DISTRICT COUNCIL OF CLEVE
Incident Operations Manual

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Related Policies or Corporate Documents:	Council Emergency Management Policy Emergency Management Plan
CEO Approval	Peter Arnold Chief Executive Officer, District Council of Cleve

Contents

1.   Introduction

1.1.   Purpose

These incident operations arrangements describe how the District Council of Cleve will organise and take practical actions immediately before, during and immediately after an emergency incident.

The purpose of these arrangements is to:

- Define the scope of incident operations for Council
- Provide delegation and authority for the Council Commander
- Describe the arrangements that are in place for:
  - Activation triggers
  - Council Incident Management Team (CIMT) structure
  - CIMT functions and tasks
  - Resources, including people, places, technology, and plant and equipment
  - Communication with internal and external audiences
  - Support for Control Agencies and emergency services in accordance with the i-Responda operating platform
  - Relationships with the emergency services, community, other councils and relevant suppliers of goods and services
  - Describe how the operational arrangements may vary depending on the hazard type and size of incident.

1.2.   Related documents

These arrangements support the implementation of the District Council of Cleve's:

- i-Responda Policy
- Emergency Management Plan

1.3.   Incident operations

These incident operations will be delivered by Council in accordance with these arrangements and the:

- i-Responda Field Guide
- Local Government Functional Support Group Plan
- Protection Guide for Incident Operations

These documents are to be followed by the Council Commander and workers when participating in incident operations.

1.4.   Delegations and authorities

Peter Arnold, Cleve District Council Chief Executive Officer (CEO) is the Council Commander.

In the absence of the delegated Council Commander, the CEO may authorise any employee to undertake the duties of a Council Commander for the incident.

The Commander is authorised to act in line with Council's policies, plans and procedures and take actions including the allocation of Council workers and resources necessary to manage the incident for Council.

South Australian and Zone arrangements

The District Council of Cleve is located within several overlapping administrative areas for the purposes of emergency management, as detailed in Appendix 4.1.

1.5. Supporting State Arrangements

During an incident, the District Council of Cleve supports the South Australian emergency management arrangements by:

- Assessing and managing Council's own assets and services to the community
- Supporting emergency services and control agencies in the incident
- Making Council assets available including facilities for refuge and relief
- Providing local knowledge to support the incident
- Providing assistance to other councils impacted by an emergency as a participating organisation in the Local Government Functional Support Group
- Supporting the community

1.5.1. Local Government Functional Support Group

During significant incidents, local government plays a support role to the control agency, functional support groups and support agencies who have prescribed roles in the State Emergency Management Plan.

For incidents involving more than one council, or where the incident is beyond the capacity of a single council, the Local Government Functional Support Group (LGFSG) coordinates the response from local government. This includes:

- Ensuring effective coordination and communication between impacted councils
- Ensuring effective coordination and communication between emergency services and impacted councils
- Facilitating resource sharing across the local government sector
- Representing the local government sector at the State Emergency Centre, Agency State Control Centres, Zone Emergency Support Teams and any relevant agency Incident Management Teams.

The LGFSG is led by the LGA SA to coordinate local government resources as required. The Council Commander will liaise with the LGFSG State Duty Officer or the LGLO (if appointed) on any matters of resource coordination.

1.5.2. Zone Emergency Support Team (ZEST)

If a ZEST is activated the LGFSG may be requested to provide a Local Government Liaison Officer (LGLO) to represent Local Government at the ZEST.

If a ZEST is activated the LGLO will contact the Council Commander and make them aware that a ZEST is active and provide appropriate contact details.

1.5.3. Other councils/agencies

In accordance with the LGFSG Incident Categories, when the incident is a "Council category" incident, communicating with external agencies including the Control Agency is the responsibility of the Council Commander through a LGLO (if appointed) in the Control Agency IMT.

When the incident is a "Local Government category" incident, the LGFSG State Duty Officer and LGLO (if appointed) will be responsible communicating with the control agency and support agencies.

1.6.   Common acronyms

Acronym	Definition
BCP	Business Continuity Plan
BMAP	Bushfire Management Area Plan
Control Agency IMT	Control Agency Incident Management Team
CEOC	Council Emergency Operations Centre
CIMT	Council Incident Management Team
EIMT	Executive Incident Management Team
ERFSG	Emergency Relief Functional Support Group
LGA	Local Government Association of South Australia
LGFSG	Local Government Functional Support Group
LGFSG SDO	LGFSG State Duty Officer
LGLO	Local Government Liaison Officer
ZEMC	Zone Emergency Management Committee
ZEMP	Zone Emergency Management Plan
ZEST	Zone Emergency Management Team

2.   Council Incident Management Arrangements

2.1.   Council Incident Management Team Structure

To ensure effective command and control of the incident, the following Council Incident Management Team (CIMT) will be established at the Council Emergency Operations Centre:

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                        ┌──────────────────┐
                        │     Council      │
                        │    Commander     │
                        └──────────────────┘
                                 │
                        ┌──────────────────┐
                        │  Admin Support   │
                        └──────────────────┘
                                 │
        ┌────────────────┬───────┴────────┬────────────────┐
   ┌──────────┐   ┌──────────────┐  ┌──────────────┐  ┌──────────┐
   │Operations│   │Communications│  │ Planning and │  │ Recovery │
   └──────────┘   └──────────────┘  │   Welfare    │  └──────────┘
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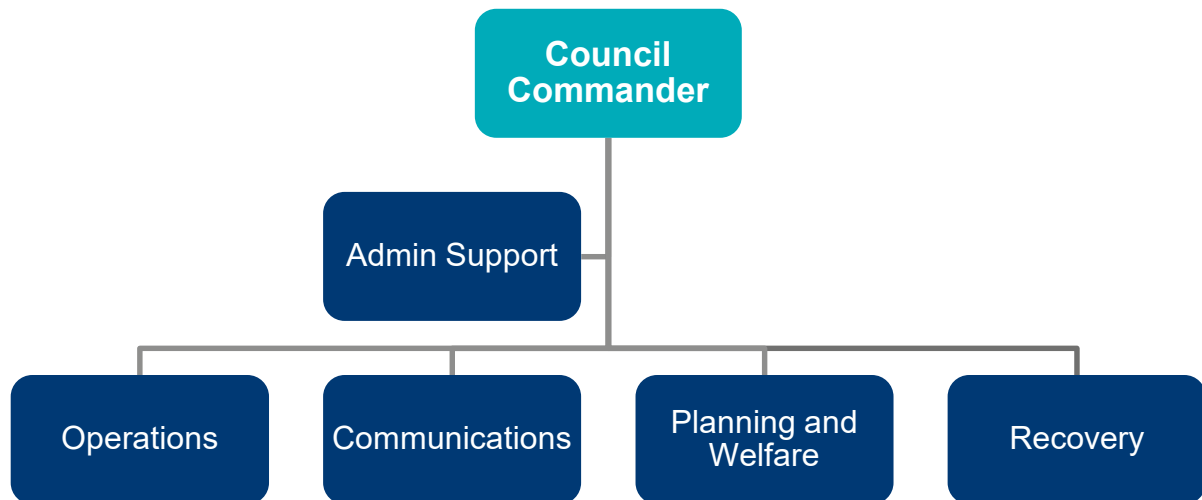
All jobs, tasks, and requests for assistance **must** be reported through the Council Commander to maintain operational awareness and effective deployment of resources.

2.1.1. CIMT Responsibility

The following persons will undertake positions on the CIMT:

Position	Name	Role
Council Commander	Peter Arnold	Chief Executive Officer
Admin Support	Josie Hannan	Executive Assistant
Operations	Vacant	Manager Infrastructure and Assets
Communications	Meisha Quinn	Manager Corporate Services
Planning and Welfare	Jodie Blum	WHS and Risk Management Coordinator
Recovery	Meisha Quinn	Manager Corporate Services

2.1.2. CIMT Position Descriptions

- Council Commander
    - Establishes the CIMT and Council Emergency Operations Centre
    - Sets and achieves incident objectives
    - Oversees the management of all Council incident operational activity
    - Liaises with the LGFSG and LGLO if required
    - Undertakes CIMT debrief after incident completion

- Administration
  - Supports the Council Commander and CIMT by providing administrative support, incident logs, and timesheets
  - Oversees the management of volunteers and offers of help
  - Organises equipment required for the Council Emergency Operations Centre
  - Organises catering for CIMT and support staff if required
  - Ensures records are maintained in line with Council Policy and the *State Records Act 1997*

- Operations
  - Manages the tasking and application of resources to support and or resolve the incident
  - Maintains accounts for purchases of supplies and hire of equipment
  - Follows up insurance and compensation for personnel, property, and vehicles
  - Collects, analyses, and disseminates information and develops plans to resolve the incident within council scope
  - Collates and analyses information and data, which are recorded and disseminated as intelligence to support decision-making and planning within the CIMT and Operational Teams

- Communications
  - Collects and prepares information suitable for dissemination to the public and other stakeholders.
  - Prepare media releases for the CEO and Mayor
  - Update the Council website and social media pages

- Planning and Welfare
  - Undertakes the acquisition of human and physical resources, facilities, services, and materials to support achievement of Council's incident objectives.
  - Ensures staff have adequate PPE suited to the situation
  - Fatigue management and development of roster if required
  - Provide advice regarding Industrial Relations (IR), Human Resources (HR) and Work Health and Safety (WHS) matters and the evaluation of risks/hazards
  - Facilitate access to the Employee Assistance Program and any additional resilience support
  - Identification of staff wellbeing concerns, injuries, or casualties

- Recovery
  - Provide leadership, co-ordination, and advocacy when the community is impacted by disasters
  - Plan for recovery to establish the principles, structures, partnerships, and approaches that will guide council
  - Support the identification and assessment of community impacts
  - Secure grants and other funding assistance to support disaster recovery

Further examples of the roles the CIMT will undertake are detailed in Appendix 4.2.

2.2.   Incident operations functional modes

Council uses the following four (4) Functional Modes of operation:

The Council Commander will determine which functional mode is appropriate at all stages during the incident.

Descriptions of the functional modes are detailed in Appendix 4.3.

2.3.   Council levels of incident operations

Council uses three levels for the purpose of classifying incidents, as detailed in Appendix 4.4.

Incidents are classified in these levels to help determine the most appropriate incident management approach by Council. During an incident, the size of the incident may scale up, with additional support required for the CIMT.

The most frequently occurring incidents for Council are anticipated to be level 1 incidents which will be managed through standard Council resources. Level 2 and level 3 incidents occur less frequently and will require management outside of standard Council resources

2.4.   Council Emergency Operations Centre (CEOC)

The main operational functions of the Council Emergency Operations Centre (CEOC) may include, but are not limited to:

- Coordinate and deploy resources to assist response and recovery
- Coordinate the provision of additional resources required to support operations
- Collect, process, interpret and distribute information and intelligence
- Provide communications facilities
- Liaise with Control Agencies and other external agencies
- Carry out any other directions issued by the CIMT.

The CEOC will be a secure area with access restricted to staff with valid identification.

The primary site of the CEOC is: Civic Centre - 10 Main Street, Cleve

The secondary location is: Works Depot – Brooks St / Depot St, Cleve

The tertiary location is: Cleve District Hall - 20 Main Street, Cleve

2.5.   Council Plant and Equipment Register

A register of accessible plant and equipment available to support council incident operations is available at:

x:\9governance\procedures\registers\emergencyservicesplantequipmentregister

Whilst the register identifies possible availability, the plant will only be made available by the Council Commander or CEO / executive delegate and may be subject to conditions including:

- Designated Operator
- Period of availability
- Cost recovery

2.6.   Wellbeing

When supporting another council, or the Control Agency, it is important to remember that:

- all councils are supported by the LGA Mutual Liability Scheme, Workers Compensation Scheme and Asset Mutual Fund
- all staff must be i-Responda trained and follow the principles of *"Ordinary Operations in Extraordinary Situations"*

Council will ensure the wellbeing of staff involved in incident operations by:

- Conducting hot debriefs with all staff involved in incident operations
- Reminding staff of the Employee Assistance Program
- Inviting staff to participate in debriefs as part of the restoration phase of incident operations.

2.7.   Incident Operations Systems

Council may use the following systems incident operations in conjunction with the LGFSG and the emergency services:

2.7.1. i-Responda

The i-Responda app allows for timely access to contacts and links, reminders, checklists, action plans and joint operating guidelines and more.

2.7.2. LG xMatters

LG xMatters is a communication and activation tool used by council for its incident-based notifications. It will allow the LGFSG to communicate and activate in a timely manner.

When severe weather or other incidents occur across the state it may trigger the activation of the LGFSG. As part of their activation, the LGFSG will send councils notification via LG xMatters, part of this notification will be a "Council Effects Summary". This summary from councils occurs in two stages and is to understand the extent of deployment of council resources. The information collected is used a state level to help direct resources and support if required.

- **Stage 1** – Short summary made up of quick response to several questions.

- **Stage 2** – In cases where high damage is seen then a further set of questions will be sent to gather more detailed information and garner the need for further support.

2.7.3. Splash page

The following arrangements exist for management of the Cleve District Council splash page:

- Council Commander or delegate to advise Jodie Blum, WHS and Risk Management Coordinator of the information required to be included on the Splash Page
- The LGA IT support team may be available to assist if required / requested

2.7.4. Social media

Cleve District Council have a variety of social media pages and may share information from Control Agencies during an emergency or provide updates on how Council is supporting incident operations.

Bess Winkley, Tourism and Community Development Officer is the primary contact point in Council for social media pages.

2.8. Communications

Communications during an incident may happen with the:

- Community
- Staff
- Control Agency
- Local Government Functional Support Group (LGFSG)
- Local Government Liaison Officer (LGLO)
- Zone Emergency Management Support Team (ZEST)
- State Agencies
- Other Councils

It is important that all communications follow a chain of command to ensure effective control of the incident. Refer to Appendix 4.5 for a communications flow chart.

2.8.1. LGFSG

The LGSFG is always active and in standby mode. If Council becomes aware of information or warnings relating to any emergency within their jurisdiction, the Council Commander will contact the LGFSG State Duty Officer (SDO).

The SDO and Council Commander will communicate throughout the incident to coordinate resources and share information.

2.8.2. Control Agency

All strategic communication with the Control Agency will occur between the Council Commander and the Control Agency Incident Controller. This may be through the LGLO located within an Control Agency IMT, or, it may be in the field for smaller level 1 incidents. All field communication between council staff and Control Agency staff will occur as required at the incident scene.

2.8.3. ZEST and State Agencies

When a ZEST is activated, communication between the Council and the Control Agency will be through the LGFSG appointed LGLO at the ZEST and the Council Commander.

2.8.4. CIMT

Communications within the CIMT is crucial to ensure that all stakeholders are aware of the current situation, actions being undertaken and objectives to achieve to resolve the emergency. During an emergency, communications will include:

- Regular briefings
- Handover documents
- Situation reports

2.8.5. Elected Members

The Chief Executive Officer (CEO) will be responsible for briefing the Mayor and Councillors and keeping them informed regarding emergency events. Any request for help regarding resources or equipment should be made from Elected Members to the CEO if required. The CEO will then address the request to the relevant Council Commander or CIMT.

2.9. Contacts

2.9.1. Critical contacts

Refer to Appendix 4.6

2.9.2. Emergency contacts

Refer to Appendix 4.7

2.9.3. Critical Local Agency Contacts

Refer to Appendix 4.8

2.9.4. Critical Contractor Contacts

Refer to Appendix 4.9

2.10. Council Information and maps

2.10.1. Bushfire safer place

The District Council of Cleve contains two (2) bushfire safer place zones identified by SA CFS located in:

- Cleve
- Arno Bay

Refer to Appendix 4.10 for the town maps.

2.10.2. Bushfire last resort

The District Council of Cleve contains two (2) bushfire last resort zones identified by SA CFS located at:

- Darke Peake Oval, Balumbah Kinnard Road, Darke Peake SA 5642
- Rudall Oval, Birdseye Highway, Rudall SA 5642

Refer to Appendix 4.11 for the town maps.

2.10.3. Bushfire Management Area Plan Critical Assets

The District Council of Cleve area is home to several critical assets listed in the Upper Eyre Bushfire Management Area Plan (BMAP), for a full list of the assets refer to Appendix 4.12 or:

https://cfs.geohub.sa.gov.au/portal/apps/webappviewer/index.html?id=1fbeace168b14c1f8760772e df777d3e

2.10.4. Relief Centres

Relief centres in the District Council of Cleve council area is pre identified and managed by the Emergency Relief Functional Support Group (ERFSG), managed by the SA Housing Authority. The ERFSG is responsible to open and operate relief and recovery centres, and council's role will generally be to supply venue upon request.

Council owned property and facilities pre identified as potential relief centres are listed in Table 1.

Table 1 – Council facilities used as relief centres

Facility	Address	Manager	Contact
Cleve District Hall (also referred to as the Institute Hall)	20 Main Street Cleve	Peter Arnold	(08) 8628 2004 council@cleve.sa.gov.au
Cleve Sporting Bodies Complex	South Terrace Cleve SA 5640	Cathy Haines Mandy Simes	President – 0427282170 Secretary – 0427 282556 clevesportingbodies@outlook.com
Arno Bay Sporting Complex	Tel El Kebir Terrace (the oval next to the complex is adjacent to Lincoln Highway)	Hannah Lienert-Forrest	0400 812 242 treasurer.arnobaycommunitysport@outlook.com

Arrangements for council facilities used as relief centres include:

- The Cleve District Hall holds 230 persons seated, has a supper room, large bar fridges, toilet, and a large kitchen which can cater for 240 persons.
- Cleve Sporting Bodies Complex holds 200 persons seated, large fridges, shower and toilet facilities, and a large kitchen which can cater for 200+ persons.
- The Arno Bay Sporting Complex has a kitchen, bar and can facilitate 80 people.

3. Operations manual

3.1. Prior to an incident

3.1.1. Preparation for operational support

Council prepares for operational response in the following ways:

- Ensuring operations arrangements and plans are up to date.
- Ensuring equipment and staff resource lists are up to date.
- Ensuring required staff are trained in relevant i-Responda modules.
- Ensuring relevant plans and maps (fire / flood) are up to date.
- Ensuring all emergency PPE is stocked in vehicles
- Communicate with the community
- Monitor conditions and media (websites, radio etc)

3.1.2. Incident Operations Plans on a Page

For full details of how Council prepares for and their roles in emergency operations refer to the Incident Operations Plans on a Page, detailed in Appendix 4.13.

3.1.3. Triggers to prepare for operations

Council will move to prepare for incident operations when certain warnings are provided by the relevant warning authorities as per Table 1.

Table 2 warnings that move council to prepare for incident response

Event	Agency warning / Trigger
Building / industrial fire	CFS, SA Police or LGFSG advises of building / industrial fire in the area Local knowledge
Bushfire	CFS or BOM issues severe, extreme, or catastrophic fire warnings CFS, SA Police or LGFSG advises of an alert for the district Local knowledge
Escape of Hazardous Materials	CFS or LGFSG advises of an alert for the district Local knowledge
Human Disease	SA Health or LGFSG advises of an alert for the district Local knowledge
Loss of Critical Infrastructure and Supplies (i.e. electricity, water, transport)	SA Police, Department of State Development, SA Power Networks or LGFSG advises of an alert for the district Local knowledge

Extreme Weather - Storm	BOM or SES extreme weather emergency warning
	LGFSG advises of an alert for the district
	Local knowledge
Animal and Plant Disease	Primary Industries and Regions SA or LGFSG advises of an alert for the district
	Local knowledge
Earthquake	SA Police or LGFSG advises of an alert for the district
	Local knowledge
Terrorist Incident	SA Police or LGFSG advises of an alert for the district
	Local knowledge
Extreme Weather - Heat	SES issue an Extreme Heat Wave emergency warning for the district
	Local knowledge

3.1.4. Alert briefing

When a warning of a predicted event is given by a warning agency or an incident occurs in the district, Council will move from standby to alert phase.

The Council Commander will communicate with the CIMT on actions required to be undertaken.

3.2. Incident Activation

The Council Commander / CEO or delegate may activate a response when:

a) Council has received advice from a Control Agency or the LGFSG that an emergency has or is about to occur
b) Council becomes aware of an incident within their jurisdiction that has the potential to become an emergency
c) Council has been notified that an emergency in an adjoining area is likely to impact on the District Council of Cleve
d) Council is required to attend a ZEST activation.

3.2.1. Activating the CIMT

The CIMT will be established by the Council Commander / CEO as required to support incident management activities.

3.2.2. Activating the Council Emergency Operations Centre (CEOC)

The Council Commander / CEO will activate the CEOC as required to support incident management activities.

A checklist for activating the CEOC is located in Appendix 4.14.

3.2.3. Incident log

Council recognises the importance of maintaining appropriate records during an emergency event. Good record keeping practices are critical for:

- Substantiating decisions and actions
- Cost recovery and reimbursement
- Insurance purposes
- Subsequent investigations
- Litigation and Court matters
- Coronial inquiries
- Risk management
- Reviewing the performance of this plan

All decisions made and actions taken during an emergency will be recorded in an incident log and used to record information throughout the duration including:

- Personal details
- Shift details (start, finish, and changeover time)
- Any instructions given/received
- Any decisions made and the reasoning behind them
- Actions taken
- Phone calls and records of conversations
- Meetings
- Finance related information
- Messages for shift changeover
- Forward planning

The incident log will remain active until the conclusion of the incident as determined by the Council Commander. This data may also be recorded in hard copy logbooks specific to the CIMT position.

An incident log template is located in Appendix 4.15.

3.3. Operating in an incident

3.3.1. i-Responda

Council follows the i-Responda principles and platform when operating within an incident. Details of these are contained within the i-Responda Field Guide.

When operating in an incident the Council Commander will follow the **i-Responda Commander Action Plan**, as detailed in Appendix 4.16.

When responding staff will follow the **i-Responda Worker Action Plan**, as detailed in Appendix 4.17.

These worker action plans are also located on the i-Responda app.

3.3.2. Receiving, assigning, and closing off requests during incidents

District Council of Cleve will use the following process during incident operations:

1. Requests will be referred to the Council Commander (both during and outside of office hours)
2. Requests will be recorded in a log and the Council Commander will decide whether the job can be allocated based on council's capability using the i-Responda process above.
3. The Council Commander will communicate the request operational staff by in person or be mobile phone. If no mobile coverage, two -way radios will be used
4. Operations staff must advise the Council Commander when request competed.
5. The Council Commander will close the request and advise Incident Controller

3.3.3. Maintaining situational awareness

It is important that the Council Commander and CIMT maintains situational awareness, members of the CIMT will undertake regular reviews to enhance knowledge of potential threats and prioritisation of requests. This will be achieved by exercising one of the following briefing formats:

- SMEACS – Q - Appendix 4.18.
- Situation Report (SITREP) - Appendix 4.19.

These templates are also be located in the i-Responda app.

3.3.4. Emergency information

It is the responsibility of the Control Agency to issue warnings to the potentially affected community, and to provide advice to other support agencies of this notification.

Council may support dissemination of this information and warnings to their community.

Council will do this through the channels as identified below. When social media is used by Council, existing topics or hashtags will be included for consistency of messaging amongst all agencies.

Council will only provide information in addition to the Control Agency when the information relates to:

- Direct Council actions, involvement or resources provided
- Direct Council impacts

3.3.5. Methods of communication

For any incident that is led by the Council Commander and when a Control Agency is not appointed, the council will take the lead on issuing information to their community.

This will be through council channels including Council's:

- Website
- Social media including Facebook and Twitter
- Call centre
- Media releases

The nominated spokesperson for the Council is the Mayor or CEO.

3.3.6. Requests for Council Resources

Council plant and equipment is available to support emergency incidents at the discretion of the Council Commander, CEO, or another delegate as authorised by the CEO. Council reserves the right not to release Council plant and equipment to support an emergency incident.

All requests for plant and equipment **must** be referred to the Council Commander who will follow the formal process for provision of resources. Refer to Appendix 4.20 for the provision of resources form template.

If Council wishes to seek reimbursement from the Control Agency or other body, it must negotiate the arrangements prior to providing resources and support.

3.3.7. Financial Management

All expenditure codes must be confirmed with the Manager of Corporate Services prior to a service being provided.

If Council wishes to seek reimbursement from the Control Agency or other body, it must negotiate the arrangements prior to providing resources and support.

3.3.8. Fatigue Management

In a lengthy incident, Council will need to consider fatigue management and continuity of operations through rostering. Refer to Appendix 4.21 for a rostering template.

Handover will be required between staff to ensure objectives are maintained and followed through, refer to Appendix 4.22 for a handover template.

3.3.9. Transitioning to recovery

The transition to recovery may begin at any time during or after the incident operations have taken place. Recovery with the community can run in parallel to the incident operations and the restore phases of incident operations for Council.

Council does not undertake recovery alone. It is a shared effort between the affected communities, all levels of government and the not-for-profit and private sectors.

3.3.10. Debriefs

As soon as practicable after an emergency operation, the CIMT will coordinate the operational debrief/s with representatives from each involved council department and any other external agency involved as appropriate. Refer to Appendix 4.23 for a debrief report template.

Council considers the following points during a hot debrief:

- What went well
- Areas of improvement
- Safety or welfare concerns
- Appreciation for the contribution of staff
- Operational issues and resolution options
- Resources damaged

Any concerns identified should be reported to the Council Commander, CEO, and relevant department.

3.3.11. Final incident review

Following a large scale incident, it is important to undertake a final incident review to identify key lessons learned to improve and sustain incident operations. The purpose of the incident review is to focus on

what was done well and aspects to be improved for future emergency management incidents. It is important not to apportion blame to any one individual or agency during this process.

As soon as practicable after the emergency operation, the CIMT will coordinate a lessons learned debrief with all appropriate staff and any other agencies as the CIMT considers appropriate.

The lessons management process may follow a more structured process which will involve the production of a written report. Recommendations arising from this review process may result in a review of the incident operations and other documentation.

After significant events, Council may also be requested to participate in a formal debrief or multiagency debrief.

4. Appendix

4.1. Administrative areas for the purposes of emergency management

Entity	Region / District / Command / group etc
Police District or Local Service Area	Eyre & Western Local Service Area
CFS	Region 6 - Eyre Peninsula and West Coast
SES	North Region, Eyre District
Health service	Eyre and Far North Local Health Network
Bio Security	Eyre and Western (PIRSA)
Regional LGA	Eyre Peninsula
Fire Ban and Weather District	Eastern Eyre
Zone Emergency Management Committee	Eyre and Western Zone

4.2. CIMT Role Descriptions

4.2.1. Council Commander

Standby Mode	Alert Mode
❑ Preparing and review plans ❑ Ensure CIMT training current ❑ Exercising and testing processes ❑　Maintaining situational awareness	❑ Activate CIMT ❑ Initiate and facilitate planning and briefing meetings as required ❑ Establish contact with external agencies and LGFSG

Operations Mode

❑ Activate the CEOC

❑ Liaise with Control Agency either directly or through established Council Liaison Officer

❑ Facilitate planning and briefing meetings as required

❑ Activate and deactivate function CIMT roles as required

❑ Assess situation, identify risks, and determine priorities

❑ Update and brief CEO on situation or up line decisions that need to be made

❑ Approve deployment of council resources / support and employees

❑ Ensure safety of employees or appoint a safety officer to oversee

❑ Maintain incident log

❑ Oversee the financial records relating to emergency management

❑ Activate transition to restore mode and recovery arrangements

Restore Mode	Other Information
❑ Inform and deactivate CIMT ❑ Coordinate return of deployed Council resources ❑ Schedule and facilitate debrief and evaluation process ❑ Determine if CIMT is required for recovery phase ❑ Inform council staff of STAND DOWN to incident ❑ Complete financial reports and incident logs ❑ Conduct debriefs	❑ Consider support by Administration ❑ Consider a Safety Officer ❑ Consider Council Liaison Officer to attend Control Agency IMT ❑ Consider finance officer ❑ Consider Communications officer ❑ Consider Intelligence officer ❑ Consider Resources officer

4.2.2. Administration

Standby Mode	Alert Mode
❑ Nil or as determined by council	❑ Attend planning and briefing meetings as required ❑ Preliminary establishment of CEOC

Operations Mode

❑ Establishment of the CEOC at the request of the Council Commander

❑ Attend planning and briefing meetings as required

❑ Ensure appropriate information technology and communications resources are available

❑ Ensure necessary equipment and consumables are available

❑ Coordinate provision of food and water for staff

❑ Arrange accommodation for CIMT staff if required

❑ Assist with record keeping of external resources used and deployed and location

❑ Assist with maintenance of incident log and register of resources deployed

❑ Assist with maintenance of incident financial records if no support or finance officer appointed

Restore Mode	Other Information
❑ Restore the CEOC at the completion of the incident	❑ Consider catering ❑ Provide support for IT and facilities

4.2.3. Operations

Standby Mode	Alert Mode
❑ Nil or as determined by council	❑ Attend planning and briefing meetings as required ❑ Alert function staff and provide briefings when necessary ❑ Ensure equipment is brought to Alert mode level of preparedness ❑ Ensure all supplies are brought up to required levels eg fuel, safety equipment etc.

Operations Mode

❑ Attend planning and briefing meetings as required

❑ Brief functional staff if functional team has been established

❑ Coordinate deployment of council resources as required

❑ Determine need for additional resources or support

❑ Manage and supervise operation response

❑ Report events, accidents, or incidents in the field to the Council Commander

❑ Maintain incident log and register of resources deployed

❑ Log financial expenditure of the operations function and forward to Support Officer

❑ Arrange additional external human resources, (ie agency/other council staff)

❑ Obtain and maintain physical resources, facilities, services and materials

❑ Keep records of external resources used and deployed and location

❑ Assess requests for resources from external agencies

Restore Mode	Other Information
❑ Implement program for clean-up and restoration of Council assets and resources ❑ Verify all resources have been returned to Standby Mode condition ❑ Log any damage or incidents and report to Council Commander ❑ Repatriate borrowed or external resources that have been utilised ❑ Clean and rehabilitate facilities utilised ❑ Manage supply of replacement equipment in the event of damages or loss	❑ Consider fatigue management

4.2.4. Communications

Standby Mode

❑ Nil or as determined by council

Alert Mode

❑ Attend planning and briefing meetings as required

❑ Collate and disseminate information to Elected Members, Staff, Executive and the Community

❑ Ensure Council communication/media policies and procedures are followed

Operations Mode

❑ Attend planning and briefing meetings as required

❑ Ensure Council communication/media policies and procedures are followed

❑ Ensure the CEO and Elected Members are provided with adequate levels of information regarding the incident

❑ Manage media communication needs and strategies

❑ Provide advice regarding corporate image matters

❑ Collate and disseminate information to Elected Members, Staff, Executive and the Community

❑ Maintain media enquiry records

❑ Monitor media and social media

Restore Mode

❑ Manage media communication needs and strategies

❑ Provide advice regarding corporate image matters

❑ Collate and disseminate information to Elected Members, Staff, Executive and the Community

Other Information

❑ Monitors media channels for relevant information for planning function

4.2.5. Planning and Welfare

Standby Mode

- ❑ Nil or as determined by council

Alert Mode

- ❑ Attend planning and briefing meetings as required
- ❑ Alert function staff and provide briefings when necessary
- ❑ Ensure incoming intelligence is recorded and analysed
- ❑ Communicate pre-determined plans if applicable

Operations Mode

- ❑ Attend planning and briefing meetings as required
- ❑ Brief functional staff if functional team has been established
- ❑ Assess situation, identify risks and report to Council Commander
- ❑ Ensure all aspects of shift management and changeover including record of staff hours and rosters is kept up to date and implemented
- ❑ Prepare mapping information if required
- ❑ Communicate all new warnings and advice to Council Commander and CIMT staff

Restore Mode

- ❑ Coordinate access to external professional advice relating to assets and Public Liability (eg insurance advisors)
- ❑ Create plans for clean-up and restoration of council assets and community areas.
- ❑ Facilitate access to the Employee Assistance Program

Other Information

- ❑

4.2.6. Recovery

Standby Mode

❑ Build and maintain community networks

Alert Mode

❑ Attend planning and briefing meetings as required

❑ Touch base with vulnerable community members

Operations Mode

❑ Attend planning and briefing meetings as required

❑ Identify key stakeholders likely to be impacted during recovery process, establish their needs, and build ongoing relationships as recovery partners

❑ Check in with vulnerable community members

❑ Touch base with community groups and establish support networks

❑ Facilitate and promote community connectedness, including the promotion of support services provided by other key stakeholders

❑ Identify established local networks and how to reach particular parts of the community and business sector

❑ Update the Council Commander / CEO on recovery management

Restore Mode

❑ Initiate and facilitate community meetings

❑ Liaise with Recovery SA if required

Other Information

❑ Consider the impacts on the social, economic, natural, and built environments to identify areas of recovery needs

4.3. Functional modes

Standby	Standby Mode is the normal 'day-to-day' or 'business-as-usual' mode for the CIMT. This mode is for when there are no active emergencies requiring the involvement of Council. The CIMT is active and is operating on an ongoing basis (i.e.: daily and via an on-call / after-hours roster) as well as a planning and maintenance role.

Activities considered appropriate in this mode are:

- preparing and reviewing plans
- training and educating personnel
- exercising and testing processes and procedures
- maintaining situational awareness.

Alert

The CIMT may move to **Alert Mode** on receipt of any warnings, or information relating to any emergency that is about to impact Council. A transition to **Alert Mode** may also be initiated when any of the alert triggers in Table 2.3 are reached.

During the **Alert Mode**, information will be relayed to all relevant key personnel and organisations that may become involved in the incident. It is possible to move back to **Standby Mode** if it becomes evident that there is no need for the CIMT to move into **Operations Mode**.

Activities considered appropriate in this mode are:

- alerting key personnel and confirming their availability to be rostered
- preliminary establishment of Council Emergency Operations Centre (CEOC)
- inform CEO of CIMT status
- determining communication arrangements
- establishing the flow of information between the CIMT, Control Agencies and LGFSG if appropriate.

Council has prepared a series of Plans on the Page that identify the actions that will be taken during the alert and operations mode for a range of hazards or incident types. These include the specific actions to be taken when the alert triggers are reached. Plans on a Page are included in Appendix B.

Operations

The CIMT may move to **Operations Mode** when an emergency is impacting the Council area, or the support of the Council is requested by the control agency or via the LGFSG.

Activities considered appropriate in this mode are:

- inform CEO of CIMT status
- establish CEOC
- establish appropriate CIMT and assign tasks
- mobilise personnel/equipment as requested and in accordance with i-Responda operating platform
- mobilise LGLO to Control Agency IMT or similar if required
- support community relief and recovery needs as required
- transition to recovery arrangements
- debrief and standing down Council workers from operations mode.

Council has prepared a series of Plans on the Page that identify the actions that will be taken during the alert and operations mode for a range of hazards or incident types. Plans on a Page are included at the end of this part.

Restore

The CIMT may move to **Restore Mode** when Council **Operations** has ceased.

Activities considered appropriate in this mode are:

- Coordinate return of deployed Council resources
- Complete final reports, capturing of costs, damages and supporting documentation and incident journals
- Review emergency events and effectiveness of council's response in relation to this plan
- Standing down Council workers on completion of final tasks
- Close CEOC
- Final incident review

4.4. Council incident levels

Incident Level	Description	Example
Council Level 1	Council is able to resolve incident within existing resources using standard council resources. Task requires focused action, coordination and direction.	*e.g. tree crew diverted from normal work to respond to minor storm damage.*
Council Level 2	The incident is more complex in size, resource or risk and Council is required to assign additional resources above standard council resources.	*e.g. major storm that causes major damage council assets and private property, triggering above normal council response.*
Council Level 3	The incident is unable to be managed using existing Council resources and external support is required.	*e.g. major bushfire across whole of district or multiple districts requiring staff support from other councils accessed via LGFSG.*

Note: The levels listed above are about the impact or the potential impact on the Council or councils concerned; they are not necessarily intended to align with the Incident levels used or assigned by the control agency to the same incident.

4.5. Communications Flow Chart

CEO

Mayor

LGFSG and Control Agency

Communications

Community

Councilors

LGSFG
(if more than 1 council)

Council Commander

BCP Lead

Control Agency Incident Controller or LGLO

CIMT and Support Staff

BCP teams

Emergency Services Operations
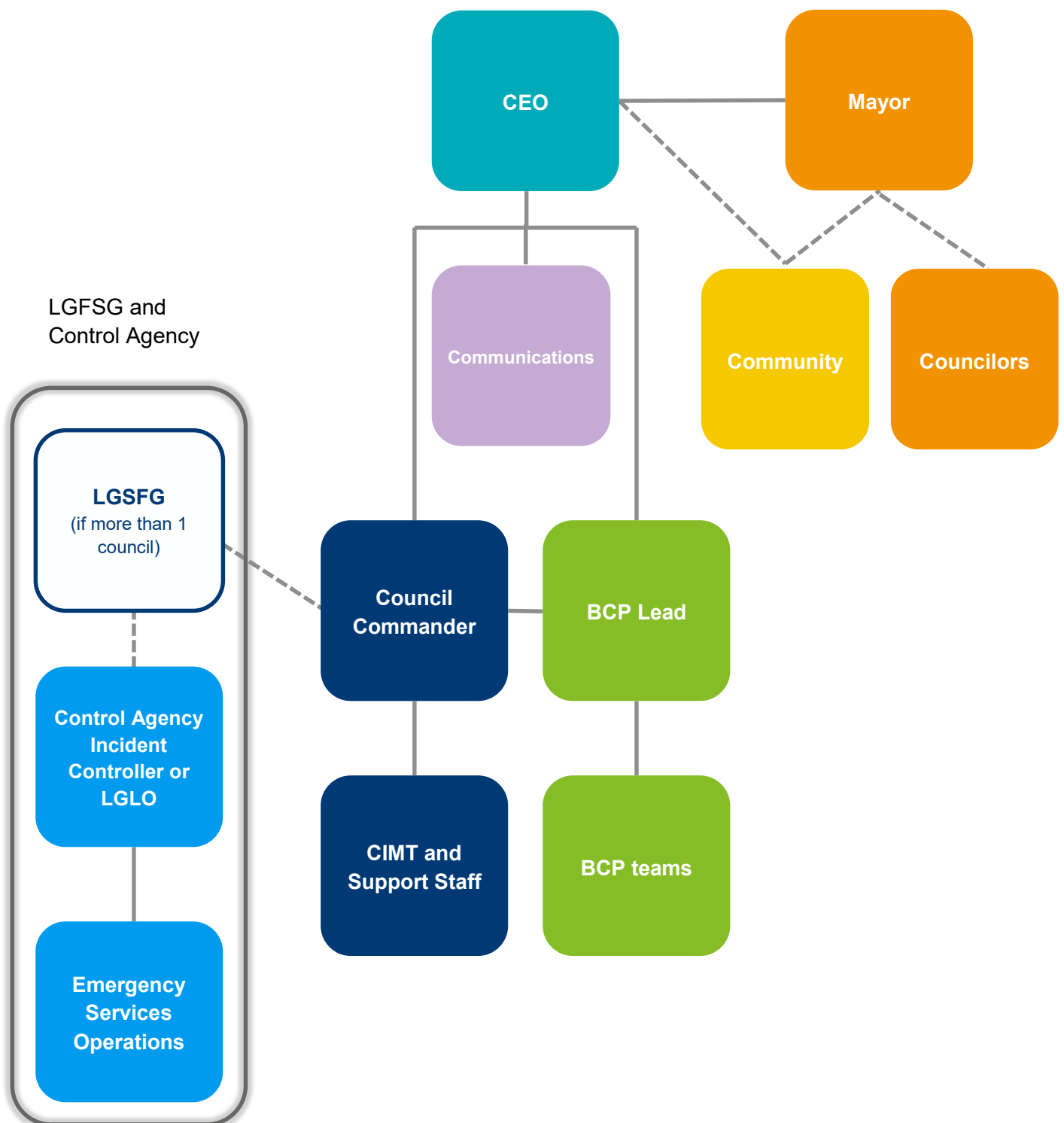
4.6. Critical contacts

Role	Contact Name	Position	Contact Details
Council Commander / CEO	Peter Arnold	Chief Executive Officer	0428 282 337
Admin Support	Josie Hannan	Executive Assistant	(08) 8628 2004
Operations	Vacant	Manager Infrastructure and Assets	0429 060 001
Communications	Meisha Quinn	Manager Corporate Services	0427 608 077
Planning and Welfare	Jodie Blum	WHS and Risk Management	(08) 8628 2004
Recovery	Meisha Quinn	Manager Corporate Services	0427 608 077
Council Emergency Operations Centre	Jodie Blum	WHS and Risk Management	(08) 8628 2004
Elected Member	Phil Cameron	Mayor	0428 860 883 08 8628 2004
Designated After Hours Emergency Works Contact	Peter Arnold	Chief Executive Officer	0428 282 337
Emergency Services	CFS, SES, SA Ambulance, SA Police	000	

4.7. Emergency Contacts

OFFICE

Health & Safety Wardens

Emergency Warden	Meisha Quinn
First Aid Officer	Angela Crosby
Office / Admin HSR	Vacant

Emergency Control Organisation

Chief Warden	Angela Crosby
First Aid Officer	Angela Crosby

OFFICE / DEPOT

Return to Work / WorkCover Claims

Internal Return to Work Coordinator	Jodie Blum
Internal Claims Coordinator	Meisha Quinn
Internal Claims Coordinator	Grant Crosby

DEPOT & WASTE TRANSFER STATION

Emergency Control Organisation

Chief Warden - WTS	Michael Claxton

DEPOT

Health & Safety Contacts

Safety Coordinator	Grant Crosby
Chief Emergency Warden	Neville White
Works HSR	Michael Claxton
First Aid Trained	Michael Claxton
First Aid Trained	Grant Crosby
First Aid Trained	Nathan Gillings
First Aid Trained	Neville White
First Aid Trained	Shaun Stringer
First Aid Trained	Robert Haines
First Aid Trained	Brian Carlaw
First Aid Trained	Matthew Furnell
First Aid Trained	Shane Duncan
First Aid Trained	Simon Clements
First Aid Trained	Craig Chesson
First Aid Trained	Alison Turnbull
First Aid Trained	Paul Jenner

LOCAL EMERGENCY

Contact Details

Cleve Police	(08) 8628 2017
Police (not urgent)	131 444
Police Officers Mobile	0428 112 390
SA Ambulance	000
Cleve Hospital	(08) 8628 2399
Fire (Port Lincoln)	(08) 8628 4266
CFS Bushfire Hotline	1300 362 361
State Emergency Service (Port Lincoln)	(08) 8628 6746
West Coast Security	(08) 8628 1155

OUT OF HOURS

Contact Details

Chief Executive Officer	Peter Arnold 0428 282 337
Works Manager	Vacant 0429 060 001
Assistant Works Manager	Grant Crosby 0427 282 707

In case of an EMERGENCY call

000

4.8. Critical Local Agency Contacts

Position	Number	Address (if applicable)
Local Government Functional Support Group – State Duty Officer	(08) 8120 1720	N/A
SA State Emergency Service Unit Manager	0427 282 459	Chris Tarran
Eastern Eyre CFS Group Officer Bryan Trigg	0488 059 501	5 Arno Bay Rd, Cleve
Eastern Eyre CFS Deputy Group Officer 1 Michael Weiss	0429 204 520	5 Arno Bay Rd, Cleve
Eastern Eyre CFS Deputy Group Officer 2 John Masters	0427 289 051	5 Arno Bay Rd, Cleve
Eastern Eyre CFS Deputy Group Officer 3 Andrew Boothby	0458 589 554	5 Arno Bay Rd, Cleve
Eastern Eyre Group Communications Officer Kev Elson	0428 282 338	5 Arno Bay Rd, Cleve
Easter Eyre CFS Cleve Base	(08) 8628 2608	easterneyreops@cfs.sa.gov.au
CFS Darke Peake Captain, Ashley Butterfield	0428 734 841	Cnr Henry Street and Charles Street, Darke Peak
CFS Mangalo Captain, Steven Roberts	(08) 8628 4000 0427 284 056	Recreation Grounds, 1993 Mangalo Road, Mangalo
CFS Gum Flat Captain, Bradley Harris	(08) 8620 7045 0427 282 394	Evans - Gum Flat Road, Campoona
CFS Tuckey Captain, David Elleway	0429 204 054	Cnr of Rocky Corner Rd and Deakin Rd, Tuckey
CFS Rudall Captain, Mel Wegner	0427 202 034	5965 Balumbah-Kinnard Rd, Rudall
CFS Cleve Captain, Brian Harkness	(08) 8628 2608 0427 282 280	5 Arno Bay Rd, Cleve

CFS Arno Bay Captain, Andrew Boothby	(08) 8628 0270	32 First Street, Arno Bay
CFS Wharminda Captain, Darren Millard	0488 141 683	Cnr Masters Rd and Wharminda Road, Wharminda
SA Police – Local Service Area Commander	(08) 8648 8070	3 Whitehead Street, Whyalla
Cleve Police Station	(08) 8628 2017	2 Main St, Cleve
Cleve Ambulance Station		20 Fourth St, Cleve
PIRSA Region 2 Coordinator Karen Hollamby	(08) 8688 3467	1 Hindmarsh Street, Port Lincoln
Coastguard	(08) 8688 1883	N/A
SA Water - Service Faults & Emergencies	(08) 8628 2516 1300 729 283	N/A
SA Power Networks - Faults & Emergencies	13 13 66	N/A
Local SAAS command centre	(08) 8628 6747	Port Lincoln
Local hospital	(08) 8628 2399	North Terrace, Cleve South Australia 5640

4.9.   Critical Contractor Contacts

Contractor	Service	Contact person	Contact Number	Email address
Cleve Electrical Services	Electrical	Rick Leonard	0488 434 677	cleve_electrical@outlook.com
Waste Management	District Council of Cleve	Grant Crosby	0427 282 707	gcrosby@cleve.sa.gov.au
Jacobs Plumbing and Gas Fittings	Plumbing (CWMS)	Brad Jacobs	0427 382 554	jacobsplumbing@bigpond.com
Paul Atkins	Arno Bay Handy Man	Paul Atkins	0417 871 161	paulatkins3@bigpond.com
JOAT Building Services	Building Services	Gary Jenkins	0482 282 569	joatbuilding@bigpond.com

4.10. Safer place town maps

4.10.1.   Cleve
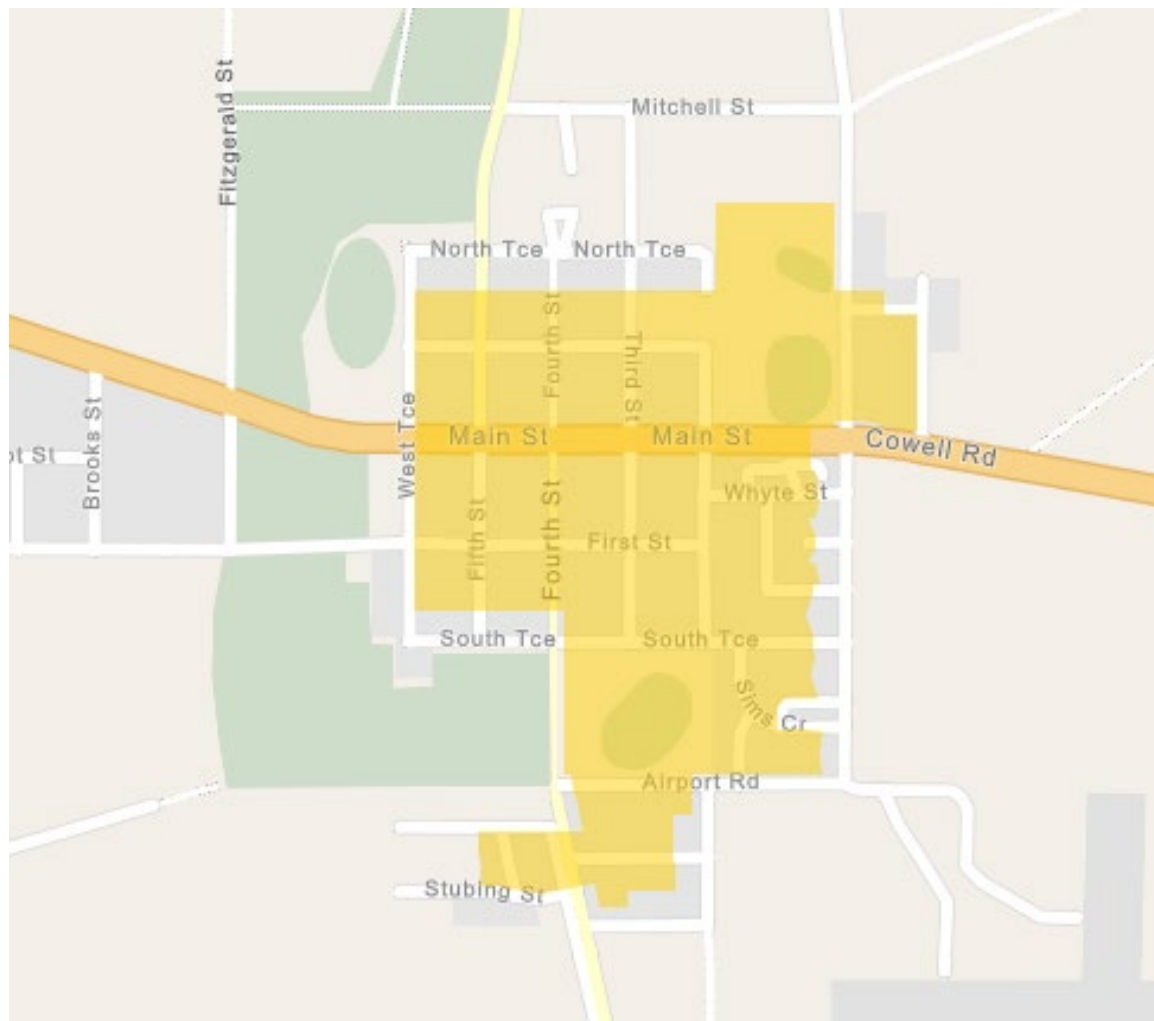
It should be noted that these sites are NOT sites with no risk of bushfire. Refer to the CFS for further information about Bushfire safer places or places of last resort

Last updated 1 October 2020

4.10.2.   Arno Bay
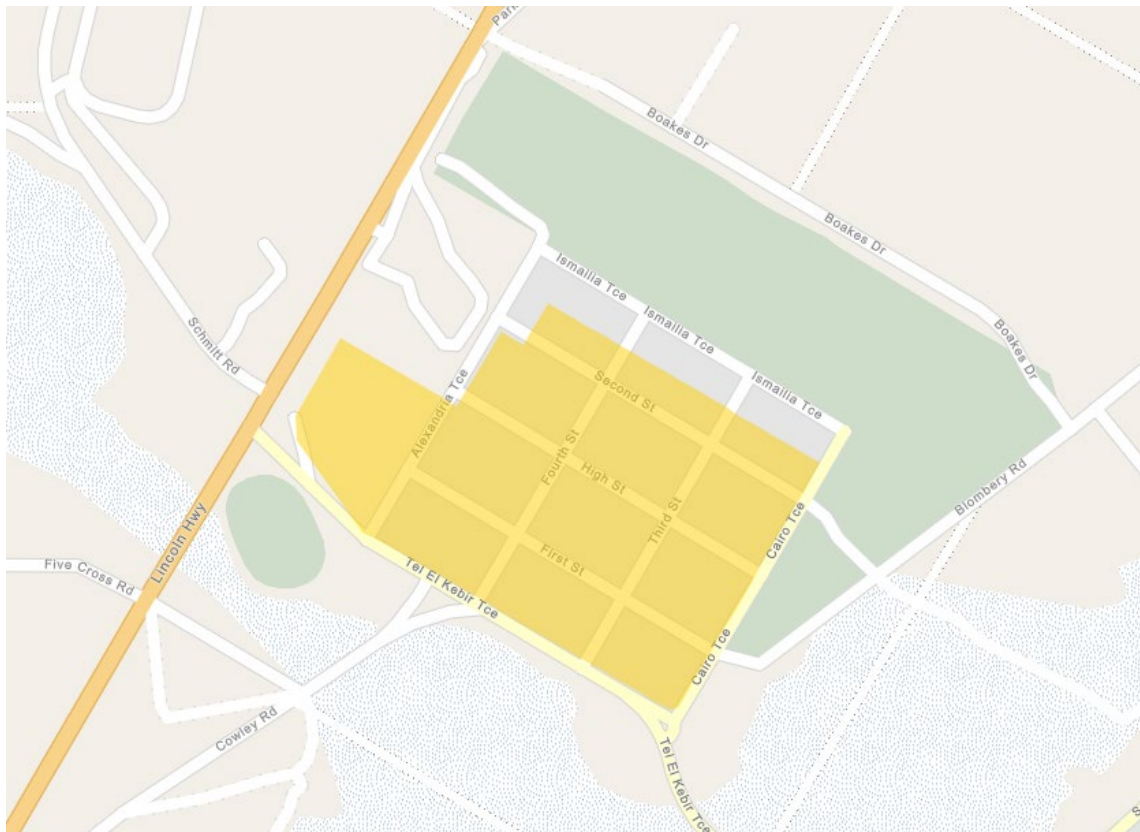
It should be noted that these sites are NOT sites with no risk of bushfire. Refer to the CFS for further information about Bushfire safer places or places of last resort

Last updated 1 October 2020

4.11. Last resort town maps

4.11.1.   Darke Peake Oval

Balumbah Kinnard Road, Darke Peake SA
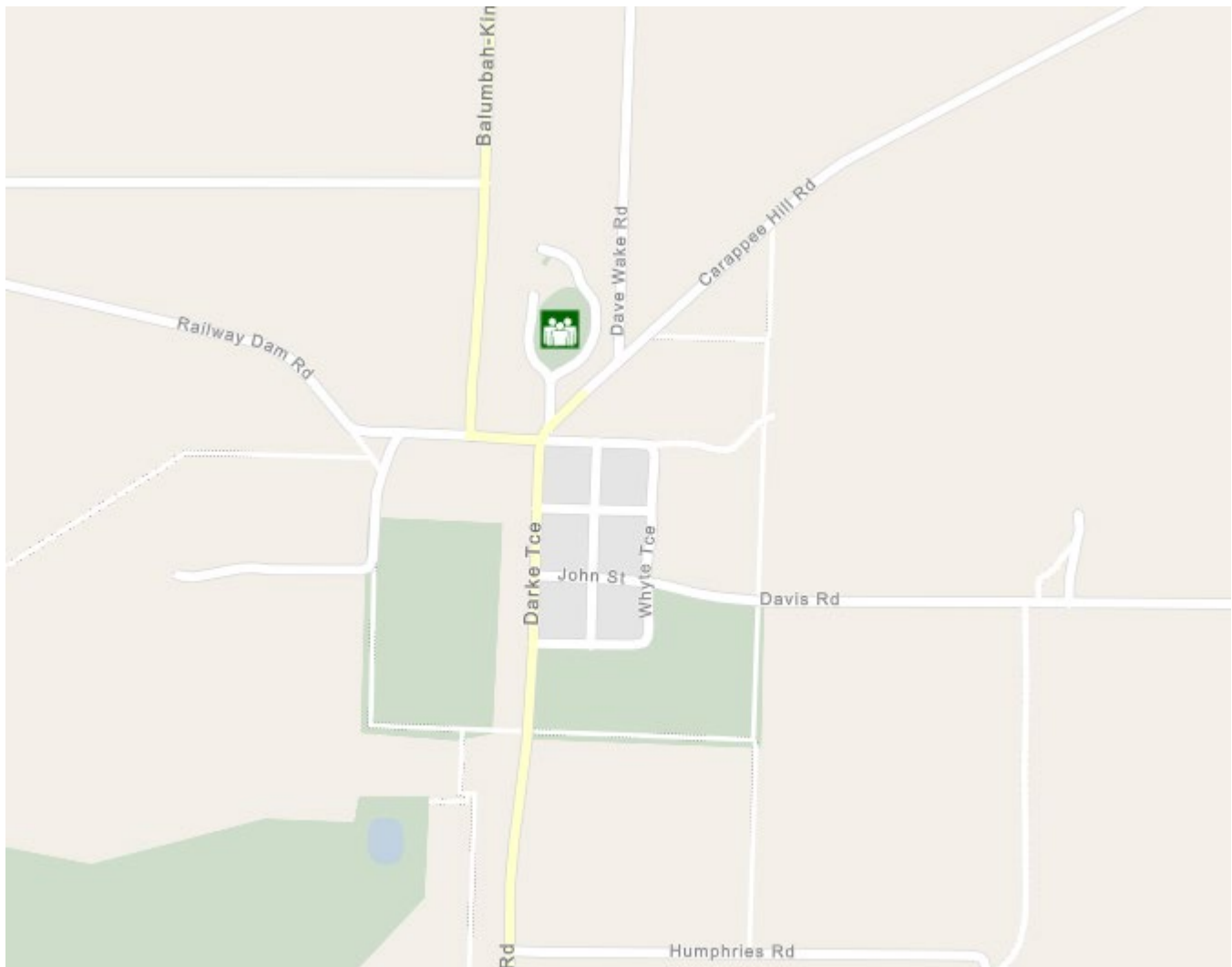
It should be noted that these sites are NOT sites with no risk of bushfire. Refer to the CFS for further information about Bushfire safer places or places of last resort

Last updated 1 October 2020

4.11.2.   Rudall Oval

Birdseye Highway, Rudall SA
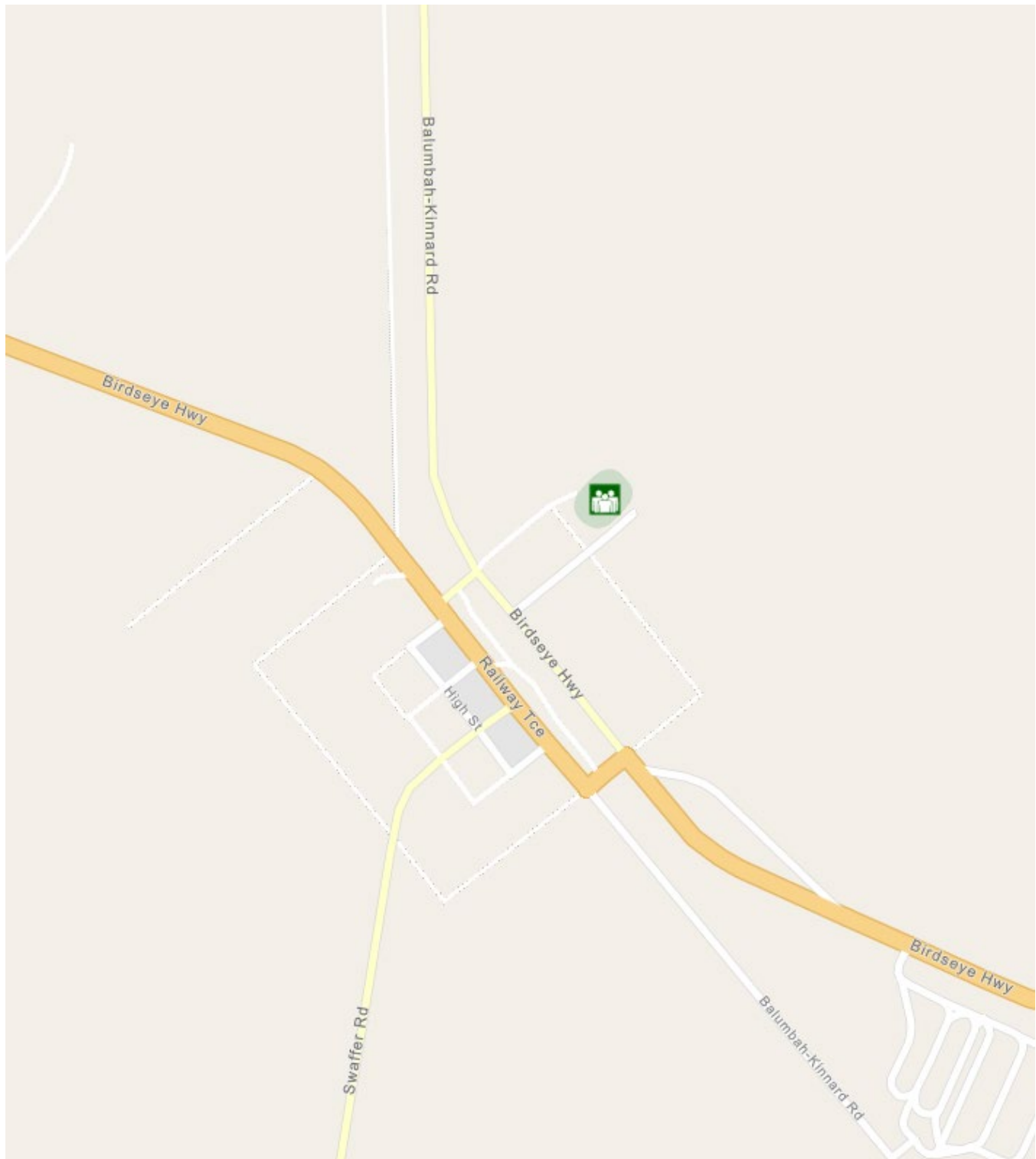
It should be noted that these sites are NOT sites with no risk of bushfire. Refer to the CFS for further information about Bushfire safer places or places of last resort

Last updated 1 October 2020

4.12. BMAP Critical Assets in Council District

Upper Eyre Peninsula Bushfire Management Plan - Risk Register (March 2019) Note: assets not identified on this list may be still be at risk from bushfire. Property owners need to ensure they prepare their properties and develop a Bushfire Survival Plan					
Asset Name	Asset Location	Asset Type	Asset Category	Asset Subcategory	Risk
Last Resort Refuge - Darke Peak Oval	Carapee Hill Rd, Darke Peak	Human Settlement	Special Fire Protection	Last Resort Refuge	Medium
Aerodrome	Syvertsen Rd, Cleve	Economic	Infrastructure	Airstrip	Low
CWMS	Traeger St, Cleve	Economic	Infrastructure	Wastewater	Low
JC Darke Memorial and Grave	Near Darke Peak	Cultural Heritage	Non-Indigenous	Historic Site	Medium
Cemetery	Blomber Rd, Arno Bay	Cultural Heritage	Non-Indigenous	Cemetery	N/A
Cemetery	Syvertsen Rd, Cleve	Cultural Heritage	Non-Indigenous	Cemetery	N/A

Last updated 1 October 2020

4.13. Incident Operations Plans on a Page

4.13.1. Incident Operations Plans Days of Heightened Fire Danger

District Council of Cleve Emergency Hazard Plan on a Page

Days of Heightened Fire Danger

Event Types

Days of heightened fire danger that are predicted as either Severe, Extreme, or Catastrophic by BOM and CFS, these days could lead to higher chance of uncontrolled rural fire that may impact on our district

Triggers to Move from Standby to Alert

A forecast of Extreme or Catastrophic Fire Danger Rating from BOM and CFS

When a Bushfire Watch and Act or a Bushfire Emergency Warning message is issued within the Council Area

Triggers to Move from Alert to Operations

On request from Control Agency, SA Police or LGFSG

Approved Council Tasks / Roles in Rural Fire Operations

- Supply of water truck to staging areas
- Road Closures and Traffic control
- Heavy equipment and crews for road clearing post fire front and declared safe

Emergency Contacts and Sites

SA CFS Region 6 RCC	0488 059 501	
Cleve Police	(08) 8628 2017	
BOM warnings	(08) 8366 2600	http://www.bom.gov.au/sa/warnings/
LGFSG	(08) 8120 1720	

Resources Available in Council

| Chainsaws | Traffic Signage | Front End Loader | Facilities |
| Water Tanker | Utes | Pumps and hoses | |

Notes

- All staff responding as part of Council's approved resources must be i-Responda trained.
- No Council equipment or personnel will operate on the fire front at any time.
- Remember to maintain situational awareness and seek approval of Council Commander if being re tasked by the control agency.

Days of Heightened Fire Danger / Rural Fire Checklist

This checklist works in conjunction with the council activities in the functional modes as documented in the Council's Incident Operational Arrangements

Standby

	Ensuring Bushfire plans and pre-season vegetation control up to date.
	Check list of willing staff and ensure i-Responda training of staff up to date.
	Check and stock fire blankets, fire food packs and PPE in vehicles and water tanker.
	Ensure all 105F notices are complied with.
	Pre-season briefing of staff complete

Alert

	Briefing to staff, CIMT and Executive Teams
	Monitor active situations and alerts
	Fill water tanker and checks pumps and hoses
	List of after-hours available staff and those on call established
	Modification of work hours and jobs
	Council radio to CFS station
	Attend LGFSG briefing if arranged

Operation

	Operations notification to all staff
	Establish required CIMT functions and brief CIMT staff
	Receive a briefing from Control agency on request for resources from council
	Contact LGFSG if situation reaches level 2 or 3 if contact not already established
	Establish recovery manager in council in community requires it.
	Monitor fatigue management and welfare of staff / conduct hot debriefs

Restore

	Check road closures and monitor roads for fallen branches
	Gather community impact information
	Formal debrief and after incident reviews
	Restore and restock all council equipment and resources

4.13.2. Incident Operations Plans Days of Extreme Storm Weather

District Council of Cleve Emergency Hazard Plan on a Page

Extreme Weather Storm

Event Types

When extreme weather is forecast by the BOM this may include high / damaging winds and high and / or intense rainfall through the District Council of Cleve

Triggers to Move from Standby to Alert

On receipt of an Extreme Weather Warning for Rainfall or Wind from BOM

Triggers to Move from Alert to Operations

On request from Control Agency, or LGFSG.
On receipt of large amount of calls from the Community when impacted by storm

Approved Council Tasks / Roles in Extreme Weather Storm Operations

- Clean up of fallen trees and debris from roads and public areas
- Clearing of drains water ways
- Supporting community and SES with filling and distributing sandbags

- Monitoring of council CMWS system
- Road Closures and diversions
- Monitoring of flood gauges
- Heavy machinery support for clearing fallen vegetation
- Check culverts

Emergency Contacts and Sites

SES Storm, Flood and Rescue	132 500	https://www.ses.sa.gov.au/site/home.jsp
SES Cleve	0427 282 459	https://www.ses.sa.gov.au/site/about_us/our_units/cleve_unit.jsp
SA CFS Region 6 RCC	0488 059 501	
BOM warnings	(08) 8366 2600	http://www.bom.gov.au/sa/warnings/
Cleve Police	(08) 8628 2017	
LGFSG	(08) 8120 1720	

Resources Available in Council

| Chainsaws | Traffic Signage | Front End Loader | Utes / Trucks |
| Grader | Sand Supply | Pumps and hoses | |

Notes

- All staff responding as part of Council's approved resources must be i-Responda trained.
- All decisions on deployment of resources or equipment are at the discretion of the Council Commander.
- Staff to remain aware of high or fast-moving water and not enter at any time.
- Staff to not attempt clearance of trees and branches at height during a storm event.
- Staff to not work at heights or on roofs during storm event.

Extreme Weather Storm Checklist

This checklist works in conjunction with the council activities in the functional modes as documented in the Council's Incident Operations

Standby

	Ensure preseason drain clearing and checks completed
	Preseason tree risk and maintenance checks complete
	CMWS emergency management plans up to date
	Preseason training of staff
	Review of Flood Mapping resources in place

Alert

	Closure of jetties
	Monitoring of flood gauge stations and flows
	Sharing of warnings from SES / BOM to local community through networks
	Briefing to staff, CIMT
	Monitor active situations and alerts

Operation

	Active checking and clearing of drains
	Monitoring of water levels and known flood points
	Working with drainage board on creek flows and regulators
	Monitoring of road network for flood damage
	Traffic control and diversions where required
	Clearing of vegetation for roadways and public areas
	Monitoring of public and council infrastructure for storm damage
	Establish and brief of CIMT if required
	Briefing to staff and CIMT on situation

Restore

	Check road closures and monitor roads for debris and fallen vegetation
	Gather community impact information
	Formal debrief and after incident reviews
	Restore and restock all council equipment and resources

4.14. CEOC activation checklist

Council Emergency Operations Centre activation checklist	

Done	Action
	Obtain information about incident: location, damage, size and scale, nature, safety issues
	Make contact with relevant Control Agency
	Make contact with relevant Council staff
	Make contact with LGFSG State Duty Officer through Council contact phone
	Make contact with SAPOL regarding information on roadblocks or disruptions
	Consider requesting establishment of ZEST through SAPOL
	Determine location of CIMT and gain access
	Assess rostering requirements for CEOC and notify staff
	If needed contact additional staff to be on standby
	Gather all required resources and template documents
	Record all activities in incident logbook
	Establish time sheet system to record staff hours
	Consider communication requirements: • Internal staff • CEO • Mayor • Elected members • Media • CIMT regular briefing • Field staff
	Organise rotating meal breaks for staff, refreshments
	Inform finance a cost code may need to be established for itemising expenses associated with the incident

4.15. Incident log template

Incident log			
Date	Time	Action	Person

4.16. i-Responda – Commander Action Plan

Commander Action Plan

Incident Occurs

Has the Control Agency/Emergency Service requested support from Council via Council CEO or Council Commander? — **No** → No Council Action

Yes

Is the request an 'ordinary operation' for Council? — **No**

Yes

Is the plant and/or equipment requested available and fit for purpose? — **No**

Yes

Are the approved and trained workers available? — **No**

Yes

Has the Council CEO or Council Commander undertaken a situational risk assessment and approved a response? — **No**

Advise Control Agency/ Emergency Service that Council is unable to provide support.

Yes

Can Councils standard operating procedures and safe work practices be reasonably applied? — **No**

Yes

Council responds subject to Worker completing the i-Responda - Worker Action Plan → Worker action plan

Council CEO/ Commander to ensure decisions and actions are documented and recorded

Ordinary Operations in Extraordinary Situations   **3**

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4.17. i-Responda – Worker Action Plan

Worker Action Plan

i — questions, ask yourself these things

Y/N	Question	No →
Y/N	Have I been requested by the Council Commander or an authorised Council person?	**No** → Refer request to Council Commander
Y/N	Am I willing and able to assist as a Council Worker?	**No**
Y/N	Is this request an "Ordinary Operation" for me? Am I trained and competent to operate the resource?	**No**
Y/N	Have I completed i-Responda Essentials training?	**No**
Y/N	Have I completed specific hazard training for the "Extraordinary Situation"?	**No**
Y/N	Am I prepared to respond to this incident? Illness or Injury Medication Stress Alcohol & Drugs Fatigue Expertise	**No**

(Yes path flows downward between questions; No path → Advise Council that you are unable to assist)

Start responding and consider these points ←Yes

R	React & Report	React and report to the commander get a briefing (SMEACS-Q)
e	Exact Details	Confirm details – Who, What, Where, When, How
s	Safety Always	Follow your SOP's and stay in touch (Phone/Radio)
p	Protect & Plan	Protect yourself, your mates, & your equipment, wear PPE & Plan your exit
o	Observe	Maintain Situational Awareness and keep your RADAR up
n	Never & NO	Never do anything you are not sure about & it's OK to say NO!
d	Debrief & Depot	Hot debrief before leaving the incident & return to the depot
a	Arrive Home	Arrive home safe & sound

Ordinary Operations in Extraordinary Situations ②

4.18. SMEACS-Q template

SMEACS–Q briefing	
Briefing component	**Detail**
Situation	*Current and predicted situation* <mark>Insert information</mark>
Mission	*Statement of Council Commander's intent and specific objectives for response* <mark>Insert information</mark>
Execution	*How the mission will be accomplished:* • *Strategies and tactics* • *Constraints* • *Task and resource allocation* • *Access to the incident* • *Shift times* • *Immediate tasks* • *Contingencies* <mark>Insert information</mark>
Administration	*Logistics for the operation including:* • *Key support locations and roles* • *Incident staging areas* • *Catering* • *Supply* • *Ground/medical support* <mark>Insert information</mark>
Command and Communication	*Council Incident Management Structure including:* • *Sectorisation* • *Reporting relationships and times (Who is the Council Commander)* • *Communications plan* • *Contact numbers, radio channels* <mark>Insert information</mark>
Safety	*Identification of known or likely hazards including:* • *Weather* • *Safety equipment* *Welfare – hydration and first aid* <mark>Insert information</mark>
Questions	Are there any questions?

4.19. Situation report template

Situation report (SITREP)

Event name	
Event details	Date event started: Time event started: Basic details of event:
From	*e.g. Council Commander –*
Attention to	☐ State Duty Officer ☐ LGFSG Manager ☐ ZEST LGLO ☐ Council Commander/s ☐ Local Councils and staff

The following is a building report; it means that past SITREPS should be included at the back of the report with writing shaded to grey to distinguish the new information from the old. This enables the event to be tracked and for referral back if required.

Select and repast the entirety of the tables below.

Please delete all information in italic blue prior to release.

Time:	Date:	SITREP #:

Situation	
Impacts	
Tactics	
Resources	
External agencies	
Problems	
Safety	

Completed by	
Approved by	

4.20. Provision of Council Resources Form Template

Council provision of resources form	
A: Ask	
Request details	
Date and time	
Way request made (email/phone/in person etc)	
Requesting agency	
Agency contact name	
Incident Management Team role	
Incident Controller name	
Request for	
Details of requirements including tasks to be undertaken	
Date and time required	
Where to report to	
Who to report to	
Declared emergency? (circle as appropriate)	Yes No Identified major incident as declared by State Coordinator Identified major emergency as declared by State Coordinator Disaster as declared by Governor

Council provision of resources form

B: Assess and arrange

Will resources be deployed outside Council district?	
Does the request involve carrying out works on private property?	
Will the release of council resources impact normal service delivery?	
If yes, can we accommodate this disruption?	
Is there a LGFSG Joint Operating Guideline or other MOU related to this activity?	
Is the request in agreement with these agreements?	
For requests from external agencies or other Councils	
Has the i-Responda Council Action Plan been followed?	
For internal Council requests	
Are the tasks to be undertaken consistent with the Ordinary Operations of the employees	
Do the workers to be deployed have necessary qualifications, experience and PPE to competently and safely carry out the Operation requested and the Situation they are operating within?	
Is the requested resources available, fit for purpose and listed in our Fleet Management System?	
Are we able to reasonably apply existing WHS when undertaking the requested tasks?	
Comments:	
Assessed by:	Name:
	Position:
Date:	Time:

Council provision of resources form

C: Act

Decision	Approved / not approved
Comments:	
Name:	
Position:	
Date:	
Time:	

Ensure that resources that are deployed arrive safely at designated location.

Use cost code to itemise expenditure associated with the emergency response

4.21. Roster template

Rostering template			
Incident: name	Day number: 1	Date: dd/mm/yyyy	
Position	Shift 1 (xAM – xPM)	Shift 2 (xPM – xAM)	Shift 3 (xAM – xPM)
Council Commander			
WHS and Safety Officer			
Communications			

4.22. Handover template

Handover – Event Details						
Event Name						
Day		**Date**	/ /		**Time**	hrs
Prepared by				**Position**		

Key activities during the preceding shift

Progress, activities and occurrences during the shift	

Critical Issues

Identify any issues/risks that may affect operations, organisation or performing the role or outcomes	

Key priorities

Key priorities and tasks for incoming shift	

Safety

Safety considerations and issues	

Note: SMEACS-Q can be utilised in a handover situation as a tool to assist with the process of handing over.

4.23. Debrief report template

Debrief report			
Event name			
Date of debrief		Time of debrief	
Person conducting debrief			
Staff attending debrief			
Add discussion point	Complete brief notes around the discussion for reference.		
Add discussion point	Complete brief notes around the discussion for reference.		