



# **SOUTH EASTERN REGION SNOW EMERGENCY SUB PLAN**

**A Sub Plan of the South Eastern Region Emergency Management Plan  
(EMPLAN)**

**Endorsed by the South Eastern Region Emergency Management Committee**

**April 2024  
Version 1.1**

# AUTHORISATION

The South Eastern Region Snow Emergency Plan is a sub plan of the South Eastern 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 South Eastern Region Emergency Management Committee in accordance with the provisions of the ***State Emergency and Rescue Management Act 1989 (NSW)***.

## Authorised

Signature:



NSW SES South Eastern Zone Commander

Print Name: Chief Superintendent Thomas Jory

Date:

20.8.2024

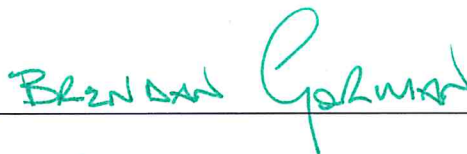
## Endorsed

Signature:



Chair, South Eastern Region Emergency  
Management Committee

Print Name:



Date:

20.8.2024

## VERSION HISTORY

Version Number	Description	Date
0.1	Draft plan for consultation	May 2023
0.2	Minor edits and corrections	August 2023
1.0	Endorsed plan	November 2023
1.1	Southern Zone Addition	April 2024

## AMENDMENT LIST

Suggestions for amendments to this plan should be forwarded to:

Coordinator Emergency Planning  
South Eastern Zone  
NSW State Emergency Service  
56-58 Knox Street, Goulburn NSW 2580  
[sez.ops@ses.nsw.gov.au](mailto:sez.ops@ses.nsw.gov.au)

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

Amendment Number	Description	Updated by	Date
1	Southern Zone context added	Southern Zone	April 2024

## DISTRIBUTION LIST

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## 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 Goulburn Mulwaree Council, Queanbeyan-Palerang Regional Council, Snowy Monaro Regional Council, Snowy Valleys Council, Upper Lachlan Shire Council and Wingecarribee Shire Council.

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.

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 snowfalls 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'), the [State Emergency Service Act 1989 \(NSW\)](#) ('SES Act') and the NSW State Emergency Management Plan (EMPLAN).

### 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 South Eastern Region Emergency Management Plan (EMPLAN) is active at all times 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 preparation, response, and initial recovery arrangements for significant falls of snow and the responsibilities of agencies and organisations with regard to these functions.

This plan must be read in conjunction with the South Eastern Region Emergency Management Plan (EMPLAN) and the current version of the NSW State Storm Plan.

### 1.5 OBJECTIVES

- 1.5.1 The primary objectives for a snow emergency within the region are:
- Protection and preservation of the population.
  - Issuing of community information and community warnings.
  - Coordination of evacuation and welfare of affected communities.
  - Protection of critical infrastructure and community assets essential to community survival during an emergency incident.
  - Protection of residential property.

- f. Protection of assets and infrastructure that support individual and community financial sustainability and aid assisting a community to recover from an incident.
- g. Protection of the environment and conservation values considering the cultural, biodiversity and social values of the environment.

## **1.6 KEY PRINCIPLES**

- 1.6.1 The protection and preservation of human life (including the lives of responders and the community) is the highest priority.

## **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 significant falls of snow within the Local Government Areas are detailed within this plan in Appendix B and Appendix C.
- 1.7.3 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 it are aware of their roles and responsibilities.
  - b. Conduct a minimum of one exercise every five years or within two years of the plan being reviewed.
  - c. Reviewing the contents of the plan:
    - When there are changes which alter agreed plan arrangements.
    - After significant snow events including recommendations from after action reviews, reports, or inquiries.
    - As determined by the NSW SES Commissioner.
  - d. The plan is to be reviewed no less frequently than every five years or after a significant event.

## OVERVIEW OF SNOW HAZARD AND RISK

### 1.9 THE SNOW THREAT

1.9.1 The higher altitude and mountain terrain of alpine regions bring with them a range of hazards. These hazards can be encountered at any time of year, but generally are at the highest threat level during winter.

Hazard	Potential impacts
Blizzards—violent and very cold wind loaded with snow	Reduced visibility makes it easier to lose their bearings, 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 paths, signs and hazards makes travelling, navigation and/or rescue difficult.  Large snow accumulations may slip off rooftops, or cause trees or their limbs to fall.  Increased risk of hypothermia, especially if snow combines with wind.  Compacted snow and ice on roads increases risk of accidents. Increased <a href="#">avalanche</a> danger.
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 combines with wind.
Strong wind, particularly at high points and exposed places	Walking, skiing, and staying upright can be difficult or impossible.  Trees or large limbs may fall.  Heat is carried away from the body at an accelerated rate, lowering body temperature.  Infrastructure and equipment (such as caravans, cabins, and tents) may be damaged.
Fog and low cloud	Reduced visibility of reference points makes navigation and driving difficult.  White-out conditions can occur when combined with a snowy landscape.
Cold temperatures and wind chill	Prolonged exposure can result in hypothermia and/or frostbite.



Hazard	Potential impacts
	Wind can make the air temperature feel even colder on exposed skin ( <a href="#">wind chill</a> ).
Ice	Walking, skiing, or driving may be extremely dangerous, with loss of grip leading to accidents.  Black ice (a thin, clear ice coating on road surfaces) can be very difficult to spot, increasing accident risk.
Lightning strikes, particularly at high points and exposed places	Injury or death from being struck by lightning.
Strong UV levels, particularly when reflected off the snow, and at altitude	Damage to skin (sunburn) and eyes (snow blindness).  Cool temperatures can lead to people underestimating UV levels.

- 1.9.2 Snow will generally cover the alpine region for at least four months each year in South Eastern NSW. Snow is known to settle between 600-700 metres AHD on the East and West edges of the Great Dividing Range. In extreme events snow can falls to lower levels.
- 1.9.3 Significant falls of snow can potentially isolate the towns of Crookwell, Jindabyne and Perisher and other smaller communities for several days.
- 1.9.4 In 2005, a snowstorm event during July, resulted in many road closures, storm damage to buildings from strong winds, and downed power lines that disrupted supplies for up to a week.
- 1.9.5 In 2007, a significant snowstorm event during July resulted in many road closures, storm damage to buildings from strong winds, and downed power lines that disrupted supplies for up to a week across the Monaro, Alpine and Southern Tablelands. This event included widespread power disruptions and other impacts that stretched to resources of responsible agencies. The region can expect several snow events each year, generally through the winter months, but snow falls significant enough to disrupt normal activities have occurred as late as November.
- 1.9.6 Significant falls of snow can cause the closure of major road and rail transport routes.

## 1.10 LGA SPECIFIC SNOW THREAT

### 1.10.1 Goulburn Mulwaree Council LGA

- a. Goulburn Road normally one of the first roads to require closure, Goulburn Road is considered the main arterial road to Crookwell. A good indicator of snowfalls on this road is in vicinity of the Wind Turbines and the property known as “Lake Edward”.
- b. Severe snowfall events may cause snowfalls and black ice to form on higher and sheltered parts of these roads. This may disrupt normal traffic movements including commuters to and from Canberra and school bus services.

Roads are to be patrolled as a priority include:

High Priority Roads	Comments
Hume Highway	Following heavy snowfalls, the Hume Highway may be impacted
Federal Highway	Following heavy snowfalls, the Federal Highway may be impacted
Minor Roads	
Braidwood Road Windellama Road Taralga Road	Between Taralga and Goulburn

### 1.10.2 Queanbeyan-Palerang Regional Council LGA

- a. Several local and major roads within the Queanbeyan-Palerang Regional Council LGA may be affected and could be closed by significant falls of snow.
- b. As each snow operation affects different parts of the LGA, below are tables listing affected roads in the LGA.

Roads are to be patrolled as a priority include:

High Priority Roads	Comments
Kings Highway	Following heavy snowfalls, the Kings Highway may be impacted between Bungendore and Queanbeyan, east of the Captains Flat Road.
Jerangle Road	The Jerangle Road and intersecting roads may be affected by varying depths of snow from south of the Captains Flat township through to Jerangle and Bredbo.
Federal Highway	Severe snowfall events may cause snowfalls along the Lake George range with snow and ice forming on the Federal Highway in the lee of the range, between Gearys Gap and Collector.
Monaro Highway	Severe snowfall events may cause snowfalls along the Monaro Highway at various locations. These events are rare and generally cause only minor disruption to traffic.
Minor Roads	
Norton Road Wamboin Macs Reef Road Bywong Sutton Road	Severe snowfall events may cause snowfalls and black ice to form on higher and sheltered parts of these roads. This may disrupt normal traffic movements including commuters to and from Canberra and school bus services.

### 1.10.3 Snowy Monaro Regional Council LGA

- a. The Snowy Monaro Regional Council is located in the southern part of the South Eastern Emergency Management District and is subjected to a number of snow falls each year. Most snow fall events are not severe and cause little if any disruption to the communities or travelling public.
- b. The higher Alpine regions of the Snowy Monaro LGA which contain the Resorts and Kosciusko National Park are well prepared and equipped to deal with the seasonal snow falls and blizzards, even if these events are severe.
- c. Less frequently, medium to heavy snow falls occur in the lower elevations of the LGA. These falls can be accompanied by damaging winds. These events can cause considerable disruption to local communities and the travelling public.
- d. As each snow operation affects different parts of the LGA, below are tables listing affected roads in the LGA.

Roads are to be patrolled as a priority include:

Highways and Major Roads	Comment
Monaro Highway	The Monaro Highway from Cooma to Nimmitabel, to the Bombala turnoff, then to Bombala. South of Bombala, onto the Cann Valley Highway to Victorian Border.
Snowy Mountains Highway	The Snowy Mountains Hwy from the top of Brown Mountain to the Bombala Turnoff. The Snowy Mountains Hwy from Cooma to Adaminaby.
Kosciusko Road	The Kosciusko Road from Cooma, to Berridale, and to Jindabyne.
Alpine Way	The Alpine Way from Jindabyne to Thredbo.
Summit Road	The Summit Road from Jindabyne to Perisher Valley.
Barry Way	The Barry Way south of Jindabyne to the Victorian Border.

<b>Other Roads</b>	
Around Jindabyne	Road from Jindabyne to Dalgety. Road from Jindabyne to Eucumbene.
Around Berridale	Middlingbank Rd. Road from Berridale to Dalgety. Road from Berridale to Eucumbene.
Around Cooma	Cooma to Yaouk Valley – Mittagang Road/Shannons Flat Road/Yaouk Road. Cooma to Numeralla – Numeralla Road/Countegany Road/Badja Road. Cooma to Bobundra – Maffra Road.
Around Nimmitabel	Nimmitabel – Bobundra Road. Nimmitabel to the Snowy River Way - Springfield Road. Nimmitabel to Kybeyan – Kybeyan Road.
Around Bombala	Cathcart Road north of Bombala to Cathcart. Mt Darragh Road north of Cathcart that heads to Wyndham. Tantawangallo Road that goes east to Candello. Ando/Dalgety Road to Dalgety. New Line Road to Creewah and Glen Allen (localities). Gunning Grach Road to Gunning Grach (locality).
Around Delegate	Delegate Road between Bombala and Delegate. Bombala Street in Delegate. Bonang Highway south of Delegate to the Victorian Border. Bendoc Road to Bendoc, Victoria. Lower Bendoc Road to Lower Bendoc, Victoria. Craigie Road to Craigie (locality). Mila Road to Mila (locality). Corowidgen Road to Currowong and Tombong (localities).

#### 1.10.4 Upper Lachlan Shire Council LGA

- a. In July 2015, a significant snow event resulted in multiple road closures and damage to buildings that disrupted Crookwell township for up to a week.
- b. As each snow operation affects different parts of the LGA, below are tables listing affected roads in the LGA.

Roads are to be patrolled as a priority include:

Roads Affected by Snow	Comments
Goulburn Road	Normally one of the first roads to require closure, Goulburn Road is considered the main arterial road for the region. A good indicator of snowfalls on this road is in the vicinity of the wind turbines and the property known as "Lake Edward". This section of roadway becomes particularly susceptible to icy surfaces, especially when fallen snow is beginning to melt. Snow build up is generally not as heavy in the vicinity of Pejar Dam.
Binda Road	Binda Road is an alternate main route to Bathurst. The locality of "Wade's Hill" often presents difficulties during snowfalls as the snow depth may be moderate to deep.
Peelwood Road	A secondary route to Bathurst, particularly if Tuena Creek is flooding, this road experiences deep snowdrifts, possibly reaching one to two metres.
Laggan/Taralga Road	When Goulburn Road becomes closed, this road may become an alternate route to Goulburn via Taralga. The Laggan Road may have a covering of snow and is subject to deep drifts in the vicinity of Boongarra Road.
Grabben Gullen Road	This road generally receives considerable snow coverage and has proved difficult to negotiate during snowfalls. The area from McDonald Street to the bottom of the "Deviation" is usually the worst affected area. The undulating road leading up to Anderson Road, and through the deviation may become icy.
Boorowa Road	This road is not always covered by snow, however, should be monitored.
Abercrombie Road	Between Oberon and Taralga.
Taralga Road	Between Taralga and Goulburn.
<b>Second Priority Roads</b>	
Sandy Creek Crossing, Bigga	Middle Arm Road
Junction Point Road, Tuena	Currabungla Road
Kialla Road	Golspie Road
Redground Road	Wheeo Road
Redground Heights Road	Range Road
Roslyn Road	Woodhouselee Road

#### 1.10.5 Wingecarribee Shire Council LGA

- a. It has been recognised by NSW SES and the LEMC of the Shire of Wingecarribee, that significant snowfalls within Wingecarribee LGA may have a dramatic impact on the community.
- b. The nominal snowline for this plan is classified as generally affecting:
  - The commercial towns of Mittagong, Bowral and Moss Vale, Bundanoon, and Robertson.
  - Smaller communities such as Burradoo, Sutton Forest, Colo Vale, Avoca, Yerrinbool, Exeter, and Welby with many outlying residences and farms scatter throughout the district.
- c. Passing through the Wingecarribee LGA is the main Sydney to Melbourne passenger and freight rail line, and the Hume Highway.
- d. On 17 July 2015, 30cm of snow was dumped on the Wingecarribee LGA overnight blocking the Hume Highway in both directions between Sally's Corner and Hoddle Crossing trapping many vehicles. This snow fall had ongoing storm effects as the weight of snow caused tree and roof damage with SES members responding to Requests for Assistance for a period 5 days after the 'All Clear' was declared.
- e. As each snow operation affects different parts of the LGA, below are tables listing affected roads in the LGA.

Major roads are to be patrolled as a priority include:

Roads Affected by Snow	Comments
Hume Highway M31	<b>Northbound Road closure:</b> Sutton Forest <b>Southbound Road closure:</b> Marulan
Illawarra Highway A48	<b>Westbound Road closures:</b> Robertson, Macquarie Pass and Jamberoo Pass <b>Eastbound Road Closures:</b> Sutton Forest

### 1.10.6 Snowy Valleys Council

- f. The Snowy Valleys Council is located on the southwestern side of the South Eastern Emergency Management District and experiences snowfalls each year. Most snowfall events are not severe and cause little, if any, disruption to the communities or travelling public.
- g. NSW SES and the LEMC of the Snowy Valley's Council have recognised that significant snowfalls within Snowy Valley's LGA may dramatically impact the community.
- h. The nominal snowline for this plan is classified as generally affecting:
  - The commercial towns of Tumbarumba.
  - Smaller communities such as Batlow, Tooma, Maragle, Khancoban, Talbingo, and Yarrangobilly with many outlying residences, camping grounds and farms scattered throughout the LGA.
  - Cabramurra is a company town for Snowy Hydro; only Staff are permitted to reside there. The town can be covered by snow for 3-4 months of the year and is designed to accommodate the snowfall within the region.
- i. As each snow operation affects different parts of the LGA, tables listing affected roads are below.

Roads Affected by Snow	Comments
Snowy Mountains Highway	<i>Main connection between Tumut and Cooma. This road is patrolled by Transport NSW during the winter season</i>
Link Road	<i>The main connection between Cabramurra and Snowy Mountains Highway through Three Mile Dam.</i>
Alpine Way	<i>The main connection between Khancoban and Jindabyne is the main tourist connection for holidaymakers heading to Thredbo and Perisher Valley. (The Council pre-positions gear and monitors it on an ad hoc basis.)</i>
Batlow Road	<i>The main connection between Batlow and Tumbarumba. (Council pre-position gear and monitor on an ad-hoc basis.)</i>
Elliott Way	<i>Connects Tooma through the Goat Ridge Road, Link Road, to the Snowy Mountains Highway. (The Council pre-positions gear and monitors it on an ad hoc basis.)</i>
Brindabella Road	<i>It connects Tumut through the mountains with Canberra. It is mainly affected at Tiger Mountain and Piccadilly Circus. (The Council doesn't maintain it during bad weather and advises of the conditions through social media. Closures occur as a result.)</i>
Tooma Road	<i>Main Connection between Khancoban and Tumbarumba. Communities are able to leave the area by crossing into Victoria.</i>
Goat Ridge Road	<i>Connects Tooma Road, Elliot Way, and Link Road, north of Cabramurra. (Unsure if maintained by Snowy Hydro.)</i>
Kings Cross Road	<i>The road is seasonally closed for winter by NSW National Parkes and Wildlife services. (June to October)</i>



Roads Affected by Snow	Comments
Khancoban-Cabramurra Road	<i>The road is seasonally closed for winter by NSW National Parkes and Wildlife services. (June to October)</i>
Happy Jacks Road	<i>This road is within the 1400m elevation range and may be affected by snowfall; Council, Forestry, or Snowy Hydro may maintain this road.</i>

## PREVENTION/ MITIGATION

### 1.11 PREVENTION

It is not possible to prevent falls of snow from occurring. However, actions to minimise risk to life and reduce property damage can be undertaken.

### 1.12 MITIGATION

As the mitigation of snow events in the South Eastern is similar to storm events, refer to Section 3.2 of the NSW State Storm Plan (June 2018 version) for more information. The mitigation strategies may include (but are not limited to):

- Building codes that mitigate the additional weight of snow deposited on structures;
- Road and footpath construction that mitigate erosion and enhance grip;
- Snow removal capabilities, e.g. snow ploughs for roads and snow blowers for other areas;
- Tree maintenance to remove weak limbs overhanging roads, pathways, and structures; and
- Public awareness and warning systems.

## PREPARATION

### 1.13 INTRODUCTION

1.13.1 Preparation includes arrangements or plans to deal with an emergency or the effects of an emergency.

### 1.14 EMERGENCY PLANNING

1.14.1 **Strategy:** NSW SES develop, review, and maintain Emergency Plans.

**Actions:**

- a. Develop and review this Snow Sub Plan as required.

1.14.2 Assist Local Emergency Management Committees (LEMCs) with the development of Consequence Management Guides (CMGs) as part of Local EMPLAN's for snow.

### 1.15 DEVELOPMENT OF WARNING SYSTEMS

1.15.1 **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.
  - Continuously reviewing warning and information products.
  - Consulting with affected communities and key stakeholders.

- Participating in the development of public information and warning systems.

## **1.16 BRIEFING, TRAINING AND EXERCISING**

**1.16.1 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:**

- NSW SES will consult stakeholders throughout the development of plans.
- NSW SES will inform stakeholders of content changes after revisions.
- NSW SES will ensure their facilities and resources are maintained and operationally ready.
- NSW SES will train personnel for their expected operational roles.
- NSW SES will regularly brief stakeholders on the exercise arrangements contained in this Emergency Sub Plan.

## **1.17 COMMUNITY RESILIENCE**

**1.17.1 Strategy:** NSW SES provides and maintains a flexible volunteer workforce to support community resilience.

### **Actions:**

- Ensure ongoing recruitment and training of a diverse range of volunteers.
- Ensure pre-planning to facilitate the management of spontaneous volunteers and community members during an event involving snow.

**1.17.2 Strategy:** NSW SES works with individuals, communities, businesses, and government agencies to build resilience.

### **Actions:**

- Partner with and engage communities to understand and manage the risks associated with significant falls of snow and other engagement strategies.
- NSW SES will collate, assess, and disseminate information to the community.
- Collaborate with individuals, businesses, government agencies and communities when developing intelligence, preparedness, and response information.
- Plan for snow events collaboratively with communities through community and stakeholder participation and engagement.
- Collaborate with the community and recognise the needs of individuals within communities who have an increased susceptibility during significant falls of snow.

## RESPONSE

### 1.18 INTRODUCTION

1.18.1 Snow response operations will begin:

- a. On receipt of a Severe Weather Warning or Sheep Graziers Warning from the Australian Government Bureau of Meteorology (The Bureau).
- b. When other evidence leads to an expectation of snowfalls.

### 1.19 INCIDENT MANAGEMENT ARRANGEMENTS

1.19.1 **Strategy:** Maintain effective control of snow operations in the South Eastern area of NSW.

**Actions:**

- a. NSW SES uses the Australasian Inter-service Incident Management System (AIIMS) to manage the snow response.
- b. Control of snow response will be at the lowest effective level and may be scaled to suit the incident.
- c. The NSW SES State Controller (or delegate) will appoint Incident Controllers and establish Incident Control Centres.
- d. 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.

1.19.2 **Strategy:** Maintain Incident Control Centre(s).

**Actions:**

- a. NSW SES will operate Incident Control Centre(s) as required.
- b. The NSW SES Incident Control Centre(s) will:
  - Control resources from NSW SES and coordinate resources of supporting emergency services and functional areas.
  - Manage tasking of incidents received and ensure they are actioned in a timely manner.
  - Undertake response planning and determine future resourcing requirements.
  - Coordinate information flow, including warnings, public information, and social media.

1.19.3 **Strategy:** Provide effective liaison between NSW SES and supporting agencies or functional areas in accordance with the South Eastern EMPLAN.

**Actions:**

- a. Supporting emergency services and functional areas should provide Liaison Officers to the relevant NSW SES Incident Control Centre (ICC) and/or Emergency Operation Centre (EOC) as required.

- b. NSW SES will provide Liaison Officer(s) to Emergency Operations Centres as required.
- c. Where possible Emergency Operation Centres to be co-located with NSW SES Incident Control Centres for Emergency Response.

1.19.4 **Strategy:** Coordinate 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.
- c. Wherever possible, supporting organisations are to provide their own logistic support in consultation with NSW SES where appropriate.
- d. The NSW SES Incident Controller will control air support operations and may utilise supporting agencies in the management of aircraft if required.
- e. NSW SES Alpine Search and Rescue assists the NSW Police in searching for lost or injured persons in the NSW Alps.

## 1.20 USE OF INFORMATION AND COLLECTION OF INTELLIGENCE

1.20.1 **Strategy:** Ensure information is effectively utilised, communicated and collected during and after significant falls of snow.

**Actions:**

- a. Information relating to the consequences of snow response strategies, situational awareness and operational updates will be distributed by NSW SES to supporting emergency services and functional areas listed under this Sub Plan.
- b. All supporting emergency services and functional areas and Council will accurately record and report information relevant to their activities and any real time information (including road closure information) to the NSW SES Incident Controller. This may be in the form of a combined Emergency Operations Centre (EOC) report, or direct from agencies where an EOC has not been established.
- c. NSW SES may establish and operate an Intelligence Unit to coordinate the collection, collation, interpretation, mapping, actioning, and dissemination of information.
- d. Reconnaissance, mapping, damage assessments, intelligence validation and post snow evaluation will be coordinated by NSW SES. This may occur post impact and continue into the recovery phase.

## 1.21 PROVISION OF INFORMATION AND WARNINGS TO THE COMMUNITY

1.21.1 **Strategy:** Timely and effective warnings are distributed 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, snow and/or cold weather.
  - Sheep Graziers Alerts and or Warnings.
- b. NSW SES Incident Controllers will issue the following NSW SES Weather Warnings aligning to the Australian Warning System:
  - Advice.
  - Watch and Act.
  - Emergency Warning.
- c. NSW SES liaises with the Bureau to discuss the development of warnings as required.
- d. NSW SES provides alerts and delivers weather information to affected communities using a combination of public information.
- e. NSW SES may request supporting agencies redistribute NSW SES alerts and information, including through the provision of doorknocking teams.
- f. 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](http://www.livetraffic.com) or 'Transport Info Line': **131 500**.
  - VMS messaging on roadways may also be used to advise motorists.
- g. 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.

## 1.22 PROTECTION OF PROPERTY

1.22.1 **Strategy:** Coordinate the protection of property from destruction or damage arising from significant falls of snow.

**Action:** NSW SES, supporting agencies, and community volunteers will assist the community (where resources are available, feasible and safe to do so).

## 1.23 ROAD AND TRAFFIC CONTROL

1.23.1 **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.

1.23.2 **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 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 the imposition of traffic control measures on State owned roads in areas affected by snow.
- d. Councils may direct the imposition of traffic control measures on local roads areas affected by snow within their LGA.

## 1.24 PROTECTION OF ESSENTIAL SERVICES

1.24.1 Arrangements for the protection of local assets are outlined in Local and Region EMPLANS that contain infrastructure inventories.

1.24.2 **Strategy:** Minimise disruption to the community by ensuring protection of infrastructure and supply of essential energy, utility services and lifelines.

**Actions:**

- 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 Utility 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 for example hospitals.
  - Protection of property.
  - Water supply and sewerage operations.
  - Other critical infrastructure.
- e. The Functional Areas and relevant Council will keep NSW SES informed of the status of utilities and infrastructure.

## 1.25 RESUPPLY

1.25.1 **Strategy:** Coordinate resupply to towns and villages isolated by significant falls of snow to minimise disruption to the community.

**Actions:**

- a. Where intelligence is available, 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.

1.25.2 **Strategy:** Coordinate resupply to rural properties isolated by significant falls of snow.

**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.



## 1.26 EVACUATION MANAGEMENT AND WELFARE

1.26.1 **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.

1.26.2 **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 Management Team, 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.

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

**Action:**

- 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.

1.26.4 **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.

## **1.27 SEARCH AND RESCUE**

1.27.1 **Strategy:** Control and coordinate search and rescue of people from collapsed structures after snow impact or lost in snow impacted areas.

**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.
- c. NSWPF will keep the NSW SES State Duty Commander and NSW SES Incident Controller informed of the progress of search and rescue operations and the requirements for rescue operations.
- d. NSW SES will respond with the appropriate resources to support the rescue of victims relating to snow damage.
- e. The SEOCON will activate the Major Structure Collapse Sub Plan if required.

## **1.28 RETURN**

**1.28.1 Strategy:** Coordinate the return of communities to areas impacted by significant falls of snow when the 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; or
  - Limited access by emergency services and response agencies; or
  - Limited access by residents and/or business operators; or
  - Full access.
- c. The NSW SES Incident Controller will issue an Advice Warning advising “Reduced Threat: Return with Caution” when the immediate danger to life and property has passed for areas.
- d. NSW SES will facilitate the return of people who have left impacted areas.

## **1.29 END OF RESPONSE OPERATIONS**

**1.29.1 Strategy:** Conclude response operations.

**Actions:**

- a. Response operations will conclude when:
  - There is a reduced likelihood of additional falls of snow occurring within south eastern NSW.
  - The need for warning no longer exists.
  - Resupply is no longer required (resupply operations may occur concurrently with the recovery phase).

## **1.30 POST IMPACT ACTIONS**

**1.30.1 Strategy:** Learnings from the event are used to inform recovery and future events.

**Actions:**

- a. Where applicable, NSW SES will continue to engage with communities after significant falls of snow 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 representatives from the relevant Council.
- b. NSW SES will conduct After Action Reviews, at the conclusion of response operations, which will involve all stakeholders. Findings will be shared and incorporated into improved disaster resilience planning.

- 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 State Emergency Recovery Controller (SERCON) 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.

1.30.2 **Strategy:** Participate in post data collection and analysis.

**Actions:** NSW SES works with relevant stakeholders and the relevant Council or Council(s) on post incident intelligence collection and analysis including review of any consequences where necessary.

## RECOVERY OPERATIONS

### 1.31 INTRODUCTION

1.31.1 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.

1.31.2 Recovery operations will be initiated and conducted as outlined in the NSW State EMPLAN and as further detailed in the NSW Recovery Supporting Plan.

### 1.32 NSW SES RECOVERY ROLE

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

1.32.2 **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 will provide information to NSW Reconstruction Authority to support applications to Treasury for Disaster Recovery Funding Arrangements (DRFA).
- d. 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.
- e. NSW SES and where required supporting agencies will assist with clean-up operations after significant falls of snow, where possible when resources and personnel permit.
- f. NSW SES may coordinate immediate relief in collaboration with SEOCON and SERCON.

## ABBREVIATIONS

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

<b>AAR</b>	After Action Review
<b>BoM</b>	Bureau of Meteorology
<b>DCJ</b>	Department of Communities and Justice
<b>EA</b>	Emergency Alert
<b>EMPLAN</b>	New South Wales State Emergency Management Plan
<b>ESO</b>	Emergency Service Organisations
<b>FRNSW</b>	Fire and Rescue NSW
<b>GMC</b>	Goulburn Mulwaree Council
<b>IC</b>	Incident Controller
<b>ICC</b>	Incident Control Centre
<b>LGA</b>	Local Government Area
<b>LEMO</b>	Local Emergency Management Officer
<b>LEOC</b>	Local Emergency Operations Centre
<b>LEOCON</b>	Local Emergency Operations Controller
<b>LO</b>	Liaison Officer
<b>NPWS</b>	National Parks and Wildlife Service
<b>NSW SES</b>	New South Wales State Emergency Service
<b>NSWPF</b>	New South Wales Police Force
<b>NSW RFS</b>	New South Wales Rural Fire Service
<b>QPRC</b>	Queanbeyan-Palerang Regional Council
<b>TfNSW</b>	Transport for New South Wales
<b>SEOCON</b>	State Emergency Operations Controller
<b>SITREP</b>	Situation Report
<b>SMRC</b>	Snowy Monaro Regional Council
<b>TMC</b>	Transport Management Centre (TfNSW)
<b>ULSC</b>	Upper Lachlan Shire Council

## 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 and within NSW SES Flood Plans.

**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 Blue Mountains Unit is to conduct an AAR at the conclusion of any significant snow operation internally and a separate AAR with the LEMC with the assistance of the LEMO and LEOCON.

**Combat Agency.** Means the agency identified in the 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.

**NSW SES Unit Commander.** Appointed Unit Commander as per the SES Act 1989

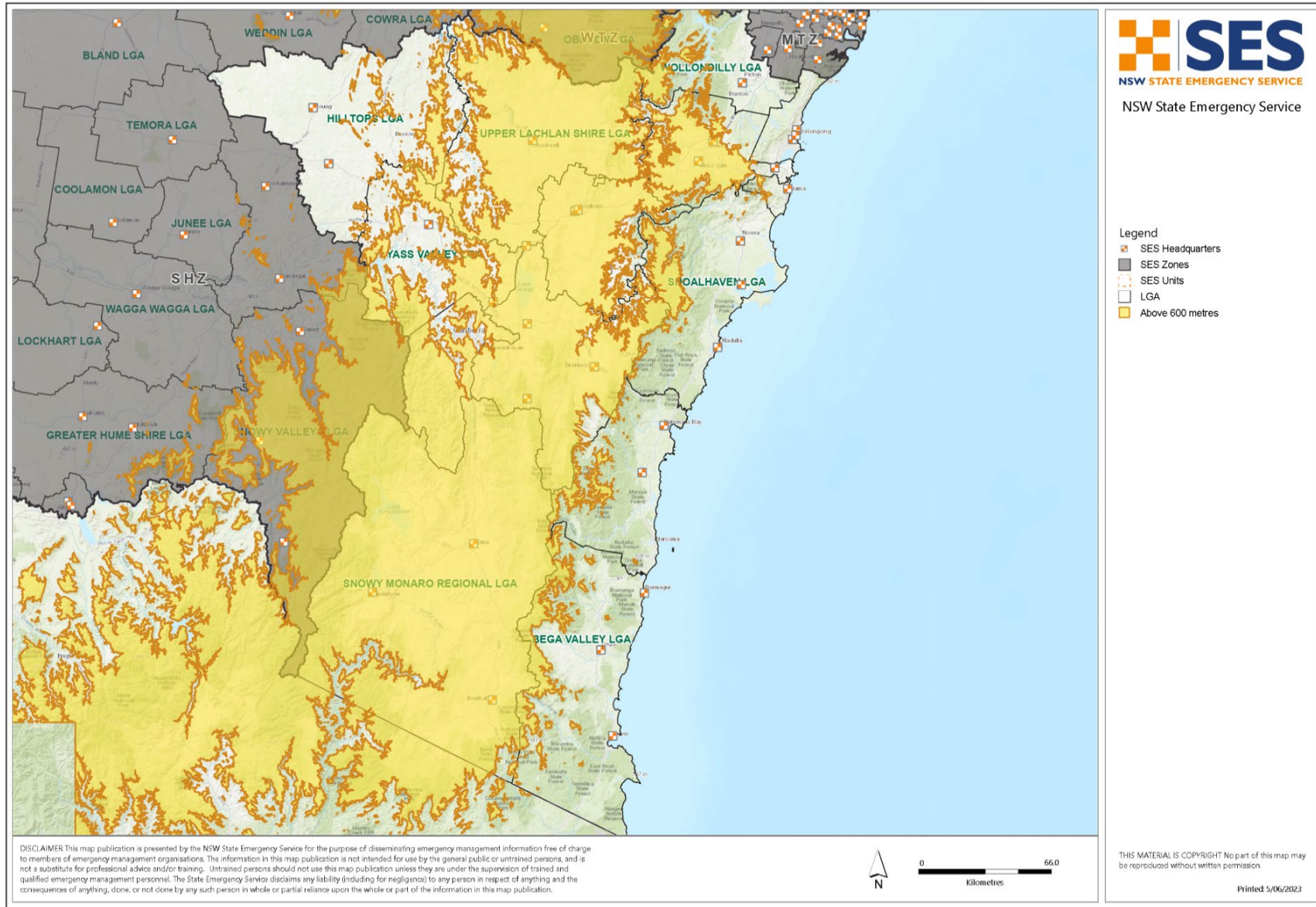
**Significant Snowfall.** Snow that affects any part of the Local Government Areas of Goulburn Mulwaree Council, Queanbeyan-Palerang Regional Council, Snowy Monaro Regional Council and Upper Lachlan Shire Council causing significant disruption of transport services and major interruptions to utilities (gas, water, electricity, and telecommunications)



## Appendix A – Elevation Maps Of South Eastern Zone

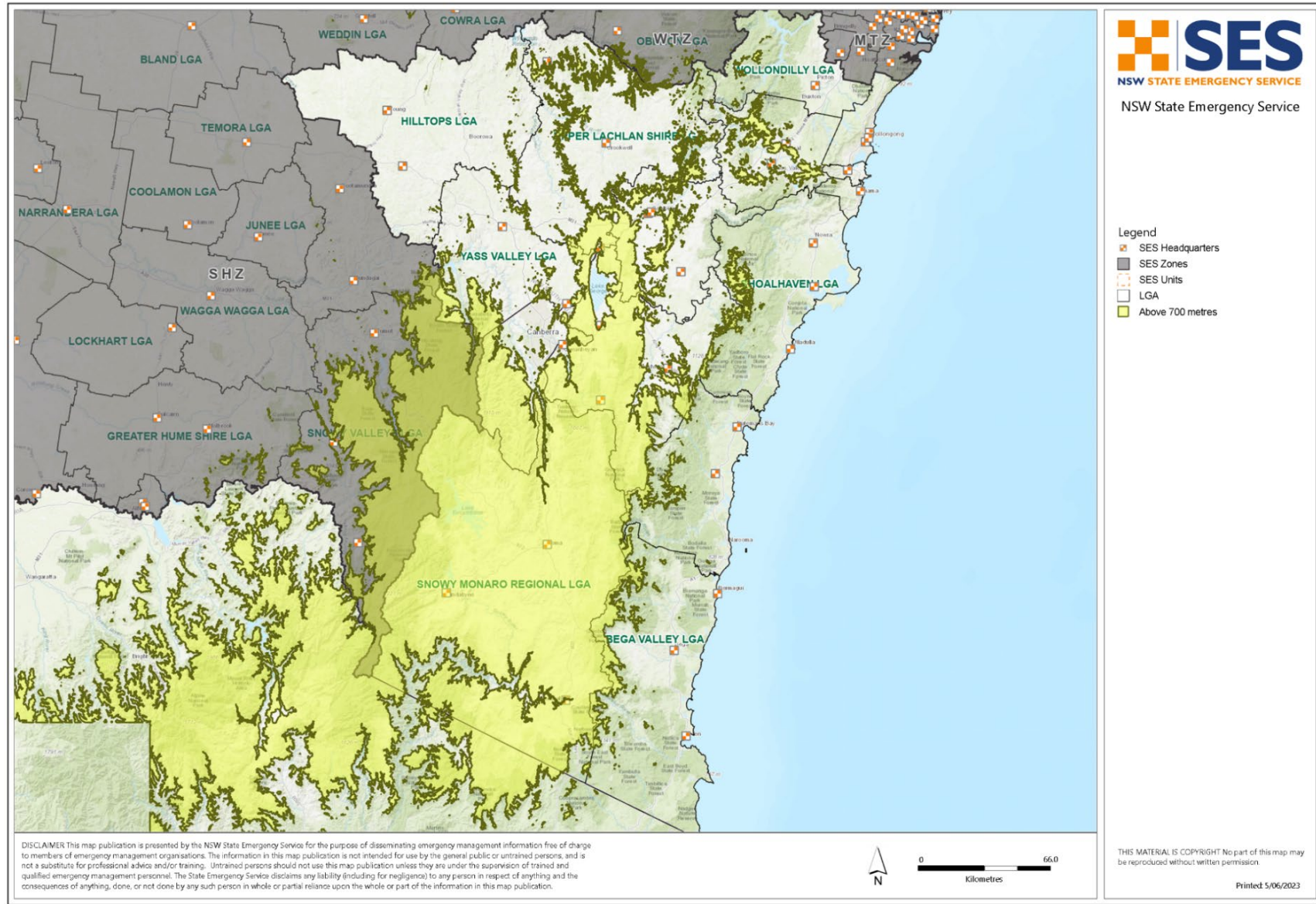


## South Eastern Zone - Snow Elevation Above 600m

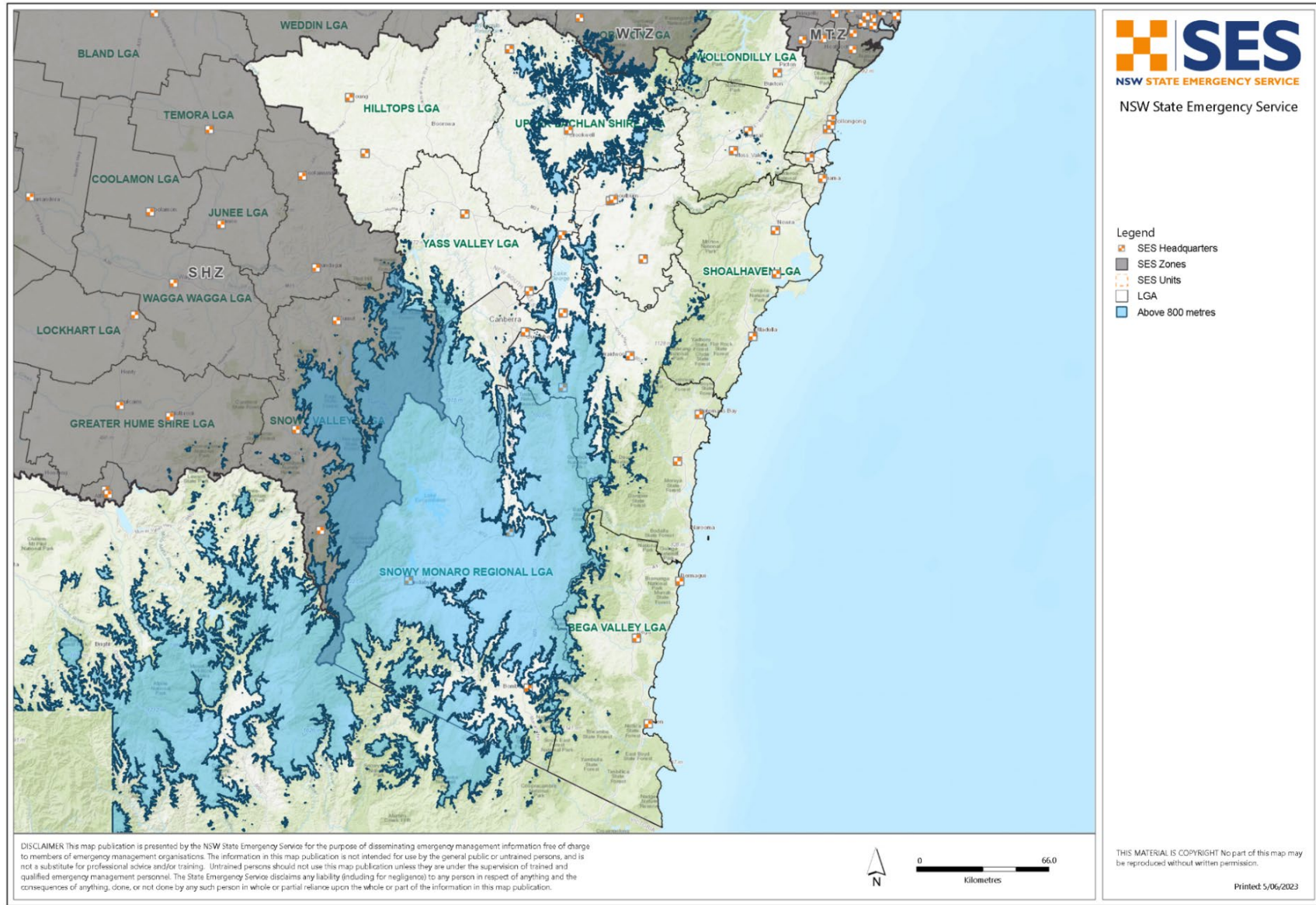




## South Eastern Zone - Snow Elevation Above 700m

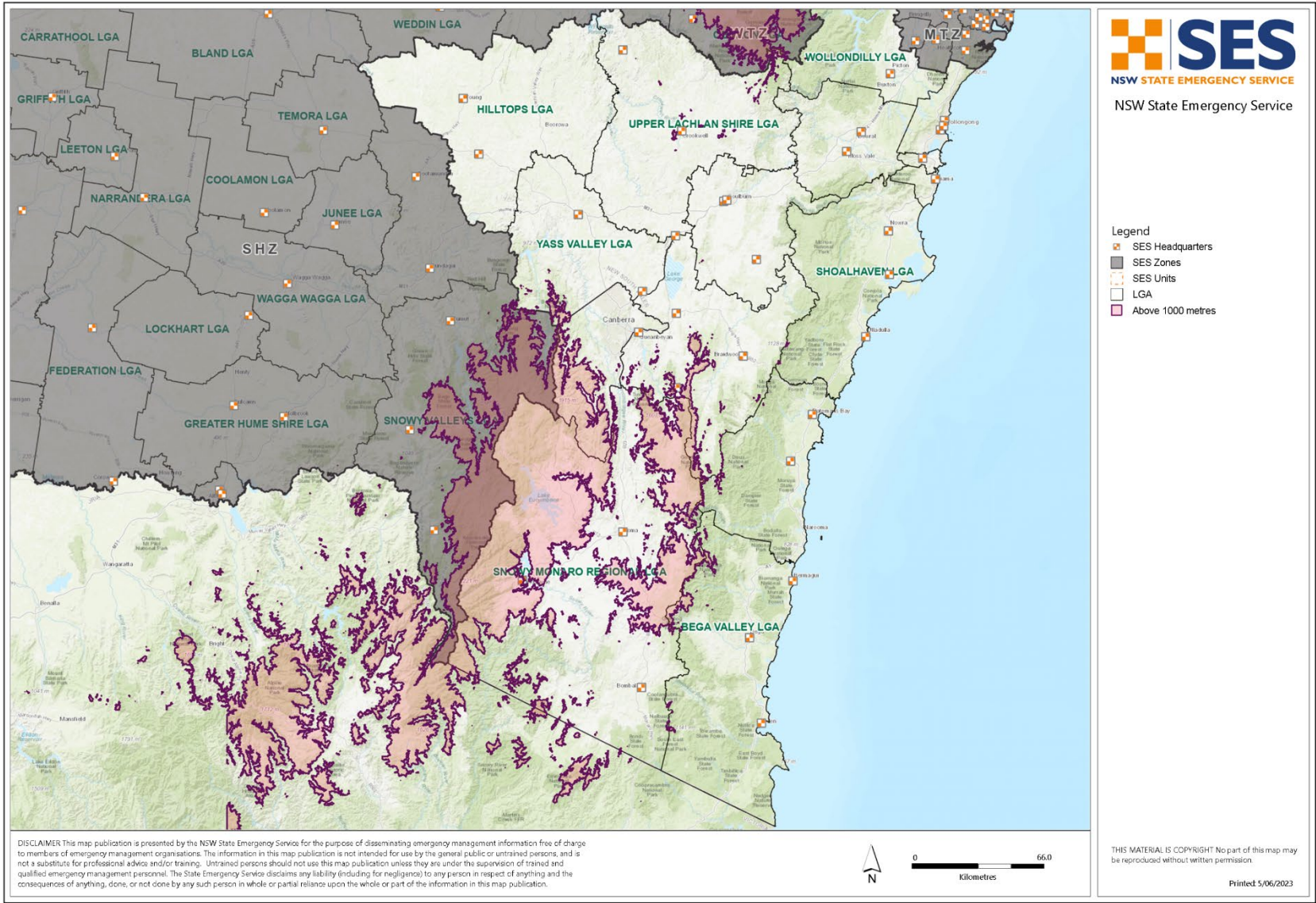


## South Eastern Zone - Snow Elevation Above 800m





# South Eastern Zone - Snow Elevation Above 1000m

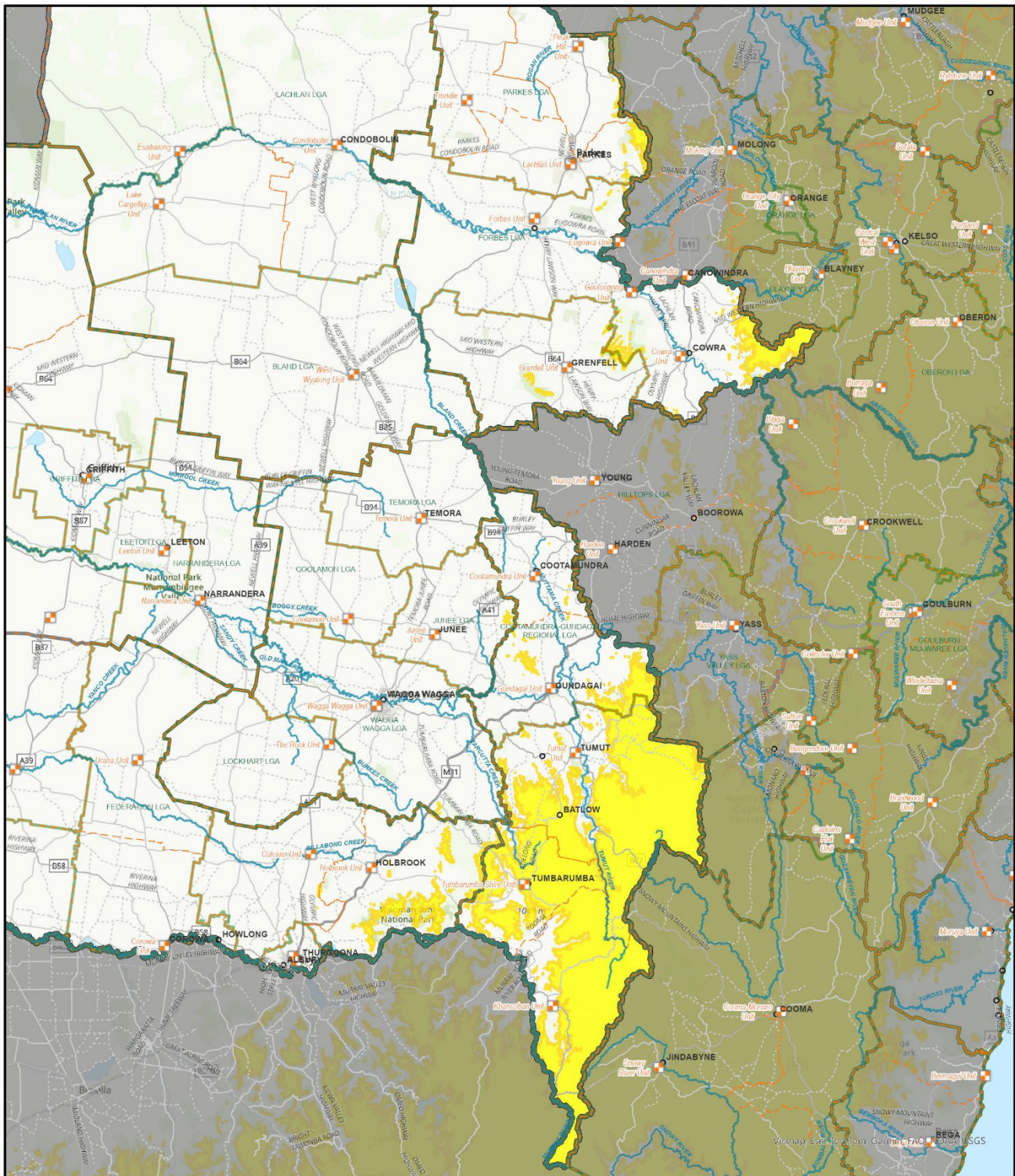


## Appendix B – Elevation Maps of Southern Zone





## Southern Zone - Snow Elevation Above 600m



### Southern Zone Elevation Above 600m

#### Legend

- Headquarters
- Major Towns
- Rivers (Major)
- - - Units
- Local Government Areas
- Clusters
- Southern Zone Boundary
- Elevation Above 600m



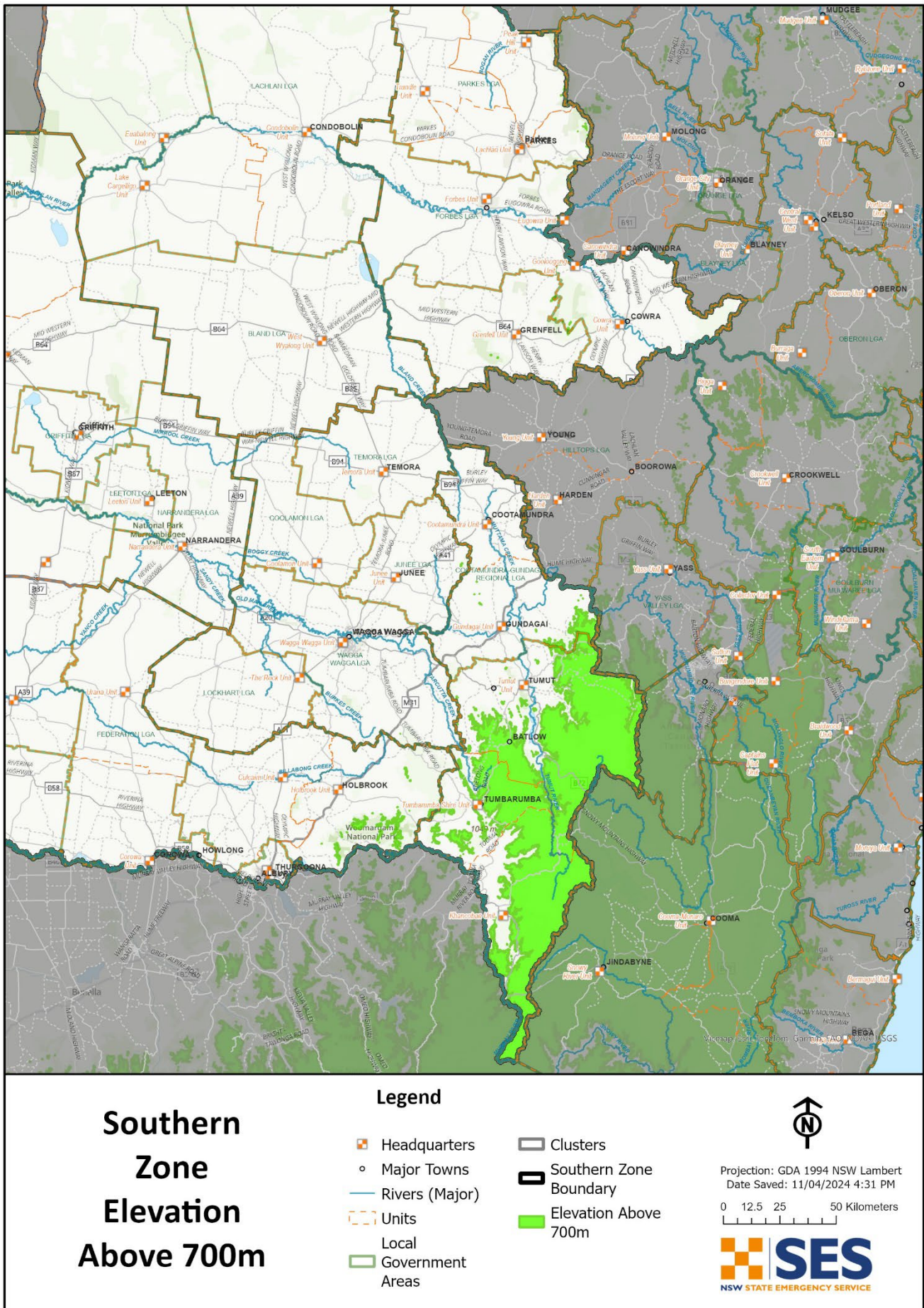
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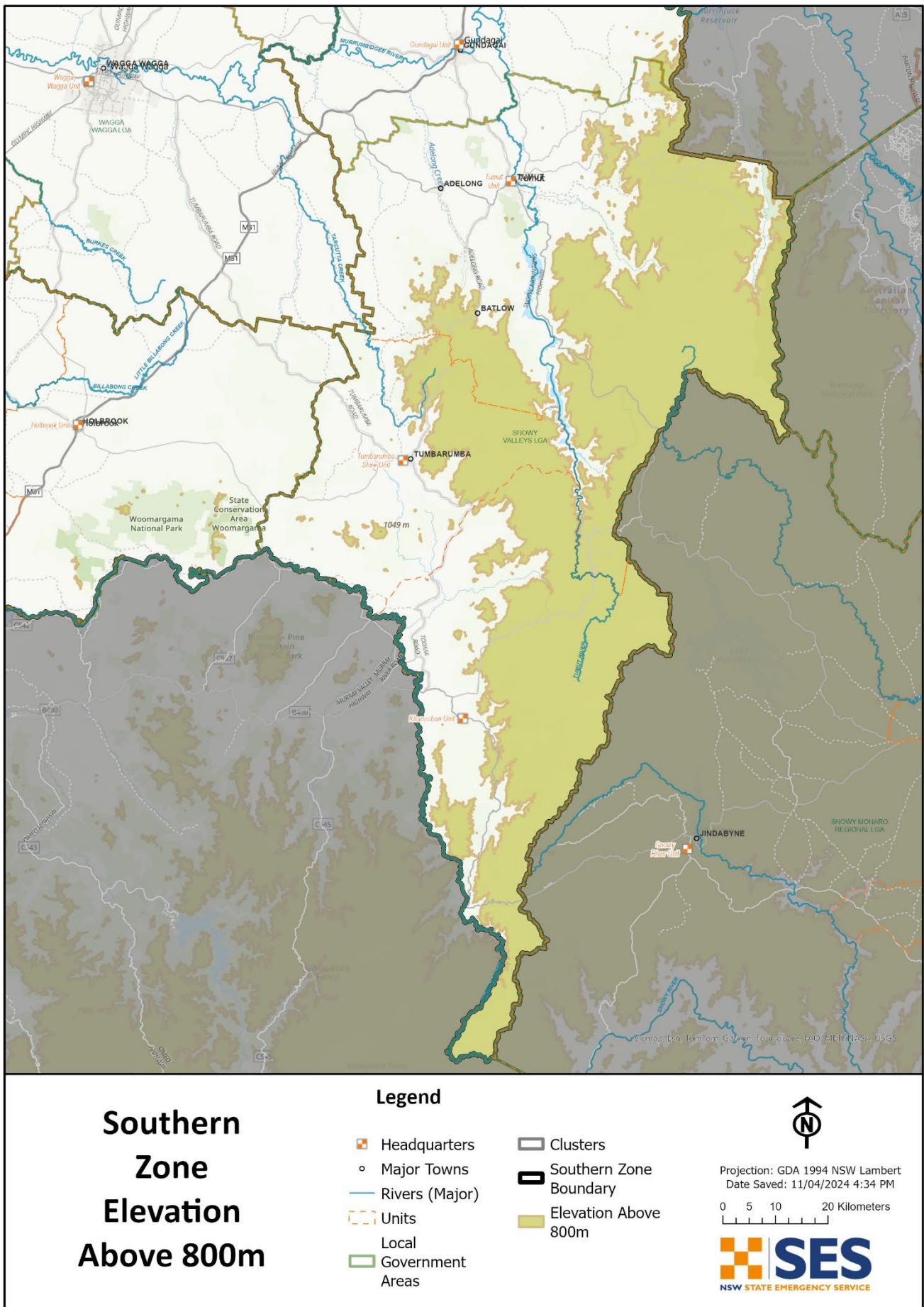


## Southern Zone - Snow Elevation Above 700m

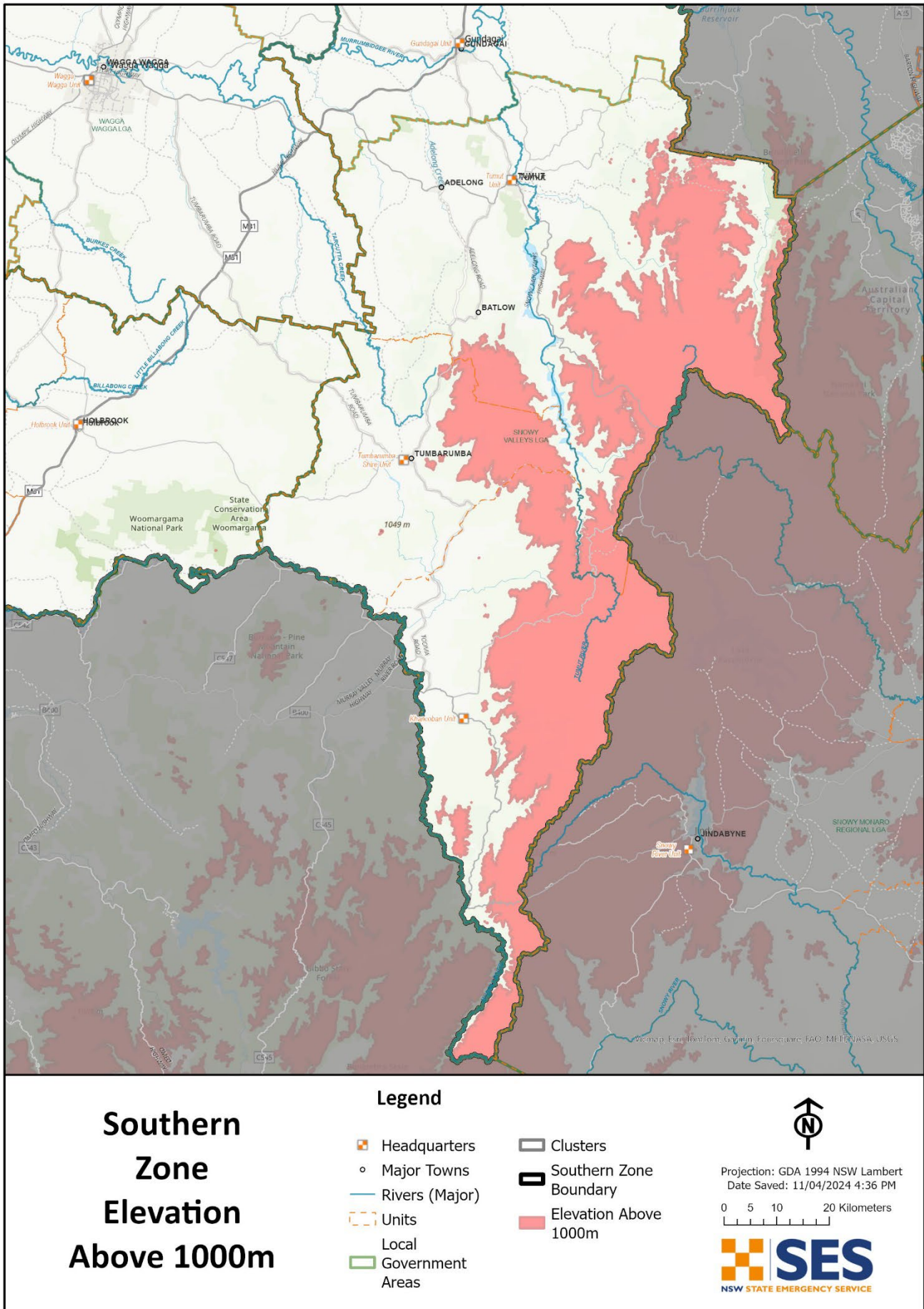




## Southern Zone - Snow Elevation Above 800m



## Southern Zone - Snow Elevation Above 1000m





## Appendix C – Roles and Responsibilities

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

AGENCY	RESPONSIBILITIES
<b>Agriculture and Animal Services Functional Area</b>	The roles and responsibilities for Agriculture and Animal Services are outlined in the Agriculture and Animal Services Supporting Plan and NSW State Storm Plan.
<b>Council/Local Government</b>	<p><b>Preparedness</b></p> <ul style="list-style-type: none"> <li>• Maintain a plant and equipment resource list for the council area.</li> <li>• Contribute to community engagement activities.</li> </ul> <p><b>Response</b></p> <ul style="list-style-type: none"> <li>• Subject to the availability of council resources, assist NSW SES with snow operations including: <ul style="list-style-type: none"> <li>– Traffic management on council managed roads.</li> <li>– Provision of assistance to NSW SES (plant, equipment, and personnel where able and requested).</li> <li>– Warning and/or evacuation of residents and other people in snow liable areas.</li> <li>– Provision of back-up radio communications.</li> <li>– Resupply of isolated properties.</li> <li>– Technical advice on the impacts of falls of snow.</li> <li>– Close and reopen council roads (and other roads nominated by agreement with Transport for NSW) and advise NSW SES, NSW Police Force and people who contact the council for road information.</li> </ul> </li> <li>• Assist with making facilities available for domestic pets and companion animals of evacuees during evacuations.</li> <li>• Manage and protect council-owned infrastructure facilities during significant falls of snow.</li> <li>• 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.</li> </ul>

AGENCY	RESPONSIBILITIES
	<p><b>Recovery</b></p> <ul style="list-style-type: none"> <li>• Provide for the management of health hazards.</li> <li>• Ensure premises are fit and safe for reoccupation and assess any need for demolition.</li> <li>• Provide services, assistance, and advice to NSW State Government in accordance with the NSW State Recovery Plan.</li> </ul>
<b>Australian Government Bureau of Meteorology</b>	The roles and responsibilities for the Australian Government Bureau of Meteorology are outlined in the NSW State Storm Plan.
<b>Childcare Centres and Preschools</b>	<ul style="list-style-type: none"> <li>• When notified of possible isolation, childcare centres and preschools should. <ul style="list-style-type: none"> <li>– Liaise with NSW SES and arrange for the early release of children whose travel arrangements are likely to be disrupted by road closures.</li> <li>– Assist with coordinating the evacuation of preschools and childcare centres.</li> </ul> </li> </ul>
<b>Department of Defence</b>	Arrangements for Defence Assistance to the Civil Community are detailed within the NSW State EMPLAN (section 448).
<b>Energy and Utilities Services Functional Area</b>	<p>The roles and responsibilities for Energy and Utilities Services are outlined in the Energy and Utility Services Supporting Plan (EUSPLAN).</p> <p>Roles and responsibilities in addition to the Supporting Plan are:</p> <ul style="list-style-type: none"> <li>• Assist NSW SES with identification of infrastructure at risk of damage where resources are available.</li> <li>• Facilitate local utility service distribution providers (electricity, gas, water, wastewater) to: <ul style="list-style-type: none"> <li>– Provide advice to NSW SES of any need to disconnect power/gas/water/wastewater supplies or of any timetable for reconnection.</li> <li>– Advise NSW SES of any hazards from utility services.</li> <li>– Advise the public regarding electrical hazards and to the availability or otherwise of the electricity supply.</li> <li>– Clear or make safe any hazard caused by power lines or electricity distribution equipment.</li> <li>– Reconnect customers' electrical/ gas/ water/wastewater installations, when certified safe to do so and as conditions allow.</li> <li>– Assist NSW SES to identify infrastructure at risk for incorporation into planning and intelligence.</li> </ul> </li> </ul>
<b>Engineering Services Functional Area</b>	The roles and responsibilities for Engineering Services are outlined in the Engineering Services Supporting Plan and NSW State Storm Plan.

AGENCY	RESPONSIBILITIES
<b>Environmental Services Functional Area</b>	The roles and responsibilities for Environmental Services are outlined in the Environmental Services (ENVIROPLAN) Supporting Plan.
<b>Fire and Rescue NSW</b>	The roles and responsibilities for Fire and Rescue NSW are outlined in the NSW State Storm Plan.
<b>Forestry Corporation of NSW</b>	The roles and responsibilities for Forestry Corporation of NSW are outlined in the NSW State Storm Plan.
<b>Health Services Functional Area</b>	The roles and responsibilities for Health Services are outlined in the Health Services (HEALTHPLAN) Supporting Plan and NSW State Storm Plan.
<b>Local Emergency Operations Controller (LEOCON)</b>	<ul style="list-style-type: none"> <li>• Monitor snow operations.</li> <li>• If requested, coordinate support for the NSW SES Incident Controller.</li> </ul>
<b>Local Emergency Management Officer (LEMO)</b>	<ul style="list-style-type: none"> <li>• If requested by the NSW SES Incident Controller, advise appropriate agencies and officers of the start of response operations.</li> </ul>
<b>NSW Ambulance</b>	The roles and responsibilities for NSW Ambulance are outlined in the Health Services (HEALTHPLAN) Supporting Plan and NSW State Storm Plan.
<b>NSW Department of Education, Association of Independent Schools of NSW, and National Catholic Education Commission</b>	The roles and responsibilities for NSW Department of Education, Association of Independent Schools of NSW, and National Catholic Education Commission are outlined in the NSW State Storm Plan.
<b>NSW Department of Planning and Environment (Environment and Heritage Group)</b>	The roles and responsibilities for NSW Department of Planning and Environment (Environment and Heritage Group) are outlined in the NSW State Storm Plan (referred to as DPIE EES).
<b>NSW Department of Planning and Environment (Water)</b>	The roles and responsibilities for NSW Department of Planning and Environment (Water) are outlined in the NSW State Storm Plan.
<b>NSW Food Authority</b>	The roles and responsibilities for NSW Food Authority are outlined in the Food Safety Emergency Sub Plan.
<b>NSW National Parks and Wildlife Services</b>	The roles and responsibilities for NSW National Parks and Wildlife Services are outlined in the NSW State Storm Plan.
<b>NSW Police Force</b>	The roles and responsibilities for NSW Police Force are outlined in the NSW State Storm Plan.
<b>NSW Reconstruction Authority</b>	The roles and responsibilities for NSW Reconstruction Authority are outlined in the NSW State Storm Plan.
<b>NSW Rural Fire Service</b>	The roles and responsibilities for NSW Rural Fire Service are outlined in the NSW State Storm Plan.

AGENCY	RESPONSIBILITIES
<b>Public Information Services Functional Area</b>	The roles and responsibilities for Public Information Services are outlined in the Public Information Services Supporting Plan and NSW State Storm Plan.
<b>SEOCON/SEOC</b>	The roles and responsibilities for the SEOCON/SEOC are outlined in the NSW State Storm Plan.
<b>Telecommunications Services Functional Area</b>	The roles and responsibilities for Telecommunications Services are outlined in the Telecommunications Services (TELCOPLAN) Supporting Plan.
<b>Transport for NSW</b>	<ul style="list-style-type: none"> <li>• Transport for NSW coordinates information on road conditions for emergency services access.</li> <li>• Transport for NSW coordinates the management of the road network across all modes of transport.</li> <li>• Transport for NSW in conjunction will assist NSW SES with the evacuation of at-risk communities by maintaining access and egress routes.</li> <li>• 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.</li> <li>• Assist NSW SES with identification of road infrastructure at risk.</li> </ul>
<b>Transport Services Functional Area</b>	The roles and responsibilities for Transport Services are outlined in the Transport Services Functional Area Supporting Plan and NSW State Storm Plan.
<b>VRA Rescue NSW</b>	The roles and responsibilities for VRA Rescue NSW are outlined in the NSW State Storm Plan.
<b>Water NSW</b>	The roles and responsibilities for Water NSW are outlined in the NSW State Storm Plan.
<b>Welfare Services Functional Area</b>	The roles and responsibilities for Welfare Services are outlined in the Welfare Services Functional Area Supporting Plan and NSW State Storm Plan.

Appendix D – Community-Specific Roles and Responsibilities

Community Members	<p>Preparedness</p> <ul style="list-style-type: none"><li>• Understand the potential risk and impact during significant falls of snow.</li><li>• Prepare homes and property to reduce impacts.</li><li>• Understand warnings and other triggers for action and the safest actions to take when significant falls of snow occurs.</li><li>• Households, institutions, and businesses develop plans to manage risks, sharing and practicing this with family, friends, employees, and neighbours.</li><li>• Have an emergency kit.</li><li>• Be involved in local emergency planning processes.</li></ul> <p>Recovery</p> <ul style="list-style-type: none"><li>• Assist with community clean-up if required and able to do so.</li><li>• Participate in After Action Reviews if required.</li></ul>
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