



Emergency preparedness and management arrangements

For

Copper Coast Council



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1. OVERVIEW

These emergency management and preparedness arrangements describe how Copper Coast Council will organise and take practical actions immediately before, during and after an emergency incident.

Copper Coast Council has developed and implemented the *WHS09-001 Emergency Preparedness and Management Policy* which identifies that Council will maintain adequate 'emergency incident operations arrangements' and is to be enacted in accordance with this document.

During an emergency incident, Copper Coast Council aims to support the SA 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.

When making decisions about the level of support to be provided, Council will take into account its own business needs and the needs of the community.

1.1 Functional modes

Council will use four functional modes of operation for emergency preparedness and management which are depicted in Table 1.

The Council Commander (Director of Infrastructure) will determine which functional mode is appropriate at all stages during the incident.

Table 1. Copper Coast Council modes for incident response

Mode	Description	Staff involved
Standby	Standby Mode is the normal 'day-to-day' or 'business-as-usual' mode for the Council. This mode is for when there are no active emergencies requiring the involvement of the council. The Council is active and is operating on an ongoing basis (ie: daily and via an on-call / after-hours roster) as well as a planning and maintenance role.	<ul style="list-style-type: none"> As per instructed by Council Commander (Director of Infrastructure)
Alert	<p>The council may move to Alert Mode on receipt of any warnings, or information relating to any emergency that is about to impact council.</p> <p>During the Alert Mode, information will be relayed to all relevant key personnel and organisations that may become involved in the incident.</p> <p><i>It is possible to move back to Standby Mode if it becomes evident that there is no need for the council to move into Operations Mode.</i></p>	<p>As directed by Council Commander (Director of Infrastructure)</p> <ul style="list-style-type: none"> Coordinator or Team Leader – Parks and Gardens Coordinator or Team Leader – Buildings and Assets
Operations	The council may move to Operations Mode when an emergency is impacting the council area, or the support of the council is requested by emergency services agency or via the LGFSG.	<p>As directed by Council Commander (Director of Infrastructure)</p> <ul style="list-style-type: none"> Coordinator or Team Leader – Parks and Gardens Coordinator or Team Leader – Buildings and Assets PA to CEO and Media Officer (as required)
Restore	The Council may move to Restore Mode when council Operations has ceased.	<p>As directed by Council Commander (Director of Infrastructure)</p> <ul style="list-style-type: none"> Coordinator or Team Leader – Parks and Gardens Coordinator or Team Leader – Buildings and Assets Director Corporate and Community WHS and Risk Coordinator

2. STANDBY

2.1 Standby Mode

This mode is for when there are no active emergencies requiring the involvement of the council.

The Council is active and is operating as business as usual.

In this mode Council prepares and plans for response and undertakes activities including:

- Drafting and reviewing documents including the EPM arrangements
- Training staff in i-Responda and incident management
- Maintaining equipment
- Conducting exercises to test arrangements

When preparing for an incident Copper Coast Council operate using the i-Responda principles and platform.

Details of these are contained in the following documents:

- [i-Responda Field Guide](#)¹
- [Local Government Incident Operations Guide](#)²

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

¹ Available on i-VISS via <https://www.lga.sa.gov.au/incidentoperations>

² Available on the LGA Emergency Management Knowledge Hub

3. ALERT

3.1 EPM Activation

The EPM Arrangements may be activated by the Council Commander when Council moves from standby to alert or operations mode.

3.2 Triggers to prepare for operational support

Copper Coast Council will move from standby to alert mode when being advised of the following:

- Council receives advice from a Control Agency or the LGFSG that an emergency has or is about to occur
- Council becomes aware of an incident within their jurisdiction that has the potential to become an emergency
- Council is notified that an emergency in an adjoining area is likely to impact on the Copper Coast Council

At this time the appointed Council Commander will communicate the change of status to EIMT personnel and staff.

Detailed hazard-specific triggers to move to alert mode are provided in Table 2.

Table 2. Hazard specific triggers

Hazard	Agency warning / Trigger
Extreme weather/storm	BOM issues a severe weather warning or severe thunderstorm warning for the Yorke Peninsula District or marine weather warning for Spencer Gulf waters
Bushfire	CFS issues severe, extreme or catastrophic fire danger day warnings for Upper Mount Lofty Ranges Yorke Peninsula and Lower North
Traffic accident land	SAPOL, public or staff notification of accident
Traffic accident marine	SAPOL, public or staff notification of accident
Urban fire/explosion	SAPOL, public or staff notification
Siege (terrorist activity)	SAPOL, public or staff notification
Human disease (pandemic)	SA Health announcement/warning

3.3 Preparation for Operational Support

Copper Coast Council will prepare for operational response for emergency incidents in the following ways:

- Confirming key personnel availability and confirming their availability to be rostered
- Checking on availability and serviceability of Council resources required (plant, machinery, equipment)
- Communicating with all levels of personnel within Council workgroups emergency services and community (as required and defined by Council Commander and CEO)
- preliminary establishment of Council Emergency Operations Centre (CEOC)
- determining communication arrangements
- establishing the flow of information between the council and control agencies and LGFSG if appropriate.

4. OPERATIONS

4.1 Incident Management Principles

The incident management principles below are identified in the Australasian Interservice Incident Management System and are used by emergency services within South Australia. Council recognizes the importance of using these principles to adapt their response in emergencies.

Flexibility	A flexible approach will be adopted by council to incident operations, given the universal principles of an 'all hazards-all organisations' approach to emergency management. The system is adaptable and can be applied across the full spectrum of incidents, where the nature of the hazard, the scale of the incident, the complexities presented, number of organisations involved, and the duration can all vary.
Management by objective	Incident management is a process of management where the Council Commander, in consultation with the EIMT, determines the desired outcomes of the incident from the council's perspective. These outcomes, or incident objectives, will then be communicated to everyone involved, so they know and understand the direction being taken during the operation.
Unity of command	Unity of command is a principle of management meaning that everyone should report to only one supervisor. In the context of incident management this means that there is only one Council Commander for any incident, directing and coordinating the actions of all council resources, with one set of objectives and one plan.
Span of control	Span of control relates to the number of groups or individuals that can be successfully supervised by one person. A maximum of seven reporting groups or individuals is considered desirable, as this maintains a supervisor's ability to effectively task, monitor and evaluate performance.
Functional management	The span of control is managed through functional management. Each Functional Section may be made up of a single person or a team of people scaled to the size and complexity of the incident.

4.2 Council levels of incident operations

During operations, Copper Coast Council uses three levels to classify incidents and help determine the most appropriate incident management approach by council.

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 far less frequently and will require management outside of standard council resources.

4.3 Emergency Incident Management Team (EIMT)

Copper Coast Council recognises that during an emergency incident both the Business Continuity Plan (BCP) as well as the EIMT may be activated on direction of the Copper Coast Council’s CEO.

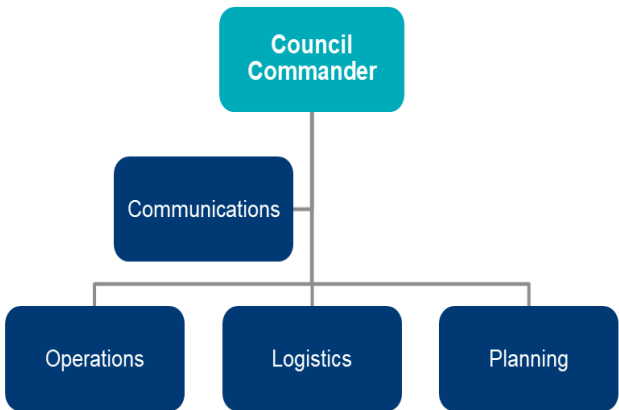
An Emergency Incident Management Team (EIMT) may be led and established by the Council Commander to assist in the management of a community incident at any point and for any level of incident based on the needs of the incident and upon requests for assistance from emergency services.

Copper Coast Council has identified the following Council Commanders:

Director of Infrastructure

Coordinator - Parks and Gardens

A sample structure of the EIMT for a level 2 incident is provided below. This may be altered depending on the nature, scale and complexity of the incident.



Copper Coast Council have appointed the below authorised delegates to provide resources and personnel to action prior, during and after an emergency incident:

Incident Level	Description	EIMT Functions required
Council Level 1	Council is able to resolve incidents within existing resources using standard council resources. (e.g. coastal flooding)	Command – the management of all council incident operational activity, there must always be a council commander (central contact and command point) for all incident levels. The council commander can the establish an EIMT with any of the following as the incident scale /size increases.
Council Level 2	The incident is more complex in size, resource or risk and Council is required to assign additional resources. (e.g. severe storm with multiple areas damaged, Wallaroo siege)	Operations – the tasking and application from council of resources to support and or resolve the incident. Planning – the collection, analysis and dissemination of information and development of plans to resolve the incident within council scope. Logistics – the acquisition facilities, services and supplies to support achievement of Council's incident objectives.
Council Level 3	The incident is unable to be managed using existing Council resources and external support is required. (e.g. large bushfire)	Volunteer Management – management of volunteers and offers of help. Administration – support the Council Commander / IMT by providing administrative support, incident logs, and timesheets. Public Information (Communications) – the collection and preparation of information suitable for dissemination to the public and other stakeholders. Finance – the task of managing accounts for purchases of supplies and hire of equipment Insurance and compensation for personnel, property and vehicles; and The collection of cost data and provisions of cost-effective analyses and providing cost estimates for the incident.

		<p>Intelligence – the task of collating and analysing information and data, which are recorded and disseminated as intelligence to support decision-making and planning.</p> <p>Investigation – the task of conducting investigations to determine the cause of an incident and/or factors that contribute to the impact of the incident or specific events.</p>
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Note: The levels listed above are about the impact or the potential impact on the council; they are not necessarily intended to align with the incident levels used or assigned by the control agency to the same incident.

In the absence of one of the above delegated personnel, the Council Commander or CEO may authorise an additional competent worker to undertake the duties of a Council Commander for the incident.

Functional Role	Council position able to fulfil role		
	Level 1	Level 2	Level 3
Council Commander	Tim Neumann	Tim Neumann	Tim Neumann
Administration Support		Roylene Schild	Roylene Schild
Operations Officer	Matt Rose	Matt Rose	Matt Rose
	Matt McRae	Matt McRae	Matt McRae
	Tony Steer	Tony Steer	Tony Steer
Communication Officer		Karen Stevens	Karen Stevens
		Sue Moss	Sue Moss
Planning Officer		Denatah Treloar	Denatah Trelaor
		Mandie Malone	Mandie Malone
Logistics Officer		Kerry Sinfield	Kerry Sinfield
		Cherie Bone	Cherie Bone

4.4 Council Emergency Operations Centre (CEOC)

The Council Commander will activate the Council CEOC as required to support incident management activities. The Command Centre will be located in the Council Emergency Operations Centre (CEOC)

The primary site of the CEOC is:

- Wenberley room, Kadina Office, Copper Coast Council, 51 Taylor St, Kadina

A back-up secondary location is:

- Kadina Depot, 9 South Tce, Kadina

A back-up third location is:

- Moonta Depot, Verran Tce, Moonta

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

Personnel attending the CEOC are required to bring a laptop or tablet, charger, phone and information relevant to the incident.

The main operational functions of the 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 Council Commander.

4.5 Supporting State Arrangements

During an incident, Council 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.

4.6 South Australian emergency management arrangements

The Copper Coast Council is located within several overlapping administrative areas for the purposes of emergency management

Entity	Region / District / Command / group etc
Police Local Service Area	Yorke Mid North Local Service Area
CFS	Region 2: Upper Mount Lofty Ranges Yorke Peninsula and Lower North
MFS	Kadina Station, Wallaroo Station
SES	Maitland (Yorke Peninsula Council), Port Broughton (Barunga West Council)
SA Ambulance	
Health service	Wallaroo Hospital
Fire Ban and BOM Weather District	Yorke Peninsula District, Spencer Gulf

4.7 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, the Local Government Functional Support Group (LGFSG), led by the LGA SA, coordinates the response from local government.

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. This number for the State Duty Officer is **8120 1720**.

4.8 Communications process

Communication during an incident to relevant stakeholders will occur in the following ways:

To whom	Who is responsible	Method	Detail
Field staff	Council Commander, Executive Team, WHS and Risk Coordinator	Council mobile phones – text messages and emails Radios in (some) plant	
All staff	Council Commander, Executive Team, WHS and Risk Coordinator	Email updates and notifications Text messages if urgent	
Community	CEO and communication officer	Council website Social media including Facebook use existing hashtags or links as appropriate Council customer service Media releases/statements	When the control agency is involved it is their responsibility to issue warnings to the potentially affected community. Council's role is to support dissemination of this information and warnings to their community. It may also be appropriate to comment directly on actions Council is taking or impacts directly experienced.
Mayor and Elected Members	CEO and Mayor	Meetings, Zoom meetings, email	

4.9 Communications within emergency management agencies

To whom	Who is responsible	How and how often
Control Agency	Council Commander	Phonecalls, email, meetings, liaison function Logbook records
EIMT (Emergency Incident Management Team)	Council Commander	Regular briefings Handover documents Situation reports Logbook records
CEO	Council Commander – may be through communications function	EIMT briefings and updates, email, phone
ZEST	Council Commander	Phone, email
LGFSG	Council Commander	Phone: 8120 1720 Phonecall, in person

4.10 Worker wellbeing

A core role of the Council Commander is managing staff wellbeing as per the below table:

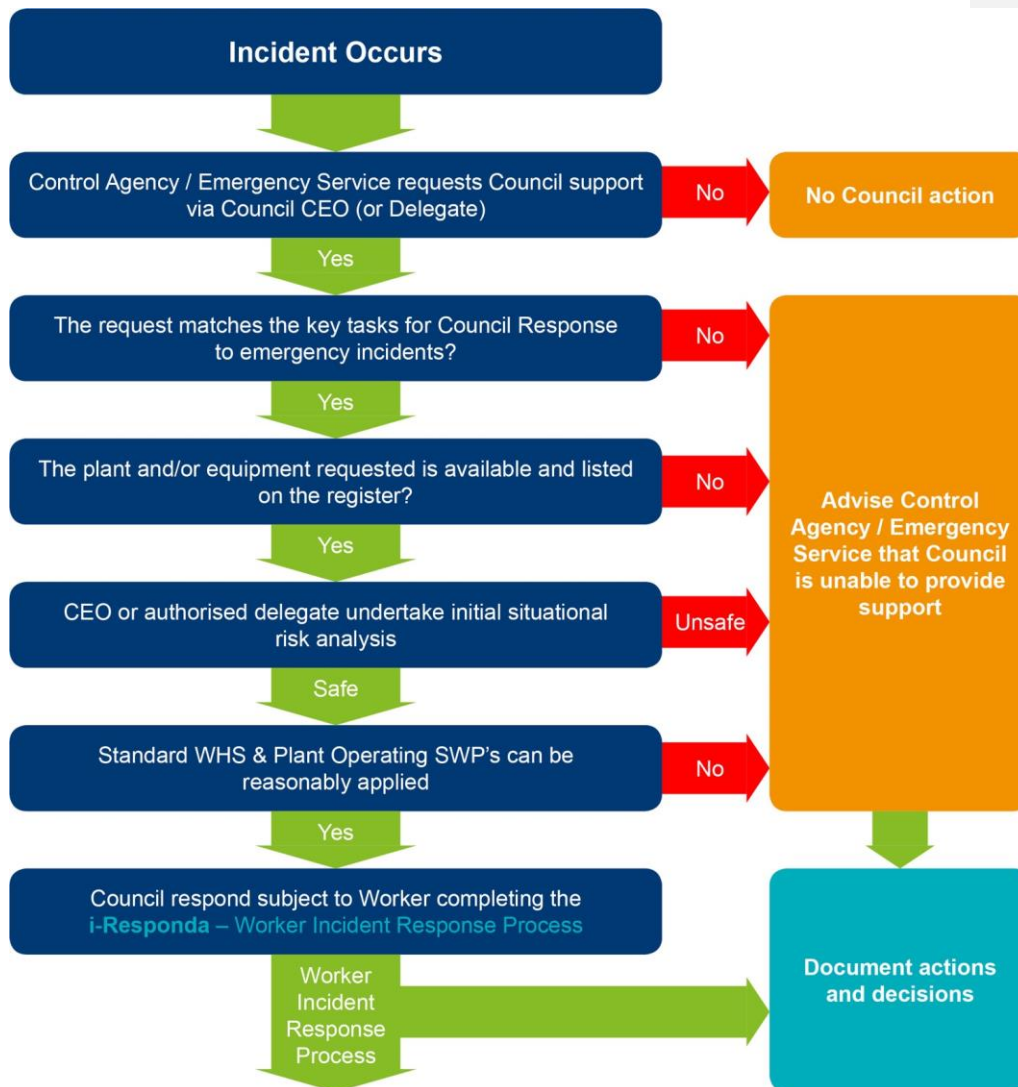


Council will ensure the wellbeing of staff involved in incident operations by:

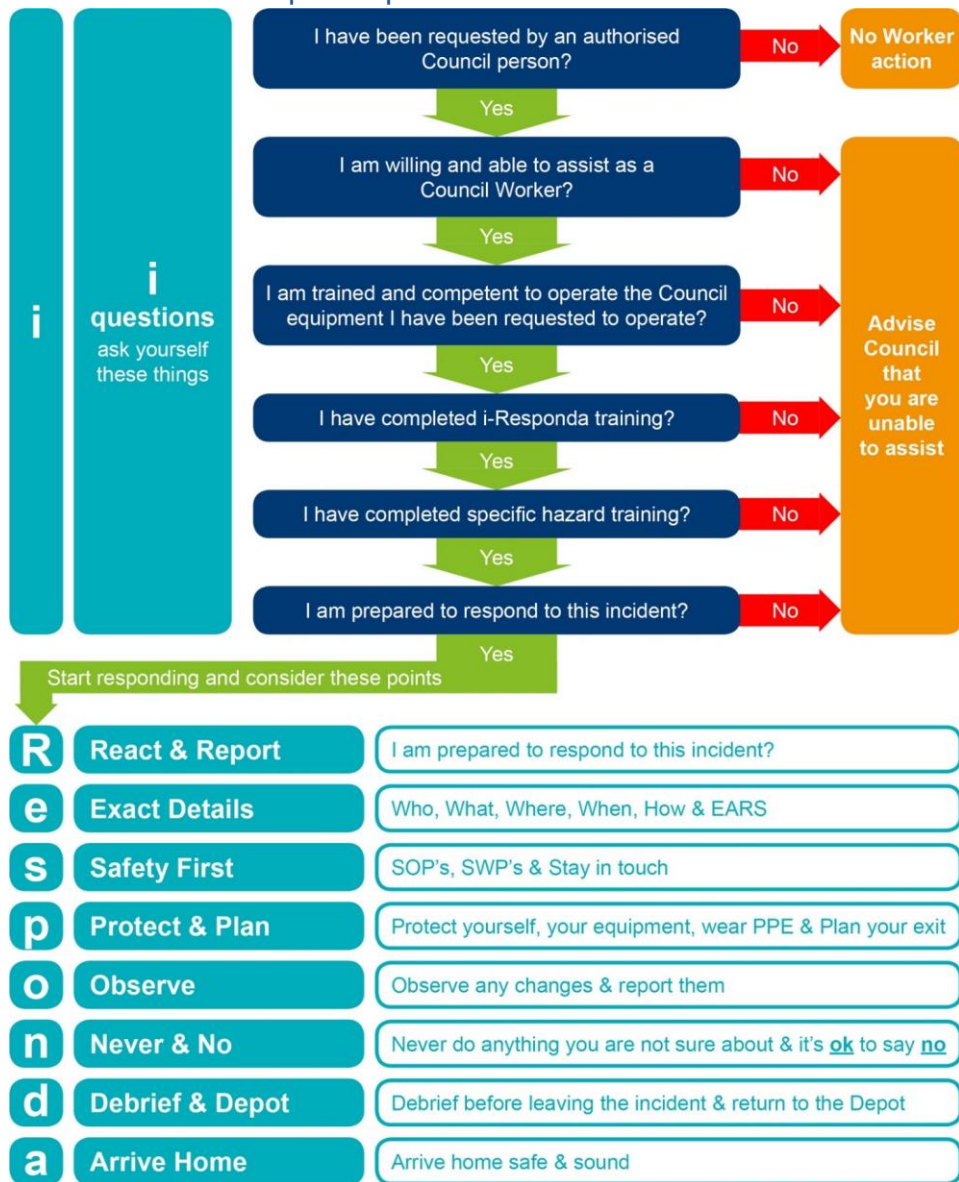
- Conducting hot debriefs and inviting staff to participate in formal multi-agency debriefs for large incidents
- Reminding staff of the Employee Assistance Program
- Adhering to WHS and i-Responda protocols
- Maintaining safe work conditions including monitoring fatigue
- Having a safety function embedded within the EIMT as needed.

4.11 i-Responda flow charts

Council incident response process



Worker incident response process



4.12 Council Plant and Equipment

4.12.1 Plant and Equipment Register

Register of available plant and equipment available to support council incident operations is available:

- Document ref: WHS04-001 Master Document Control Register (Tab 4 - Plant Register and RA's)

Whilst the register identifies possible availability, the plant will only be made available by the Council Commander or CEO / executive delegate.

4.13 Facilities in incident management

4.13.1 Relief centers

Relief centers in the 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 centers, and council's role will generally be to supply the venue upon request.

Council owned property and facilities pre-identified as potential relief centers are listed below:

Facility	Address	Contact
Copper Coast Leisure and Fitness Centre	1 Doswell Tce, Kadina SA 5554	
Wallaroo Community Sports Club	Cornish Tce, Wallaroo SA 5556	

Commented [KS(1)]: Need further discussion with EPC about whether these locations are suitable or if there are others that are better

Commented [KS2R1]: I think leave as is for now and then we can update once this has been formalized with Committee and we perform a desktop debrief

4.13.2 Bushfire Safer Places and Last Resort Refuges

Bushfire Safer Places and Last Resort Refuges are identified by the SA CFS.

Council contains six listed bushfire safer places:

- Kadina, Moonta, Moonta Bay, North Beach, Port Hughes and Wallaroo

And one bushfire last resort refuge:

- Paskeville Oval, Drewett Rd, Paskeville 5552

The above locations can be referenced by following this link -

https://www.cfs.sa.gov.au/site/prepare_for_a_fire/bushfire_safer_places/list_of_bushfire_safer_places_and_bushfire_last_resort_refuges.jsp

4.13.3 Council facilities used for animal relief

Facility	Address	Other Purpose
Trotting track- council owned	Smiths street	Large Animal refuge
Moonta oval	Moonta Road, Moonta Bay	

5. Finances in Incident Operations

Add or delete as appropriate

6. Volunteer and community organisations management

Copper Coast Council recognises the vital role that volunteers can play in an emergency such as providing access to community resources and local knowledge and providing a link in the information chain between council, emergency service agencies and the community.

Councils also recognises the importance of effectively managing volunteers in order to ensure a coordinated and uniform approach. Poor management of volunteers can add confusion and create unnecessary work for councils and agencies.

Council volunteers are managed in accordance with the Council's Volunteer Management Policy and associated procedures

During the event of a large emergency council will manage spontaneous volunteers by referring them to Volunteering SA.

7. Records

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 to ensure consistency and accuracy of the information.

The incident log will remain active until the conclusion of the incident as determined by the Council Commander.

Records related to emergency events will be managed in accordance with Council's records management including the General Disposal Schedule 40 which provides provisions for document retention for across government emergency management.

8. RESTORE

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.

As soon as practicable after an emergency operation, the Council Commander will coordinate the operational debrief/s with representatives from each involved council department and any other external agency involved as the Council Commander considers appropriate.

After significant events, Council will participate in a formal debrief or multiagency debrief. This should occur within a reasonable timeframe of the emergency event, optimally no more than a month later.

The after action review may follow a more structured process which will involve the production of a written report. Recommendations arising from this review may result in a review of this plan and other documentation.

9. Supporting Documentation

- WHS09-001 Emergency Preparedness and Management Policy
- WHS09-002-01 EPM Incident Log
- WHS09-002-02 EPM Handover Form
- WHS09-002-03 EPM Rostering Form
- WHS09-002-04 EPM Supplies Checklist
- WHS09-002-05 EPM Attendee sign in sheet
- WHS09-002-06 EPM Fire Danger (including checklist)
- WHS09-002-07 EPM Extreme Weather (including checklist)
- WHS09-002-08 EPM Traffic Accident – Land (including checklist)
- WHS09-002-09 EPM Traffic Accident – Marine (including checklist)
- WHS09-002-10 EPM Urban Fire/Explosion (including checklist)
- WHS09-002-11 EPM Siege (including checklist)
- WHS09-002-12 EPM Human Disease/Pandemic (including checklist)

Denotes – To be developed

9.4 Role Description – Council Commander

Council staff who can fill this role:

Tim Neumann, Director of Infrastructure

STANDBY MODE – is the normal ‘buisness as usual’ mode for the Council. This mode is for when there are no active emergencies requiring the involvement of the Council.	
	Nil or as determined by CEO
	Preparing and review current plans
	Ensure CIMT training is current
	Maintaining situational awareness
ALERT MODE – 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 Council to move to OPERATIONS MODE.	
	Activate CIMT and inform CEO of Alert Mode
	Assist with establishing communication arrangements
	Initiate and facilitate planning and briefing meetings as required
	Alert operational staff and confirming availability
	Ensure plant, machinery and equipment is brought to ALERT MODE level of preparedness
	Work with Council Works Support team to commence preliminary establishment of CEOC
	Establishing the flow of information between the Council and Control Agencies (and LGFSG as appropriate)
OPERATIONS MODE – the Council may move to OPERATIONS MODE when an emergency is impacting the Council area, or the support of the Council is requested by emergency services agency or via the LGFSG.	
	Liasie with Control Agencies
	Update and brief CEO on situation
	Initiate and facilitate planning and briefing meetings
	Activate and deactivate functional CIMT roles as required
	Assess situation, identify risks and determine priorities
	Approve deployment of Council resources/support and key staff
	Maintain Council Commanders incident log
	Oversee the financial records relating to the emergency management
	Activate transition to restore mode and recovery arrangements
RESTORE MODE – The Council may move to RESTORE MODE when Council OPERATIONS has ceased	
	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 to all relevant parties
OTHER INFORMATION	

9.5 Role Description – Operations

Council staff who can fill this role:

Matt Rose, Matt McRae, Tony Steer – Coordinators as directed by Council Commander

Dave Neagle, Stephen Edwards, Kym Marshall - Team Leaders as directed by Council Commander

STANDBY MODE – is the normal ‘business as usual’ mode for the Council. This mode is for when there are no active emergencies requiring the involvement of the Council.	
	Nil or as determined by CEO
	Preparing and review current plans
	Maintaining situational awareness
ALERT MODE – 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 Council to move to OPERATIONS MODE.	
	Attend planning and briefing meetings as required
	Alert operational staff and provide briefing as necessary
	Ensure plant, machinery and equipment is brought to the Alert mode of preparedness
	Work with Council WHS and Risk Coordinator to establish to current CEOC
	Inform After hours staff of message to community
OPERATIONS MODE – the Council may move to OPERATIONS MODE when an emergency is impacting the Council area, or the support of the Council is requested by emergency services agency or via the LGFSG.	
	Attend planning and briefing meetings as required
	Brief operational staff if functional team has been established
	Coordinate and maintain register of resources deployed
	Determine need for additional resources or logistic support
	Manage and supervise operation response
	Report events, incidents to the WHS and Risk Coordinator
	Ensure all aspects of shift management and changeover including record of staff hours and rosters is kept up to date
	Maintain and retain event documentation
	Log any financial expenditure and log with finance team
	Communicate all relieved warnings to the Council Commander and CIMT as directed by Council Commander
RESTORE MODE – The Council may move to RESTORE MODE when Council OPERATIONS has ceased	
	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 and WHS and Risk Coordinator
OTHER INFORMATION	
	Consider all communication avenues within your delegated authority
	Ensure that all team members have completed relevant documentation related to their delegated responsibilities and forward for collation to the WHS and Risk Coordinator

9.6 Role description – Planning

Council staff who can fill this role:

Denatah Treloar, Mandie Malone

STANDBY MODE	
	Nil or as determined by Council
ALERT MODE – 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 Council to move to OPERATIONS MODE.	
	Attend planning and briefing meetings as required
	Alert functional staff and provide briefings when necessary
	Ensure incoming intelligence is recorded and analysed
	Communicate pre-determined plans if applicable
OPERATIONS MODE - the Council may move to OPERATIONS MODE when an emergency is impacting the Council area, or the support of the Council is requested by emergency services agency or via the LGFSG.	
	Attend planning and briefing meetings as required
	Ensure all aspects of shift management and changeover including rosters and recording staff hours is kept up to date
	Maintain advance situational awareness – forecasts and long-range warnings
	Collects, analyses and disseminates information
	Work out future needs of Council
	Liaise with logistics to procure additional resources
	Develop plans to resolve the incident
	Maintain register of resources deployed
	Prepare mapping information
	Communicate all new warnings and advice to Council Commander
RESTORE MODE – The Council may move to RESTORE MODE when Council OPERATIONS has ceased	
	Create plans for clean-up and restoration of council assets
	Plan formal debrief and lessons management
	Coordinate access to external professional advice relating to assets and public liability
OTHER INFORMATION	
	Consider finance officer
	Consider resources/facilities officer

9.7 Role description – Logistics

Council staff who can fill this role:

Kerry Sinfield - WHS Risk Coordinator, Cherie Bone – Corporate Services Officer

STANDBY MODE	
	Nil or as determined by Council
	Have electronic resources available
	Arrange account codes
ALERT MODE – 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 Council to move to OPERATIONS MODE.	
	Attend planning and briefing meetings as required
	Advise Command Centre of account codes
	Ensure supplies are brought to required levels
	Preliminary establishment of CEOC
OPERATIONS MODE - the Council may move to OPERATIONS MODE when an emergency is impacting the Council area, or the support of the Council is requested by emergency services agency or via the LGFSG.	
	Attend planning and briefing meetings as required
	Establish CEOC
	Ensure appropriate stationary supplies are available for EPC members
	Communicate with housing SA as required
	Maintain incident log including financial costs involve with set up of CEOC
	Keep record of known external resources used/deployed and location
RESTORE MODE – The Council may move to RESTORE MODE when Council OPERATIONS has ceased	
	Return borrowed or external resources that have been used
	Clean, assess, organise repair facilities or resources used
	Manage replacement of equipment
	Collate all incident log form information
OTHER INFORMATION	
	Consider finance officer
	Consider resources
	Consider catering

9.8 Role description – Internal Communications/Administration

Council staff who can fill this role:

Karen Stevens, Sue Moss

STANDBY MODE	
	Nil or as determined by Council
	Have electronic resources available
	Consider any additional PPE requirements
	Advise all Council staff to be prepared with communication device in prep for moving to alert mode – send test to identify staff availability
	Collate list of available staff and disseminate to Council Commander and Operations
ALERT MODE – 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 Council to move to OPERATIONS MODE.	
	Attend planning and briefing meetings as required
	Collate and disseminate information from Council Commander to staff
	Advise all available Council staff now in Alert Mode
OPERATIONS MODE - the Council may move to OPERATIONS MODE when an emergency is impacting the Council area, or the support of the Council is requested by emergency services agency or via the LGFSG.	
	Attend planning and briefing meetings as required
	Ensure Control Agency messaging is amplified to staff
	Ensure Control Commander messaging is amplified to staff
RESTORE MODE – The Council may move to RESTORE MODE when Council OPERATIONS has ceased	
	Manage internal communications needs and strategies
OTHER INFORMATION	
	Consider and ponder

9.9 Media and CEO liaison

Council staff who can fill this role:

Roylene, Wanita, Cohen

STANDBY MODE	
	Nil or as determined by Council
	Have electronic resources available
	Advise the CEO and Elected Members to be prepared with communication device in prep for moving to alert mode
	Pre prepare media release statements
ALERT MODE – 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 Council to move to OPERATIONS MODE.	
	Attend planning and briefing meetings as required
	Collate and disseminate information to Elected Member, staff, Executive and the community
	Ensure Council communication/media policies and procedures are followed
OPERATIONS MODE - the Council may move to OPERATIONS MODE when an emergency is impacting the Council area, or the support of the Council is requested by emergency services agency or via the LGFSG.	
	Attend planning and briefing meetings as required
	Ensure Control Agency messaging is amplified
	Ensure Council communication/media policies and procedures are followed
	Ensure the CEO and Elected Members are provided with adequate levels of information
	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
	Prepare information for call centre staff
RESTORE MODE – The Council may move to RESTORE MODE when Council OPERATIONS has ceased	
	Manage media communications needs and strategies
	Provide advice regarding corporate image matters
	Collate and disseminate information to Elected Members, Staff, Executive and the Community
OTHER INFORMATION	
	Consider social media function
	Consider