SES will assist with erecting road closure signs and barriers when time and resources permit.
- e. National Parks and Wildlife Service will coordinate with road closures within NSW National Parks

5.6.3 **Strategy:** Coordinate traffic control measures in affected areas.

Actions:

- a. The NSW SES Incident Controller may direct the imposition of traffic control measures into areas affected by snow events in accordance with the provisions of the *State Emergency Service Act, 1989* and the *State Emergency Rescue Management Act, 1989*.
- b. The NSW SES Incident Controller may request the Local Emergency Operations Controller provide suitable personnel to assist with traffic coordination.
- c. Transport for NSW may direct imposition of traffic control measures on state owned roads in areas affected by snow.
- d. Councils may direct imposition of traffic control measures on council owned roads in areas affected by snow within their LGA.

5.7 EVACUATION MANAGEMENT AND WELFARE

Strategy: NSW SES may evacuate people from dangerous or potentially dangerous places created by snow damage to safe locations away from the hazard. Evacuation is one response strategy used by NSW SES to manage people at risk during a severe snow event.

Actions:

- a. NSW SES Incident Controllers, Planning and Intelligence Officers will carefully consider the risks involved in conducting potential evacuations.
- b. NSW SES Commissioner (or delegate) will warn communities to prepare for a possible evacuation, where circumstances allow such lead time.
- c. NSW SES Commissioner (or delegate) will order any necessary evacuations and provide information to the community about when and how to evacuate, if decided to do so.
- d. NSW SES will control and coordinate the evacuation of affected communities and properties, if necessary. NSW SES determines the requirements and triggers for the evacuation of affected communities and properties and should consult with the EOCON for the management of the evacuation process.

- e. Evacuations may take place when there is a risk to public safety. Circumstances may include:
 - Evacuation of people where essential energy and/or utility services are likely to fail.
 - Evacuation of people where buildings have been made uninhabitable or are at risk from building collapse.
 - Evacuation from areas that have been deemed hazardous due to the snow activity (such as near downed power lines).
- f. All evacuation decisions will be made as per the NSW SES Policy and Procedures, and consistent with the NSW Evacuation Management Guidelines. Considerations for an evacuation include:
 - Duration of evacuation.
 - Characteristics of the community.
 - Numbers requiring evacuation.
 - Availability of evacuation routes and transport.
 - Length of isolation.
 - Time available for evacuation.
 - Evacuee management requirements.
 - Resources and delivery of evacuation information.
 - The ability for existing levees or other flood protection works to fulfil their intended function, should flooding occur.
- g. Support to evacuation operations may be requested from other emergency services and supporting agencies using arrangements in the *NSW State EMPLAN* and supporting plans.

5.7.2 **Strategy:** Maintain the welfare of communities and individuals affected by the impact of snow.

Actions:

- a. NSW SES will provide initial welfare for evacuees where required but will hand the responsibility over to the Welfare Services Functional Area as soon as possible. The NSW SES will brief the Welfare Services Functional Area at the earliest opportunity regarding the level of assistance required.
- b. Welfare Services Functional Area will establish evacuation centres when required to provide immediate assistance to affected residents and travellers in accordance with the Welfare Services Functional Area Supporting Plan and the NSW Evacuation Management Guidelines.
- c. The NSW Department of Education will manage the safety of students directly affected by storms and the management of school premises and will work with the NSW SES and Welfare Services Functional Area in the management of school evacuees.

- d. NSW SES and other Emergency Service Field Teams who encounter residents whose dwellings are uninhabitable or who otherwise are likely to need assistance will notify the Incident Control Centre, via their line of control, as soon as possible so that assistance can be provided to them by the Welfare Services Functional Area.
- e. NSW SES will provide details of all residents assisted in evacuations to the Welfare Services Functional Area as early as possible.
- f. Disaster Victim Registration will be controlled and coordinated by the NSW Police Force (NSWPF), with the assistance of NSW SES and Welfare Services Functional Area.
- g. Where the expected number of evacuees and the duration of evacuation is assessed to be beyond the capability and capacity of the established evacuation centre arrangements the SEOCON may establish Major Evacuation Centres or Mass Care facilities.
- h. The decision to establish Major Evacuation Centres or Mass Care Facilities will be made by the NSW SES and SEOCON in consultation with members of the SEMC.
- i. The SEOCON or appointed Major Evacuation Centre Manager will manage Major Evacuation Centres or Mass Care Facilities when they are established.

5.7.3 **Strategy:** Coordinate available and accessible health services for snow affected communities.

Actions:

- a. The provision of environmental health advice, assessment of public health risks and coordination of immediate mental health support will be provided by the Health Services Functional Area.

5.7.4 **Strategy:** Maintain the welfare of animals impacted by a snow.

Actions:

- a. Agriculture and Animal Services Functional Area will coordinate the welfare of livestock, pets, and companion animals (excluding native wildlife), including support to primary producers, animal holding establishments and community members.
- b. Agriculture and Animal Services Functional Area will coordinate evacuation, emergency care of animals (excluding native wildlife) and assessment, humane destruction and disposal of affected animals, and supply of emergency fodder, water, and aerial support where necessary.
- c. Environmental Services Functional Area will coordinate the support of native wildlife.

5.8 SEARCH AND RESCUE

Strategy: Control and coordinate search and rescue of people from collapsed structures after snow/storm impact.

Actions:

- a. NSWPF will control and coordinate search and rescue.
- b. In the case of major structural collapse, Fire and Rescue NSW (FRNSW) will control and coordinate urban search and rescue operations as per the *NSW State EMPLAN*.

NSWPF will keep the NSW SES Incident Controller or Zone Duty Commander informed of the progress of search and rescue operations and the requirements for rescue operations.

NSW SES will respond with the appropriate resources to support the rescue of victims relating to snow/storm damage.

5.9 RESUPPLY

5.9.1 Strategy: NSW SES will coordinate resupply to towns and villages isolated by snow events to minimise disruption to the community.

Actions:

- a. NSW SES will advise communities and businesses if weather forecasts and predictions indicate that areas are likely to become isolated, and indicative timeframes where possible.
- b. Retailers should be advised to ensure sufficient stock is available for the duration of the snow event.
- c. When isolation occurs, NSW SES will establish loading points where retailers can instruct suppliers to deliver goods.
- d. NSW SES will endeavour to support the delivery of mail to isolated communities but may not be able to do so according to normal Australia Post timetables.
- e. NSW SES will assist hospitals with resupply of linen and other consumables where able.
- f. NSW SES may request resupply assistance from supporting agencies.
- g. NSW SES may conduct resupply operations as per the designated resupply plan for the event.
- h. Where additional supplies are required Engineering Services Functional Area be requested to coordinate the supply of goods and services in response to and recovery from the emergency.
- i. NSW SES to coordinate the resupply of isolated communities and/or properties as per the NSW SES Resupply Flowchart (refer to Appendix D).

5.9.2 Strategy: Coordinate resupply to rural properties isolated by snow events.

Actions:

- a. When requested, NSW SES will establish a resupply schedule and coordinate the resupply for isolated communities.
- b. NSW SES will provide local suppliers with designated loading points. Resupply items are to be packaged by the supplier.
- c. Isolated households unable to afford resupply items will be referred to the Welfare Services Functional Area for assistance.

- d. NSW SES to coordinate the resupply of isolated communities and/or properties as per the NSW SES Resupply Flowchart (refer to Appendix D).

5.10 RETURN

5.10.1 **Strategy:** NSW SES coordinates the return of communities to impacted areas by re-establishing access to properties, dwellings and impact areas when immediate danger to life and property has passed.

Actions:

- a. The NSW SES Incident Controller will determine when it is safe to progressively return in consultation with the relevant Emergency Operations Controller and supporting agencies considering the ongoing risk to public safety.
- b. The NSW SES Incident Controller will specify the level of access to affected communities as the following:
 - Not suitable for access.
 - Limited access by emergency services and response agencies.
 - Limited access by residents and/or business operators.
 - Full access.
- c. The NSW SES Incident Controller will issue an Advice Warning using the AWS advising “Reduced Threat: Return with Caution” when the immediate danger to life and property has passed for areas.
- d. NSW SES will coordinate the re-establishment of access and may utilise supporting agencies with the shortest lead time based on operational priorities.
- e. Where directly notified of a hazard or requested by NSW SES:
 - Transport Services Functional Area and its maintenance contractors will coordinate the assessment of any damage and the subsequent clearance of debris from the state road network.
 - Local Government/ Councils will coordinate the assessment of any damage and the subsequent clearance of debris from council managed road networks and public land including beaches, where appropriate.
- f. Engineering Services Functional Area may aid with the coordination of road access if requested by NSW SES.
- g. The NSWPF and Transport Services Functional Area coordinate traffic control activities, with assistance from NSW SES.
- h. FRNSW coordinate the re-establishment of access to areas affected by hazardous materials, once deemed safe.
- i. Environmental Services Functional Area can aid with the re-establishment of access following a hazardous materials/substances incident in accordance with the NSW Hazardous Materials/Chemical, Biological, Radiological, Nuclear Emergency Plan.
- j. NSW SES will facilitate the return of evacuees who have left impacted areas.

5.11 END OF RESPONSE OPERATIONS

5.11.1 **Strategy:** NSW SES and supporting agencies conclude response operations.

Actions:

- a. Response operations will conclude when the following conditions have been met:
 - The physical impact of the storm has ceased.
 - There is a reduced likelihood of additional snow events occurring within the Area of Operation.
 - Over 90% of the responses to incidents related to the storm have been completed.
 - The need for warning and evacuation no longer exists.
 - There is no further likelihood of rescuing people.
 - Immediate resupply is no longer required (long term resupply operations may occur concurrently with the recovery phase).
 - Response to fire and hazardous materials incidents have concluded (not including subsequent clean-up of contaminated sites).
 - All affected areas have had a 'Reduced Threat: Return with Caution' AWS product issued.

5.12 POST IMPACT ACTIONS

5.12.1 **Strategy:** NSW SES uses learnings from the event to inform planning, recovery and future events.

Actions:

- a. NSW SES will continue to engage with communities after significant snow events through convening one or more community forums, workshops or other opportunities to provide communities a chance to provide feedback, address any concerns and provide input into the recovery process. These will typically include other agencies such as the Bureau, Welfare Services and Local Government/ Council representatives.
- b. NSW SES will conduct After Action Reviews, at the conclusion of response operations. These will include internal and external stakeholders. The outcomes will be disseminated and used to review and continuously improve arrangements, plans, systems and processes for planning, response, and recovery activities in future events.
- c. NSW SES will provide information and data throughout the emergency response to inform community recovery. A report will be developed at the request of the appropriate Emergency Recovery Controller at the conclusion of the response within an area. Should a response summary report be required it will include the following:
 - The emergency action plan in place at conclusion of the response emphasising any continuing activities including community meetings/ engagement activities.

- Resources allocated to the emergency response and associated exit strategies.
 - Details of any areas or situations with potential to re-escalate the emergency.
 - A recommendation for the conclusion of NSW SES as lead agency to transition to NSW Reconstruction Authority as the lead agency for Recovery.
 - Any actions that are incomplete or outstanding.
 - Damage Assessment Data and Information obtained throughout the response phase which will further support the long-term recovery of communities.
- d. NSW SES will undertake/coordinate a comprehensive review of intelligence and plans following significant events involving snow.

5.12.2 **Strategy:** Participate in post snow event data collection and analysis.

Actions: NSW SES works with relevant stakeholders and the relevant council/councils on post incident intelligence collection and analysis including review of any consequences where necessary.

6 RECOVERY OPERATIONS

6.1 INTRODUCTION

- 6.1.1 Recovery is the process of returning an affected community to its proper level of functioning after an emergency. It will generally commence simultaneously with the response phase.
- 6.1.2 Recovery operations will be initiated and conducted as outlined in the *NSW State EMPLAN* and as further detailed in the *NSW Recovery Supporting Plan*.

6.2 NSW SES RECOVERY ROLE

- 6.2.1 **Strategy:** NSW SES will support recovery operations and established Recovery Committees.

Actions:

- a. NSW SES will provide representation to Recovery Committees as required and may have an ongoing role in the recovery phase.
- b. NSW SES roles on Recovery Committees may include providing information about any continuing response, guidance on mitigation strategies and general advice and assistance to the committee as a subject matter specialist and or expert.
- c. NSW SES, in conjunction with a Recovery Committee, will provide a service to support the information needs of a community immediately following a snow event.
- d. NSW SES and supporting agencies will assist with clean-up operations after snow events where possible when resources and personnel permit.
- e. Where the maintenance of tarpaulins will be required over a protracted period, NSW SES may request the Engineering Services Functional Area to undertake this work in accordance with procedures established by NSW Disaster Assistance Guideline A5- Maintenance of Tarpaulins.
- f. NSW SES may coordinate immediate relief in collaboration with the Regional Emergency Operations Controller (REOCON) and the State Emergency Recovery Controller (SERCON).
- g. NSW SES will provide information to NSW Reconstruction Authority to support applications to Treasury for Natural Disaster Relief and Recovery Arrangements.

7 ABBREVIATIONS

For a full list of abbreviations refer to the *NSW State Storm Plan - Abbreviations*.

AWS	Australian Warning System
EA	Emergency Alert
EMPLAN	New South Wales State Emergency Management Plan
FRNSW	Fire and Rescue New South Wales
ICC	Incident Control Centre
EOC	Emergency Operations Centre
LGA	Local Government Area
LEMC	Local Emergency Management Committee
LEOCON	Local Emergency Operations Controller
LO	Liaison Officer
NSW SES	New South Wales State Emergency Service
NSWPF	New South Wales Police Force
REMC	Regional Emergency Management Committee
REOCON	Regional Emergency Operations Officer
TfNSW	Transport for New South Wales
SEOCON	State Emergency Operations Controller

8 GLOSSARY

Common emergency service terminology can be found within the *Australian Disaster Resilience Glossary*.

Readers should refer to the *NSW State EMPLAN Annex 9 – Definitions*.

Refer to the *NSW State Storm Plan* for a complete glossary of terminology used throughout this plan.

After Action Review (AAR). A learning tool that is intended to evaluate an incident or event in order to improve performance by sustaining strengths and correcting weaknesses. The NSW SES North Western Zone is to conduct an AAR at the conclusion of any significant snow operation internally and a separate AAR with the REMCs and LEMCs with the assistance of the REMO, REOCON, LEMOs, and LEOCONs.

Combat Agency. Means the agency identified in the *NSW State EMPLAN* as the agency primarily responsible for controlling the response to a particular emergency.

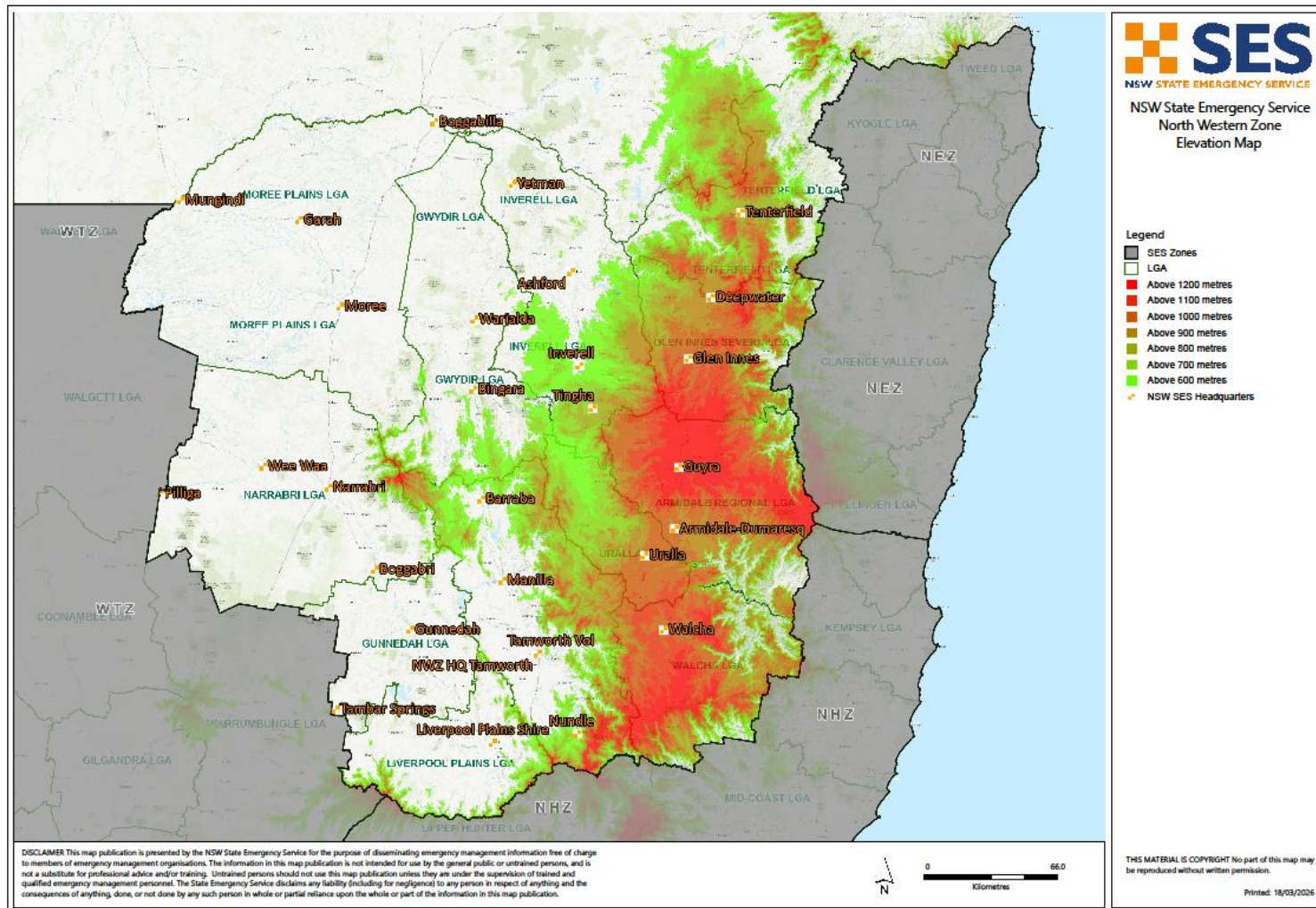
Emergency Alert. A national telephony-based alerting system available for use by emergency service agencies to send SMS and voice messages to landlines and/or mobile telephones in times of emergency.

Incident Controller. The role of the Incident Controller will be appointed by the NSW SES to establish, lead, and manage an Incident Management Team (IMT) to manage the range of activities to establish control and respond to an incident (i.e. flood, storm, tsunami operation).

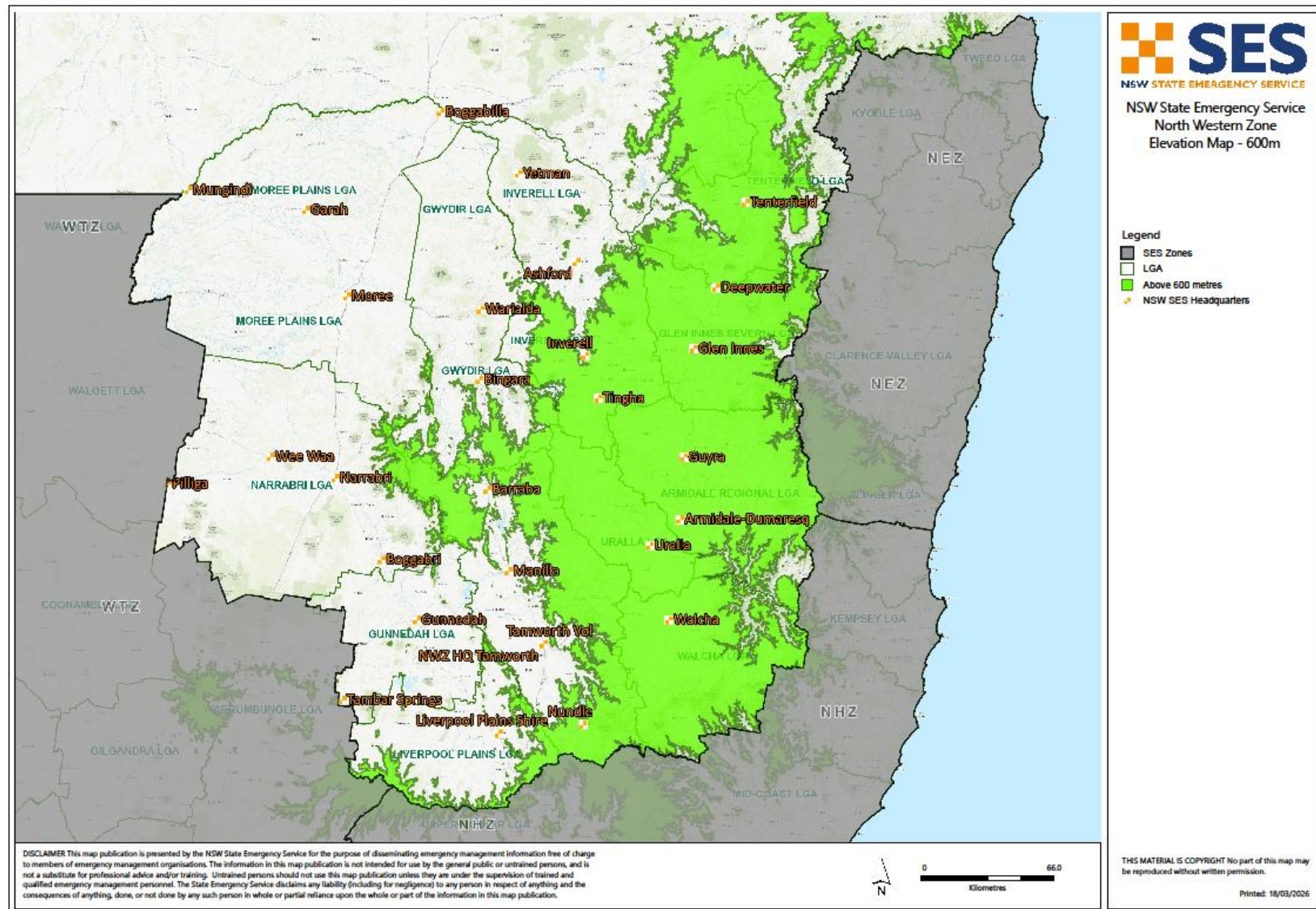
Liaison Officer. A person nominated or appointed by an organisation or functional area, to represent that organisation or functional area at a control centre, emergency operations centre, coordination centre or site control point, a liaison officer maintains communications with and conveys directions/requests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

9 Appendix A – Elevation Map of North Western Zone NSW

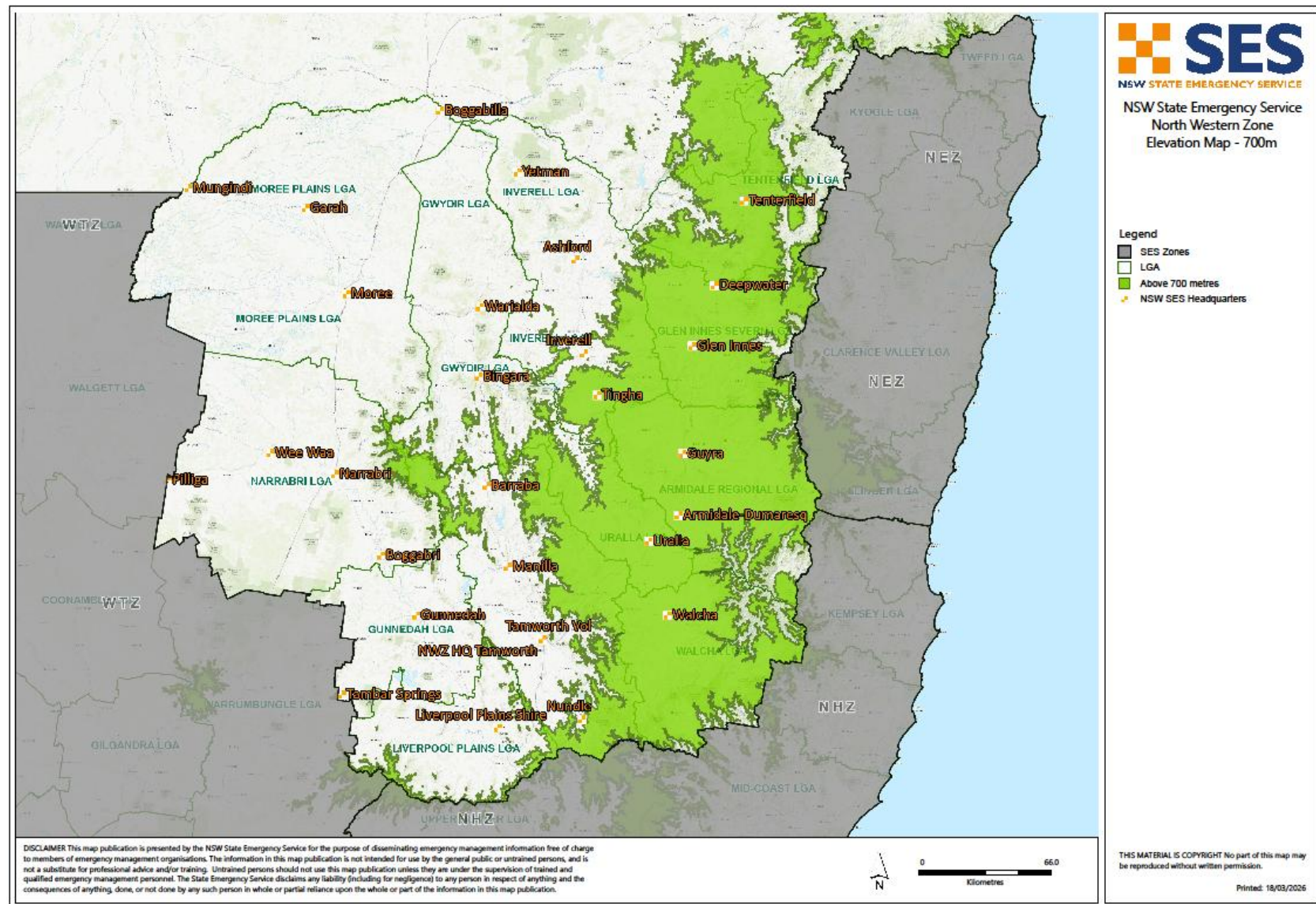
9.1 ELEVATION MAP OF NORTH WESTERN ZONE



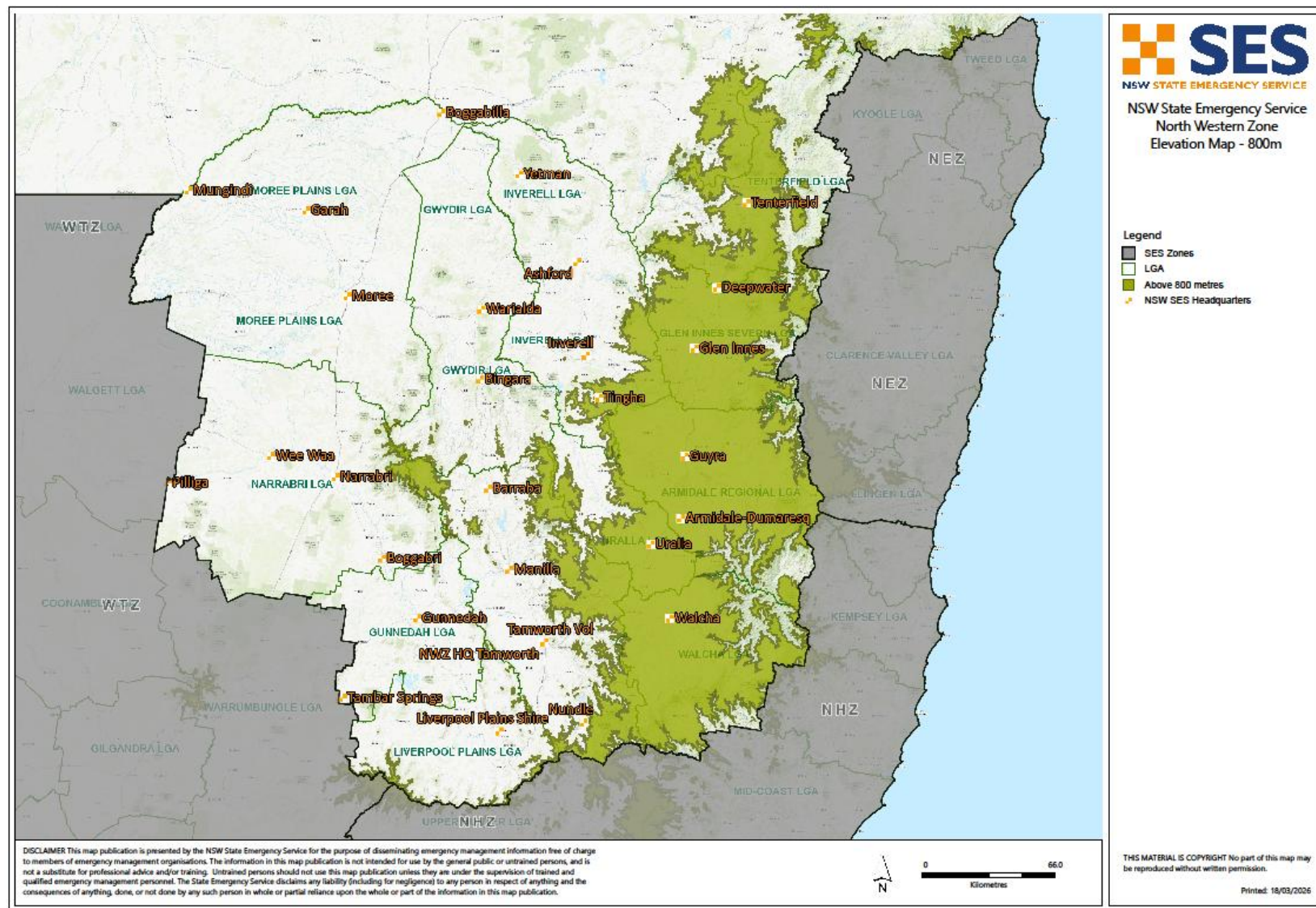
9.2 ELEVATION MAP OF NORTH WESTERN ZONE – LAND ABOVE 600M



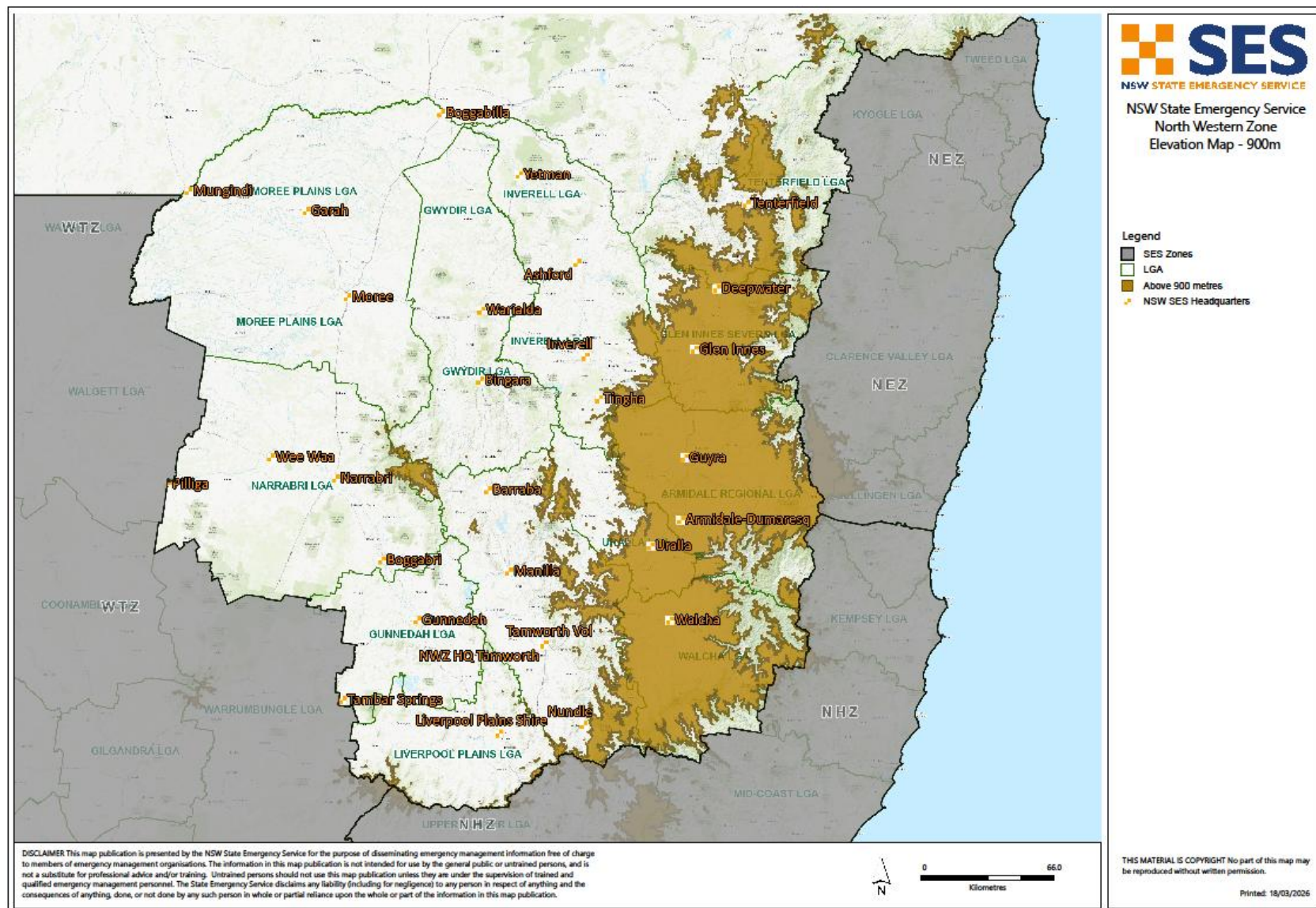
9.3 ELEVATION MAP OF NORTH WESTERN ZONE – LAND ABOVE 700M



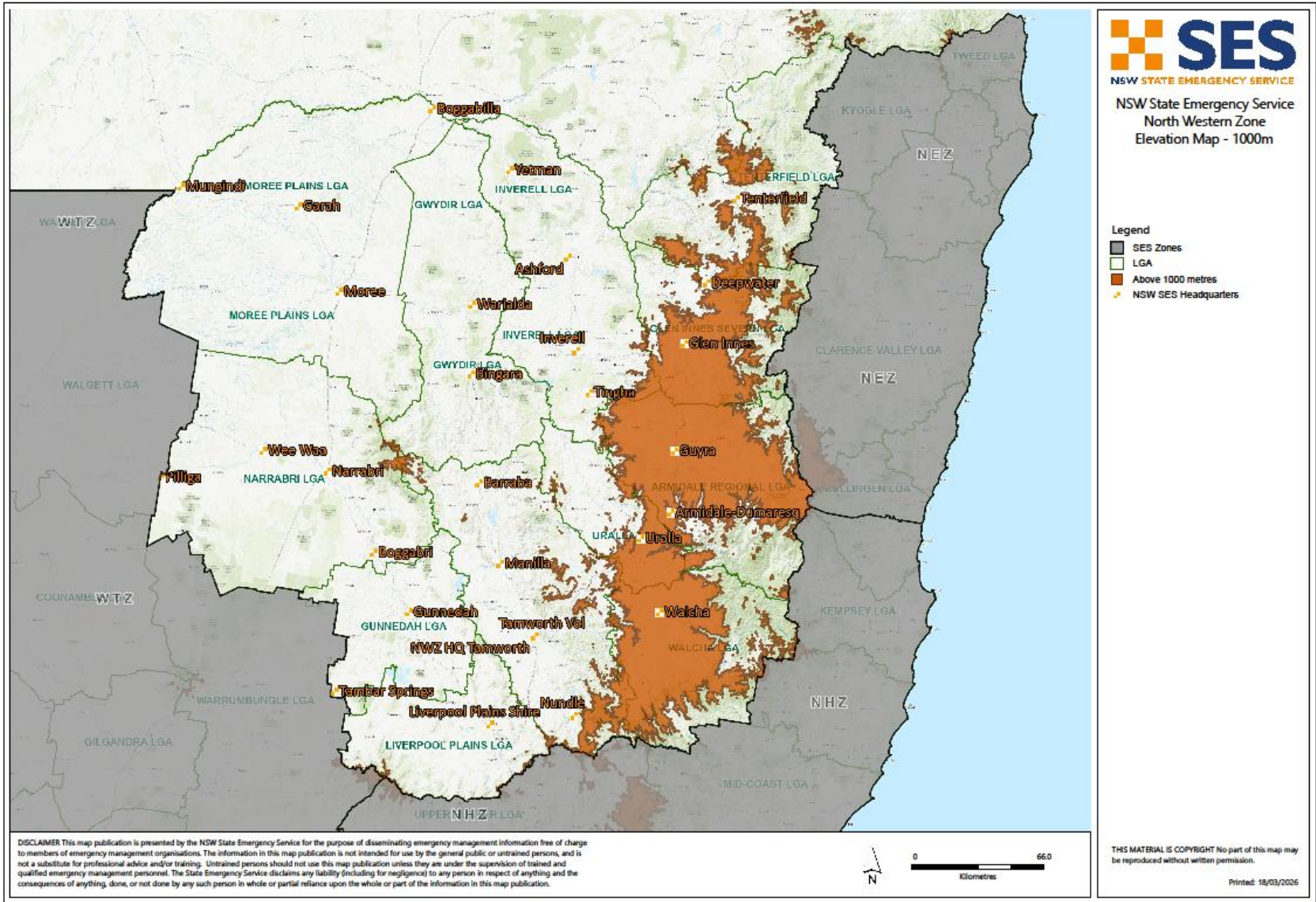
9.4 ELEVATION MAP OF NORTH WESTERN ZONE – LAND ABOVE 800M



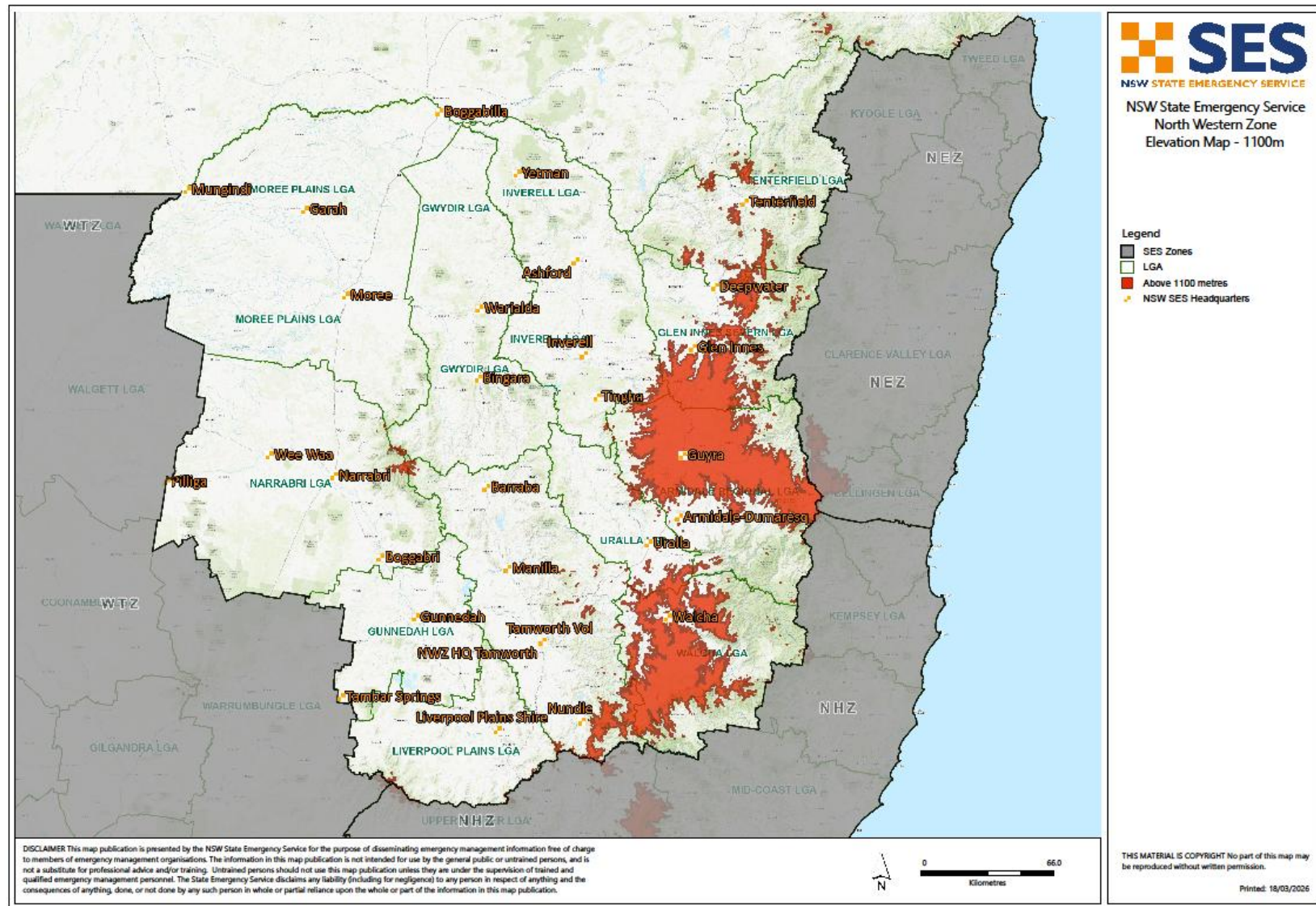
9.5 ELEVATION MAP OF NORTH WESTERN ZONE – LAND ABOVE 900M



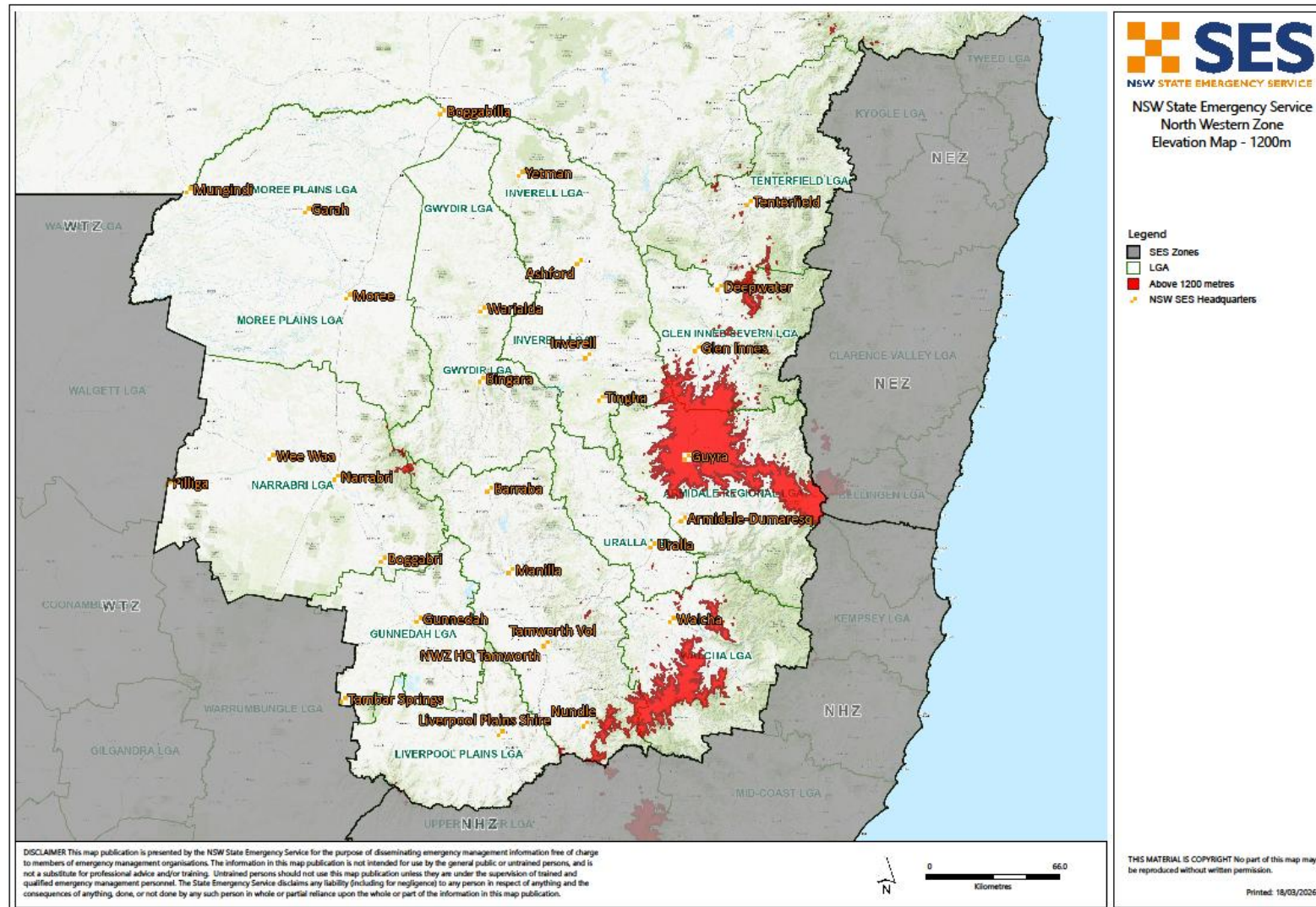
9.6



9.7 ELEVATION MAP OF NORTH WESTERN ZONE – LAND ABOVE 1100M



9.8 ELEVATION MAP OF NORTH WESTERN ZONE – LAND ABOVE 1200M



10 Appendix B – Roles and Responsibilities

The General roles and responsibilities of agencies in emergency management are described in the *NSW State EMPLAN*. Additional roles and responsibilities under this plan are detailed below.

AGENCY	RESPONSIBILITIES
NSW State Emergency Service	NSW SES is the designated combat agency for floods, storms and tsunami and controls response operations. NSW SES roles and responsibilities in relation to floods are outlined in the NSW State Storm Plan and where relevant the <i>NSW State Flood Plan</i> .

AGENCY	RESPONSIBILITIES
Agriculture and Animal Services Functional Area	The roles and responsibilities for Agriculture and Animal Services are outlined in the <i>Agriculture and Animal Services Supporting Plan</i> and the <i>NSW State Storm Plan</i> .
Australian Government Bureau of Meteorology	The roles and responsibilities for the Australian Government Bureau of Meteorology are outlined in the <i>NSW State Storm Plan</i> .
Childcare Centres and Preschools	- When notified of possible isolation, childcare centres and preschools should: - Liaise with NSW SES and arrange for the early release of children whose travel arrangements are likely to be disrupted by road closures. - Assist with coordinating the evacuation of preschools and childcare centres.
Department of Communities and Justice - Housing	The roles and responsibilities for the Department of Communities and Justice - Housing are outlined in the <i>NSW State Storm Plan</i> .
Department of Defence	Arrangements for Defence Assistance to the Civil Community are detailed within the <i>NSW State EMPLAN</i> (section 448).
Energy and Utilities Services Functional Area	The roles and responsibilities for Energy and Utilities Services are outlined in the <i>Energy and Utility Services Supporting Plan</i> (EUSPLAN). Roles and responsibilities in addition to the supporting plan are: - Assist NSW SES with identification of infrastructure at risk of damage where resources are available. - Facilitate local utility service distribution providers (electricity, gas, water, wastewater) to: - Provide advice to NSW SES of any need to disconnect power / gas / water / wastewater supplies or of any timetable for reconnection. - Advise NSW SES of any hazards from utility services. - Advise the public regarding electrical hazards and to the availability or otherwise of the electricity supply. - Clear or make safe any hazard caused by power lines or electricity distribution equipment.

AGENCY	RESPONSIBILITIES
	– Reconnect customers' electrical / gas / water /wastewater installations, when certified safe to do so and as conditions allow. – Assist NSW SES to identify infrastructure at risk for incorporation into planning and intelligence.
Engineering Services Functional Area	The roles and responsibilities for Engineering Services are outlined in the <i>Engineering Services Supporting Plan</i> and <i>NSW State Storm Plan</i> .
Environmental Services Functional Area	The roles and responsibilities for Environmental Services are outlined in the <i>Environmental Services (ENVIROPLAN) Supporting Plan</i> .
Fire and Rescue NSW (FRNSW)	The roles and responsibilities for Fire and Rescue NSW are outlined in the <i>NSW State Storm Plan</i> .
Forestry Corporation of NSW	The roles and responsibilities for Forestry Corporation of NSW are outlined in the <i>NSW State Storm Plan</i> .
Health Services Functional Area	The roles and responsibilities for Health Services are outlined in the <i>Health Services (HEALTHPLAN) Supporting Plan</i> and <i>NSW State Storm Plan</i> .
Local Government/Councils	The roles and responsibilities for Local Government/Councils are outlined in the <i>NSW State Storm Plan</i>. Roles and responsibilities in addition to the supporting plan are: Preparation • Maintain a plant and equipment resource list for the council area. • Assist the NSW SES with community awareness programs to ensure people in locations potentially threatened by snow fall understand the threat and its management. Response • Subject to the availability of council resources, assist NSW SES with snow operations including: – Warning and / or evacuation of residents and other people in snow liable areas. – Provision of back-up radio communications. – Resupply of isolated properties. – Technical advice on the impacts of falls of snow. • Assist with making facilities available for domestic pets and companion animals of evacuees during evacuations. • Manage and protect council-owned infrastructure facilities during significant falls of snow. • Provide advice to NSW SES and the Health Services Functional Area during snow events about key council managed infrastructure such as sewerage treatment and water supply.

AGENCY	RESPONSIBILITIES
	Recovery • Provide for the management of health hazards. • Ensure premises are fit and safe for reoccupation and assess any need for demolition. Provide services, assistance and advice to NSW State Government in accordance with the <i>NSW State Recovery Plan</i>.
Local Emergency Operations Controller (LEOCON)	• Monitor snow operations. • If requested, coordinate support for the NSW SES Incident Controller.
Local Emergency Management Officer (LEMO)	• If requested by the NSW SES Incident Controller, advise appropriate agencies and officers of the start of response operations.
NSW Ambulance	The roles and responsibilities for NSW Ambulance are outlined in the <i>Health Services (HEALTHPLAN) Supporting Plan</i> and <i>NSW State Storm Plan</i> .
NSW Department of Education, Association of Independent Schools of NSW and National Catholic Education Commission	The roles and responsibilities for NSW Department of Education, Association of Independent Schools of NSW, and National Catholic Education Commission are outlined in the <i>NSW State Storm Plan</i> .
NSW Department of Planning and Environment - Environment and Heritage Group (DPE EHG)	The roles and responsibilities for NSW Department of Planning and Environment (Environment and Heritage Group) are outlined in the <i>NSW State Storm Plan</i> .
NSW Food Authority	The roles and responsibilities for NSW Food Authority are outlined in the <i>Food Safety Emergency Sub Plan</i> .
NSW National Parks and Wildlife Services	The roles and responsibilities for NSW National Parks and Wildlife Services are outlined in the <i>NSW State Storm Plan</i> .
NSW Police Force	The roles and responsibilities for NSW Police Force are outlined in the <i>NSW State Storm Plan</i> .
NSW Reconstruction Authority	The roles and responsibilities for NSW Reconstruction Authority are outlined in the <i>NSW State Storm Plan</i> .
NSW Rural Fire Service	The roles and responsibilities for NSW Rural Fire Service are outlined in the <i>NSW State Storm Plan</i> .
Public Information Services Functional Area	The roles and responsibilities for Public Information Services are outlined in the <i>Public Information Services Supporting Plan</i> and <i>NSW State Storm Plan</i> .
SEOCON/SEOC	The roles and responsibilities for the SEOCON/SEOC are outlined in the <i>NSW State Storm Plan</i> .
Telecommunications Services Functional Area	The roles and responsibilities for Telecommunications Services are outlined in the <i>Telecommunications Services (TELCOPLAN) Supporting Plan</i> .
Transport for NSW	• Transport for NSW coordinates information on road conditions for emergency services access.

AGENCY	RESPONSIBILITIES
	• Transport for NSW coordinates the management of the road network across all modes of transport. • Transport for NSW in conjunction will assist NSW SES with the evacuation of at-risk communities by maintaining access and egress routes. • Assist NSW SES with the communication of warnings and information provision to the public through Live Traffic and social media according to the VMS protocols and procedures. • Assist NSW SES with identification of road infrastructure at risk.
Transport Services Functional Area	The roles and responsibilities for Transport Services are outlined in the <i>Transport Services Functional Area Supporting Plan</i> and <i>NSW State Storm Plan</i> .
VRA Rescue NSW	The roles and responsibilities for VRA Rescue NSW are outlined in the <i>NSW State Storm Plan</i> .
WaterNSW	• WaterNSW is to provide NSW SES with: – Information regarding threatened water monitoring infrastructure. – Early notification of planned releases from WaterNSW Dams. – Technical advice.
Welfare Services Functional Area	The roles and responsibilities for Welfare Services are outlined in the <i>Welfare Services Functional Area Supporting Plan</i> and <i>NSW State Storm Plan</i> .

11 Appendix C – Community Specific Roles and Responsibilities

Community Members	Preparedness • Understand the potential risk and impact during significant falls of snow. • Prepare homes and property to reduce impacts. • Understand warnings and other triggers for action and the safest actions to take when significant falls of snow occurs. • Households, institutions and businesses develop plans to manage risks, sharing and practicing this with family, friends, employees and neighbours. • Have an emergency kit. • Be involved in local emergency planning processes. Recovery • Assist with community clean-up if required and able to do so. • Participate in After Action Reviews if required.
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12 Appendix D – NSW SES RESUPPLY FLOWCHART

