WOLLONGONG CBD

EMERGENCY ARRANGEMENTS

An ANNEXURE to the
WOLLONGONG DISASTER PLAN (DISPLAN)

AMENDMENT 1 – 11 July 2012
AUTHORIZATION

The Wollongong CBD Emergency Arrangements have been prepared as an Annexure to the Wollongong Disaster Plan (DISPLAN) to detail the special control and coordination arrangements for an emergency in the Wollongong CBD (as defined) which may involve evacuation of all or part of the CBD.

This annexure is authorised in accordance with the provisions of the State Emergency and Rescue Management Act, 1989 (as amended).

Endorsed by:

..................................................
Acting Chairperson
Wollongong Local Emergency Management Committee
Dated: 11 July 2012

..................................................
Wollongong Local Emergency Operations Controller
Dated: 11 July 2012
AMENDMENTS AND DISTRIBUTION

Suggested amendments or additions to the contents of these Arrangements are to be forwarded in writing to:

The Chairperson
Illawarra Local Emergency Management Committee
C/- Wollongong City Council
Locked Bag 8821
WOLLONGONG DC NSW 2500

Suggested amendments or additions received must be endorsed by the Illawarra Local Emergency Management Committee prior to inclusion.

Amendments promulgated are to be certified in the following table when entered.

<table>
<thead>
<tr>
<th>AMENDMENT NUMBER</th>
<th>ENTERED DATE</th>
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<tbody>
<tr>
<td>Amendment 1</td>
<td>11 July 2012</td>
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</table>

DISTRIBUTION

These Arrangements are to be distributed in electronic format and the public version is maintained on the Wollongong City Council website at www.wollongong.nsw.gov.au/emergency.
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FOREWORD

These Arrangements have been developed to manage an emergency or imminent emergency within the area designated in this Annexure as the Wollongong CBD, which may require a partial or major evacuation.

How will it work?

The Wollongong CBD Emergency Arrangements Annexure is based on the following concepts:

- It is accepted that public education will be provided to target groups in the CBD, informing them of their roles and responsibilities and the expectations of how the plan will be enacted.
- It is accepted that Public Information systems will be implemented to inform the population of potential situations and provide information when available.
- A major emergency occurs, or is imminent:
  - People will stay at work or shelter in place or evacuate their buildings in line with existing evacuation plans, depending on directions given and the situation.
  - If a building’s assembly area is unavailable, is perceived to be dangerous, or they are directed to, people will make their way to a Wollongong Safety Site which will provide an open space away from their building. Wollongong Safety Sites are designated based on the location of the building and the nearest Wollongong Safety Site. Building Wardens, Security and Facilities Managers will play a significant role in this process.
  - Once at the Wollongong Safety Site, people can expect to wait for information regarding travel home, moving to another area or returning to their buildings. This information may take some time to obtain by the authorities and the cooperation of evacuees is essential to this process.
  - The public transport network may be substantially disrupted, so evacuees will be directed to the most appropriate transport terminal to start their homeward journey, which may not necessarily be their normal method or route. People who can walk home may be encouraged to do so.
  - People will be directed not to try to organise relatives or friends to pick them up from the CBD or locations close to the CBD, as inwards traffic will be controlled by Police. In the best interests of all evacuees, people will be required to complete their suburban journeys by either rail and/or bus as far as possible.
  - Special arrangements will need to be made for CBD residents, tourists, vulnerable and special needs groups, as required.
- In this process, people will be asked to consider an emergency plan for themselves and their families. This will assist in minimising undue stress on those directly in the evacuation, families and friends. Information on personal arrangements to be made in an emergency can be found on www.emergencywollongong.nsw.gov.au.
DEFINITIONS

All words and phrases in this document that are not specifically defined here are defined in the Wollongong Disaster Plan (DISPLAN) or are used in their common use terminology as defined in the Macquarie Dictionary.

**Evacuation**  
The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.

**Assembly Area**  
Designated locations used for the assembly of persons from an affected building. The Assembly Area is defined in the building Emergency, Evacuation or Fire Safety Plan.

**Wollongong Safety Sites**  
Large public spaces which are under the control of government agencies and have an ongoing level of management and control. The sites are East – Wollongong Entertainment Centre, Wollongong Golf Course, Market Place; Mall – MacCabe Park, JJ Kelly Park, Master Builders’ Club; West – Gladstone Avenue TAFE College, Beaton Park Leisure Centre, MacCabe Park.
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>AS3745</td>
<td>Australian Standard AS3745-2010 – Planning for emergencies in facilities</td>
</tr>
<tr>
<td>CBD</td>
<td>Central Business District</td>
</tr>
<tr>
<td>DEOCON</td>
<td>District Emergency Operations Controller</td>
</tr>
<tr>
<td>DISPLAN</td>
<td>Wollongong Disaster Plan</td>
</tr>
<tr>
<td>LEOCON</td>
<td>Local Emergency Operations Controller</td>
</tr>
<tr>
<td>RMS</td>
<td>Roads and Maritime Services</td>
</tr>
<tr>
<td>SEOCON</td>
<td>State Emergency Operations Controller</td>
</tr>
</tbody>
</table>
PART 1 – INTRODUCTION

General

101 This Annexure details the arrangements to be used for the control and coordination of an emergency within the Wollongong CBD which may require a full or partial evacuation.

102 This is an Annexure to the Wollongong Local Disaster Plan (DISPLAN) and must be read in conjunction with that Plan, in particular, agency roles and responsibilities and evacuation.

Scope

103 The area defined as the CBD for the purposes of this Annexure only, is the area bounded by:

   a Northern boundary      Market Street
   b Eastern boundary       Corrimal Street
   c Southern boundary      Stewart Street
   d Western boundary       Gladstone Avenue/Denison Street

104 This area is displayed on the attached map.

105 These Arrangements apply regardless of the cause of the emergency.

Planning Assumptions

106 These Arrangements are based upon operating during both normal business hours and outside of normal business hours and take into consideration special events that may from time to time operate outside and during normal business hours.

107 Most people will be moved from Safety Sites onwards either by buses or by private vehicle, with numbers dependent upon the circumstances of the emergency.

108 It is expected that Building Owners, Managers and Tenants are provided with education regarding their responsibilities in both evacuation and general building emergency management.

109 It is accepted that all buildings have in place an accurate and practised Emergency Management Plan in line with AS 3745 and as per NSW Occupational Health and Safety Regulation 2001.
PART 2 – ROLES AND RESPONSIBILITIES

Introduction

201 The roles and responsibilities listed here are additional to those contained in the Wollongong Disaster Plan (DISPLAN).

Local Emergency Operations Controller (LEOCON)

202 Establish a Site Control Point.
203 Control and coordinate CBD emergency response operations.

NSW Police

204 Responsible for crowd management, facilitating and coordinating the safe movement of affected people to designated CBD Safety Sites and other places as required.
205 Responsible for traffic management.
206 Appoint a senior Police officer as the “Safety Site Coordinator”, who will be responsible for the activation and coordination of the designated Safety Site.
207 Control any full or partial evacuation of the CBD.

District Transport Services Coordinator

208 Coordinate emergency transport arrangements in accordance with the Illawarra District Transport Services Supporting Plan.

District Public Information Services Coordinator

209 Coordinate the activation of appropriate emergency evacuation messages and coordinate with key agencies for ongoing messages, issue warnings, information and safety directions to the public.

District Welfare Services Coordinator

210 Coordinate welfare of people at Safety Sites and utilise existing Welfare arrangements as per the Wollongong Local Disaster Plan (DISPLAN).

Building Owners and Managers

211 Develop and maintain Building Emergency Management Plans in accordance with existing OH&S requirements, the Building Code of Australia, relevant City of Wollongong regulations and the provisions of AS 3745.
Ensure their plans:

a. include details of the nearest Wollongong CBD Safety Site;

b. provide for training of wardens, including an awareness of the Wollongong CBD Safety Sites, routes to the site and how to liaise with the building occupants at the site;

c. include details of how the information regarding an evacuation will be disseminated from the Chief Warden to occupants of the building.
PART 3 – EMERGENCY RESPONSE OPERATIONS

How will it work

301 If an emergency occurs, or is imminent:
   
a People will stay at work, shelter in place or evacuate their buildings in line with their existing evacuation plans, depending on the situation and directions given.

b If a building’s Assembly Area (as detailed in their plan) is unavailable, is perceived to be dangerous, or they are so directed, people will make their way to a designated Wollongong CBD Safety Site. These are designated based on the location of the building. Building Wardens, Security and Facilities managers will play a significant role in this process.

c Once at the Wollongong CBD Safety Site, people can expect to wait for information regarding travel home, moving to another area or returning to their buildings. This information may take some time to obtain by the authorities and the cooperation of evacuees is essential to this process.

d The public transport network may be substantially disrupted, so evacuees will be directed to the most appropriate transport terminal to start their homeward journey, which may not necessarily be their normal method or route. People who can walk home may be encouraged to do so.

e People will be directed not to try to organise relatives or friends to pick them up from the CBD or locations close to the CBD, as inwards traffic will be controlled by Police. In the best interests of all evacuees, people will be required to complete their suburban journeys by either rail and/or bus as far as possible.

f Special arrangements will need to be made for CBD residents, tourists, vulnerable and special needs groups, as required.

Stay at work

302 This strategy is used for all areas of the CBD where the public are not directly threatened by the emergency. It may also imply that public transport may be affected and/or may not be available. This message is intended to stop or reduce the incidence of the public rushing to transport sites or exiting by private vehicles, thus allowing time for transport/traffic services to be re-established.

303 “Stay at Work” protocols assist in achieving a desired response for business and residents in the areas of the CBD unaffected by the emergency, such as:
   
a to carry on normal business;

b advise staff and others on their site, that an emergency has resulted in a disruption to public and private transport; and

c to allow for communication updates.
Shelter in place

304 This strategy is used when it is assessed that for safety of the occupants of a building(s) or for control reasons, it is safer for occupants to remain in the building than to be on the streets. The time required to Shelter in Place will depend on the nature of the emergency.

Evacuate buildings

305 This requires building owners/tenants/security/managers to evacuate the population of the building to its pre identified assembly area in accordance with the building emergency plan. At this area, people can be accounted for prior to returning to their building or, if so directed, to a Safety Site.

Move to Wollongong CBD Safety Sites

306 If necessary, the population of all or part of the CBD will be directed to move to the appropriate CBD Safety Sites. People evacuated to Wollongong CBD Safety Sites will be requested to:

a. Remain in position until further information is available, or
b. Make their way to other parts of the city and delay their journey home, or
c. Make their way to specific transport terminals for movement out of the city, or
d. Identify themselves if they have specific needs, or
e. Move to an Evacuation Centre, as detailed in Appendix E of the Wollongong Local Disaster Plan (DISPLAN), or
f. A combination of the above.

307 Arrangements are in place in the Wollongong Local Disaster Plan (DISPLAN) to provide support and information to people in the Wollongong CBD Safety Sites.

Emergency Transport

308 If an evacuation of all or part of the CBD is necessary, all car parks in the area will be closed to prevent gridlock with the population trying to leave the CBD by car, which would severely inhibit the movement of the population to Safety Sites.

309 During an evacuation of all or part of the CBD to Safety Sites, the population would move on foot unless physically unable to do so, in which case taxis will be used.

310 If the population is unable to return to the CBD, they will be transported from Safety Sites by buses, coordinated by the District Transport Services Coordinator, to North Wollongong and Coniston railway stations where they can be transferred onto trains or to Evacuation Centres if necessary.
Traffic Management

311 Police are responsible for all traffic management, assisted by Council and RMS.

312 If an emergency has occurred or is imminent in the CBD, Police will establish road blocks to prevent all but emergency vehicles into the CBD.

313 J J Kelly Park will be the staging area for all emergency vehicles entering the area.

314 Access for all emergency vehicles entering the area will be via the F6 Freeway onto Masters Road and Springhill Road from the north and onto Five Islands Road and Springhill Road from the south.

315 Police will facilitate the movement of buses from the Safety Sites to railway stations or evacuation centres.

Safety Site Management

316 Police are responsible to appoint a Safety Site Coordinator for each site to:

a. Manage disaster victim registration;
b. Manage crowds; and
c. Provide public information.

Control Zones

317 For the purpose of this plan, the Wollongong CBD has been divided into three (3) zones:

<table>
<thead>
<tr>
<th>Zone</th>
<th>Description</th>
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</table>
| East | Wollongong Entertainment Centre  
      | Wollongong Golf Course  
      | Market Place |
| Mall | MacCabe Park  
      | J J Kelly Park  
      | Master Builders Club |
| West | Gladstone Avenue TAFE College  
      | Beaton Park Leisure Centre  
      | MacCabe Park |
**Evacuation Process**

318 The evacuation process is based on five (5) stages:

a. Decision
b. Warning
c. Withdrawal
d. Shelter
e. Return

**Sequence of Actions**

319 The sequence of actions taken is as follows:

<table>
<thead>
<tr>
<th>Situation</th>
<th>Action</th>
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<tbody>
<tr>
<td>Emergency occurs or is imminent</td>
<td>LEOCON will:</td>
</tr>
<tr>
<td></td>
<td>- Establish Site Control;</td>
</tr>
<tr>
<td></td>
<td>- In consultation with combat agency and other services, decides on whether to direct all or part of CBD population to either:</td>
</tr>
<tr>
<td></td>
<td>- Stay at Work</td>
</tr>
<tr>
<td></td>
<td>- Shelter in Place, or</td>
</tr>
<tr>
<td></td>
<td>- Evacuate;</td>
</tr>
<tr>
<td></td>
<td>- Ensure notification of:</td>
</tr>
<tr>
<td></td>
<td>- Emergency services</td>
</tr>
<tr>
<td></td>
<td>- Functional area coordinators</td>
</tr>
<tr>
<td></td>
<td>- DEOCON.</td>
</tr>
<tr>
<td>Decision to direct people to Stay at Work</td>
<td>DEOCON will:</td>
</tr>
<tr>
<td></td>
<td>- Ensure notification of:</td>
</tr>
<tr>
<td></td>
<td>- District functional area coordinators;</td>
</tr>
<tr>
<td></td>
<td>- SEOCON;</td>
</tr>
<tr>
<td></td>
<td>- Adjoining LEOCONs.</td>
</tr>
</tbody>
</table>

LEOCON will:

- Issue warnings and directions.

Public Information Coordinator will:

- Coordinate preparation and release of information.

Building Owners/tenants/security/managers will:

- Disseminate warnings and directions; and
- Activate building emergency plan.
| Decision to direct people to Shelter in Place | LEOCON will:  
- Issue warnings and directions. |
| --- | --- |
| Public Information Coordinator will:  
- Coordinate preparation and release of information. |
| Building Owners/tenants/security/managers will:  
- Disseminate warnings and directions; and  
- Activate building emergency plan. |

| Decision to direct evacuation of building/s | LEOCON will:  
- Issue warnings and directions. |
| --- | --- |
| Public Information Coordinator will:  
- Coordinate preparation and release of information. |
| Building Owners/tenants/security/managers will:  
- Disseminate warnings and directions; and  
- Activate building emergency plan. |

| Decision to direct evacuation all or part of CBD to Safety Sites | Police will:  
- Control the evacuation.  
- Manage traffic.  
- Manage crowds.  
- Manage Disaster Victim Registration.  
- Coordinate activities at Safety Sites. |
| --- | --- |
| Transport Coordinator will:  
- Coordinate transport of evacuees as necessary. |
| Welfare Coordinator will:  
- Coordinate welfare of people at Safety Sites. |
| Public Information Coordinator will:  
- Coordinate preparation and release of information. |
| Health and Ambulance Services will:  
- Provide resources as necessary at Safety Sites. |
| Emergency Services and other Agencies will:  
- Provide assistance as agreed in DISPLAN. |
If evacuated parts of the CBD are unsafe, a decision to direct people to their homes, evacuation centres or temporary accommodation away from the CBD

| LEOCON will: | • Control situation. |
| Police will: | • Manage traffic.  
| | • Manage crowds. |
| Transport Coordinator will: | • Coordinate transport of evacuees as necessary. |
| Welfare Coordinator will: | • Arrange temporary accommodation away from the CBD. |
| Public Information Coordinator will: | • Coordinate preparation and release of information. |
| Emergency Services and other Agencies will: | • Provide assistance as agreed in DISPLAN. |

If evacuated parts of the CBD are declared safe, decision to allow return of people to CBD

| LEOCON will: | • Control situation. |
| Police will: | • Control the return.  
| | • Manage traffic.  
| | • Manage crowds. |
| Transport Coordinator will: | • Coordinate transport of evacuees as necessary. |
| Public Information Coordinator will: | • Coordinate preparation and release of information. |
| Emergency Services and other Agencies will: | • Provide assistance as agreed in DISPLAN. |
PART 4 – COMMUNITY EDUCATION

For more information please refer to http://www.emergencywollongong.com.au
PART 5 – REVIEW & TESTING

Review

501 A review of these Arrangements is to be conducted:

- Following mobilisation of the Arrangements as a result of an evacuation in the Wollongong CBD, or under any of the circumstances covered in these Arrangements;
- Following an exercise designed to practice or test any aspect of the Arrangements;
- When the roles and responsibilities of any Agency involved in the Arrangements are changed; or
- Every 5 years.

Training and Testing

502 Each Agency is responsible for the training of its own personnel to perform the roles and responsibilities assigned in these Arrangements.

503 The LEOCON is responsible for the conduct of exercises to practise, or test all or part of the procedures and arrangements, at least every three (3) years.