**INTRODUCTION**

## About the Emergency Management Health Check for Local Government

This Health Check is a tool to help local councils track and evaluate their emergency preparedness and to identify areas for improvement in capacity and capability to prevent or respond to major emergencies and disasters.

The tool will assist Councils in developing a business case for funding and resources in the areas they need it the most.

As this is an annual process, councils will also be able to measure their progress over time and see the impact of implementing action plans on their annual readiness metrics.

The Health Check can also provide a platform for discussion with neighbouring councils within each region to identify opportunities to leverage learnings, share resources or integrate plans to further improve readiness and resilience.

## About the Health Check Question and Response Framework

The Health Check identifies 20 capability areas with a set of questions within each one. These will be used to generate reports that will assist councils in assessing their emergency readiness.

**Capabilities 1-15** inform the metrics in the Health Check Reports and will guide and influence the development of action plans to improve emergency management capability and capacity where required. These have been grouped into 4 broad competencies:

1. Managing risks
2. Planning for emergencies and disasters
3. Building capability to respond effectively
4. Providing assurance of capability and capacity

**Capabilities 16-20** are additional information gathering “SnapShot’ questions to assist you in assessing the need for additional resources, funding, support or training with regards to Emergency Management.

## Overview of the 4 Competencies and 20 Capability areas of the Health Check

**PART A - MANAGING RISKS**

1. Risk Management
2. Collaborating with Stakeholders to reduce Risks
3. Considering Risks and Hazards in Land Use Planning

**PART B - PLANNING FOR EMERGENCIES AND DISASTERS**

1. Emergency Management Planning and Policy
2. Emergency Management Roles and Responsibilities
3. The Role of the Local Emergency Management Committee (LEMC)
4. The Role of the Local Emergency Management Officer (LEMO)
5. Identifying and Preparing Vulnerable Communities and Individuals
6. Informing and Engaging the Community
7. Considering Emergency Risks within Asset Management Programs
8. Business Continuity Planning for Council and the Broader Community
9. Maintaining Emergency Operations Centres (EOCs)
10. Resourcing for Recovery

**PART C- BUILDING CAPABILITY TO RESPOND EFFECTIVELY**

1. Emergency Management Training and Exercising to build Response Capability

**PART D - PROVIDING ASSURANCE OF CAPABILITY AND CAPACITY**

1. Reviewing and Reporting to provide Assurance of Capability and Capacity

**ADDITIONAL SNAPSHOT QUESTIONS FOR YOUR COUNCIL**

1. Recent Events within Council
2. Recent Emergency Events within your local area
3. Emergency Management Resourcing Requirements
4. Opportunities for Grants and Funding to improve Readiness
5. Towards Council and Community Resilience

## How will participants respond?

The majority of the **questions within the capability areas 1-15** use a 5-point scale (5 being the highest level of compentency and 1 being the lowest level) allowing the responses to be consistent and able to provide readiness indicators in the Health Check Reports.

The majority of these questions also provide an indication of **‘What best practice looks like’**, assisting participants in understanding what the top end of the scale should look like.

All questions in both the online and offline versions of the tool will have a free text box for **‘Comments on your Response’** – allowing for justification or further explanation of each response.

For the **Snapshot questions 16-20**, a variety of response styles have been used that best reflect the information being captured. These responses DO NOT inform the metrics in the final Health Check reports – they are for information only to assist in decision-making on emergency management capability and capacity.

## Additional assistance in preparing, engaging and completing the Health Check and action plans

A dedicated website has been developed to provide all the guidelines, reference material, resource links, glossaries and templates required to assist participants in completing both the Offline and Online Health Checks and creating valuable executive reports and improvement plans.

These can be found at <http://www.emhealthcheck.com.au/> which is currently hosted by the Sydney Coastal Councils Group.

| **QUESTIONS 1 – 15: ASSESSING READINESS** Responses to these questions WILL inform the metrics in the final Health Check reports – unless otherwise indicated. | | | | | | |
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| **Questions** | | **Health Check Category** | **Question / Goal** | **Response** | **What does better practice look like** | **Comments** |
| QUESTION 1 – RISK MANAGEMENT | | | | | | |
| 1 | 1.1 | 1 Risks – Risk Management | A consistent approach is taken in managing risk across all activities and assessing the potential impacts of emergencies. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Best practice is consistent with recognised frameworks including AS/NZS ISO 31000:2009 Risk Management framework. Further, the National Emergency Risk Assessment Guidelines (NERAG) are also used as a benchmark to assess emergency-related risks from all hazards thereby enabling the consistent application of emergency-related risk assessment practices.  These risk management practices underpin and inform decision-making with regards to Emergency Management, Business Continuity, Asset Management and Land Use Planning across Local Government. |  |
| 1 | 1.2 | 1 Risks – Risk Management | Emergency Risk Assessments are completed and current for all location-based hazards. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | All location-based hazards have been managed using an Emergency Risk Management process and linked into Local Emergency Management Plans. These are reviewed at a minimum every 3 years and exercised annually to ensure currency and adequacy. |  |
| 1 | 1.3 | 1 Risks – Risk Management | Emergency Risk Assessments inform Local Government Risk Management, Emergency Management, Asset Management and Business Continuity Planning. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Emergency hazards and risks have been evaluated and mitigated to minimise impact on:   1. Local Government assets; and 2. Ability to continue to deliver Council and Community services in an emergency.   Emergency Risk Assessments form the basis of all emergency management planning across Local Government. Emergency-related risks that have the potential to impact Local Government responsibilities and operations are included in the Risk Register and inform Asset Management, Strategic, Land Use and Business Continuity planning across your local council. |  |
| 1 | 1.4 | 1 Risks – Risk Management | Please indicate which plans have been developed and implemented for your Local Government Area: | EMPlan  Flood Plain Risk Management Plans  Bush Fire Risk Management Plans  Coastal Zone Management Plans  Coastal Management Programs  Heat Wave Plans  Tsunami Plans  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \*This question does not contribute to the metrics | N/A |  |
| 1 | 1.5 | 1 Risks – Risk Management | Within your emergency management planning consideration has been given to:   * changes to the frequency and severity of natural disasters; * disruptions to transport modes during evacuations; and * climate change risks and impacts? | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Subject matter experts inform decisions within the planning framework including impacts of transport, climate, demography changes. |  |
| 1 | 1.6 | 1 Risks – Risk Management | Emergency hazards and risks from the Emergency Management Plan (EMPlan) that have the potential to impact council responsibilities and operations are included in council’s Risk Register and reviewed by the General Manager and Senior Staff as part of council’s risk management processes. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Within council’s internal audit and risk management practices, the local government area emergency hazards and risks that could result in ‘extreme events’ are included within the Enterprise Risk Register and reported to the General Manager and Senior Staff in line with existing risk management procedures.    The consequences that define ‘extreme’ events are usually related to significant community impact, reputation and financial impact or loss of life. These types of ‘extreme event’ risks usually require a significant and coordinated response across council and with external parties including government agencies, major suppliers and contractors. |  |
| 1 | 1.7 | 1 Risks – Risk Management | Protection, restoration and/or rehabilitation of the natural environment is considered as part of hazard management strategies. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Environmental subject matter experts within and external of council are consulted with regards to hazard emergency management planning. |  |
| QUESTION 2 – COLLABORATING WITH STAKEHOLDERS TO REDUCE RISKS | | | | | | |
| 2 | 2.1 | 1 Risks – Stakeholder Collaboration | There is collaboration between local government, Local Emergency Management Committee (LEMC), emergency services and community stakeholders in identifying, evaluating, prioritising and managing hazards and risk. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Local government provides support to agencies in the engagement of community stakeholders for identifying, evaluating, prioritising and managing hazards and risks. For example, provision of meeting venues, posting information on the council website, leveraging communication channels to residents and businesses. |  |
| 2 | 2.2 | 1 Risks – Stakeholder Collaboration | There is regular collaboration between neighbouring councils and/or LEMCs to share knowledge and resources in order to mitigate and/or respond to regional hazards and risks. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Neighbouring Councils have taken a leadership role in the preparation of their communities for broader scale emergencies, identifying opportunities to share learnings from actual events in their respective local areas to build stronger regional resilience.  In some circumstances Councils have proactively merged LEMCs to leverage knowledge and resources where risks and hazards are common to both.  Councils within the region meet and collaborate on the issue of emergency management, and have established formal arrangements for the sharing of resources in local emergencies – *see also Question 4.5 with regards to MOU’s and Mutual Aid Agreements.* |  |
| 2 | 2.3 | 1 Risks – Stakeholder Collaboration | Incentive programs are in place to encourage community actions that reduce risks in the built environment. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree  Please provide information on any successful incentive programs you have used to encourage community risk mitigation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |
| QUESTION 3 – CONSIDERING RISKS AND HAZARDS IN LAND USE PLANNING | | | | | | |
| 3 | 3.1 | 1 Risks – Land Use Planning | Emergency management risks and hazards are evaluated as part of land use planning processes and procedures. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Hazard Risk mapping is integrated into land use hazards. |  |
| 3 | 3.2 | 1 Risks – Land Use Planning | Local Environment Plans (LEPs) require appropriate development within hazard zones and any rezoning / subdivisions minimise impacts from hazards. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | All 149 certificates incorporate all known existing (149(2) and future hazards (149(5). Options to reduce land use intensity in hazard areas (where feasible) have been considered. Appropriate strategic and land-use planning policies and procedures avoid intensifying land use in hazard areas |  |
| 3 | 3.3 | 1 Risks – Land Use Planning | All new land use developments incorporate assessed and documented arrangements for emergency risk management - inclusive of broad-scale evacuations. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Planning controls consider Emergency Management risk assessments and mitigation plans. Local government land use planners consult with Emergency Management stakeholders within Council and external agencies such as Fire Rescue NSW, SES, RFS for all future land use developments. |  |
| 3 | 3.4 | 1 Risks – Land Use Planning | Council has effective programs in place to inform and educate residents and potential buyers on the local environmental hazards, risks and emergency management issues that may impact them and their property. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree  Please provide information on any programs, initiatives, campaigns, or material that you have used to inform or engage your community around this:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | All known natural hazards are included on 149 Certificates. Council to provide links to current mapping and tools that identify specific emergency hazards within their local government area. For example:   * saferhomes.nrma.com.au * <http://www.pittwater.nsw.gov.au/property/natural_hazards> * <http://www.rfs.nsw.gov.au/plan-and-prepare/know-your-risk/Bush-fire-hazards-and-your-property> * <http://www.rfs.nsw.gov.au/plan-and-prepare/building-in-a-bush-fire-area/planning-for-bush-fire-protection/bush-fire-prone-land/check-bfpl> |  |
| QUESTION 4 – EMERGENCY MANAGEMENT PLANNING AND POLICY | | | | | | |
| 4 | 4.1 | 2 Planning – Emergency Management Planning & Policy | Council has a consistent and integrated approach to Emergency Management Planning. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Local Government emergency management planning aligns with the principles of PPRR and takes into consideration emergency-related risks and impacts across all aspects of business and community activities. |  |
| 4 | 4.2 | 2 Planning – Emergency Management Planning & Policy | The current Emergency Management Planning (EMPlan) templates and guidelines provided by NSW Government have been implemented. | 5 - EMPlan is complete and endorsed and current (3 years)  4 - EMPlan is complete and endorsed by REMC  3 - EMPlan development is underway  2 - EMPlan development is scheduled to begin within the next 3 months  1 - There is no EMPlan development scheduled | The EMPlan has been completed and endorsed by the Region Emergency Management Committee (REMC) and retains currency via annual review or exercising. |  |
| 4 | 4.3 | 2 Planning – Emergency Management Planning & Policy | There is a top down approach to Emergency Management Planning and Policy providing strong guidance and support from the General Manager and Senior Staff. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | The General Manager and Senior Staff actively champion, drive and provide leadership within Emergency Management Planning across Council. There is a governance or assurance framework in place to provide ongoing review and improvement in emergency management with visibility and oversight by the executive team. |  |
| 4 | 4.4 | 2 Planning – Emergency Management Planning & Policy | Elected Council are briefed and informed on Emergency Management Policy and Planning. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Elected council are regularly briefed on aspects of local emergency management capability and are aware of their local government area’s preparedness, response and recovery arrangements for broad-scale emergencies. |  |
| 4 | 4.5 | 2 Planning – Emergency Management Planning & Policy | Formal arrangements are in place to share resources (people and/or equipment) between neighbouring councils and/or agencies. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | MOU’s and Mutual Aid Agreements are in place with other councils within the region. These formal documents clearly identify agreed emergency management resources (people and/or equipment) that may be shared in broad-scale local emergencies. |  |
| QUESTION 5 – EMERGENCY MANAGEMENT ROLES AND RESPONSIBILITIES | | | | | | |
| 5 | 5.1 | 2 Planning – Emergency Management Roles | Staff are aware of their council’s roles and responsibilities in Emergency Management as well as their own where relevant. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Emergency management roles and responsibilities are included in staff induction programs, supported by an annual awareness program or session. Regular updates are provided to staff on their role in emergencies via internal communications such as email, the intranet, newsletters, posters or presentations. |  |
| 5 | 5.2 | 2 Planning – Emergency Management Roles | Primary and supporting roles for Emergency Management have been identified and documented. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Council Staff with a role to play in Emergency Management have responsibilities and required competencies defined and documented in Role Cards or Position Descriptions that are reviewed annually. |  |
| 5 | 5.3 | 2 Planning – Emergency Management Roles | Council Staff allocated to Emergency Management roles have been inducted and provided adequate training on their responsibilities and procedures. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Local Government staff dedicated to Emergency Management functions continue to participate in professional development appropriate for their role. For example, participation in relevant induction and training programs provided by the NSW Office of Emergency Management or other Emergency Service Organisations. This training has been evaluated and determined to be commensurate with the requirements of the role and the risk profile of the local government area. |  |
| 5 | 5.4 | 2 Planning – Emergency Management Roles | Council maintains an up to date register of all relevant emergency management stakeholder contacts. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Council has developed and keeps current a register of all Emergency Management stakeholder contacts including but not limited to:   * Within your Council * Emergency Services * Regional command * Councils within your region * Members of Parliament * Critical service providers (eg utiltities) * Contractors   Council has developed a ready reference tool (for example wallet or security card sized contact list) with emergency contacts that is carried at all times by staff involved in emergency management. |  |
| QUESTION 6 – THE ROLE OF THE LOCAL EMERGENCY MANAGEMENT COMMITTEE (LEMC) | | | | | | |
| 6 | 6.1 | 2 Planning – LEMC | LEMC is chaired by the General Manager or a Senior member of Staff (ie a member of the executive management team). | 5 - General Manager  4 - Senior Manager by delegation  3 - Manager by delegation  2 – Team Leader / Officer by delegation  1 - A member of staff not formally delegated | The General Manager chairs the LEMC. |  |
| 6 | 6.2 | 2 Planning – LEMC | The LEMC Chairperson regularly informs Senior Staff (inclusive of the General Manager if not the Chair of the LEMC) of strategic risk management issues relevant to local planning and risk management. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | The General Manager is the appointed LEMC chair and they regularly provide briefs on LEMC reviews, actions and planning to the local government Executive/ Elected Council and actively engage LEMC members to ensure Emergency Management arrangements are well planned and exercised within the relevant LEMC geographic boundary. |  |
| 6 | 6.3 | 2 Planning – LEMC | The LEMC Chairperson’s roles and responsibilities are defined, documented and regularly reviewed. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | In consultation with the REMO and the LEMC membership, the role and function of the LEMC have been clearly defined and formally documented. These roles are reviewed on an annual basis by the REMO and the LEMC membership. |  |
| 6 | 6.4 | 2 Planning – LEMC | The LEMC meets on a scheduled basis each year. | 5 - Four or more times per year  4 - Three times per year  3 - Twice a year  2 - Less than twice a year  1 - Never | The LEMC take a leadership role in meeting on a greater frequency than on the mandated four monthly basis. For example, convening for briefings prior to forecasted major weather events that may impact their local government areas. |  |
| 6 | 6.5 | 2 Planning – LEMC | The LEMC minutes are reported to General Manager, Senior Staff and relevant stakeholders. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | After each LEMC meeting, the minutes are tabled for review at the next scheduled council executive team meeting. |  |
| 6 | 6.6 | 2 Planning – LEMC | The LEMC members have provided input into the development of relevant Hazard Consequence Management Guidelines (CMGs). | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | All members of the LEMC provide an appropriate level of input and guidance on the development of the relevant Hazard Consequence Management Guidelines (CMGs), ensuring they are completed, reviewed and endorsed. |  |
| 6 | 6.7 | 2 Planning – LEMC | The Chair of the LEMC attends REMC meetings to ensure the interests of the LEMC and the role of local government are recognised, represented and supported. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | The Chair of each respective LEMC attends all REMC meetings supported by attendance of Senior staff from Risk, Compliance, BCP, Environment, Community Engagement in partnership with the LEMO [where the LEMO and Chair are different people]. |  |
| 6 | 6.8 | 2 Planning – LEMC | The LEMC liaise with and provide advice to the REMC on recovery planning and resourcing requirements. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Through consultation, collaboration and established relationships with the REMC, the LEMC has clarity on what is required for coordinating effective response and recovery operations. |  |
| QUESTION 7 – THE ROLE OF THE LOCAL EMERGENCY MANAGEMENT OFFICER (LEMO) | | | | | | |
| 7 | 7.1 | 2 Planning –LEMO | There is formal documentation in place for the LEMO function with clear and agreed roles and accountabilities. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | There is an established, documented and agreed position description or role card for the function of the LEMO that includes agreed performance indicators, competencies required, roles and accountabilities, training requirements and review schedule. |  |
| 7 | 7.2 | 2 Planning – LEMO | Your council has access to a structured induction program for the LEMO including guidelines, reference material and tools. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Either Council has developed their own induction program for the position of the LEMO demonstrating a leadership role in supporting this function OR Council has adopted and customized the guidelines developed by the Office of Emergency Management for this function. *[Please note: at publication of the Health Check in 2017 there were no formal guidelines developed by OEM or any other state government agency]* |  |
| 7 | 7.3 | 2 Planning – LEMO | Appropriately skilled and trained alternates are identified and supported for the role of LEMO within Council. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Council has identified suitable alternates with the appropriate skills, competencies and experience to be trained and mentored to fulfill the function of the LEMO during absences, vacancies or long duration emergency. |  |
| 7 | 7.4 | 2 Planning – LEMO | There is a longer term resourcing strategy (or succession plan) in place within Council for the LEMO function. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Council has a resource strategy in place for the function of the LEMO to ensure knowledge transfer and continuity of the role in the event of resignation, retirement or other unforeseen departure of the LEMO. |  |
| 7 | 7.5 | 2 Planning – LEMO | The LEMO’s training requirements are defined and met on an annual basis. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | General Manager and Senior Staff conduct an Annual Review with both the LEMO and alternate LEMOs in order to:   1. identify training requirements for the next 12 months; and 2. provide a platform for discussion and feedback on the training conducted or the experience of actual events in the previous 12 months. |  |
| 7 | 7.6 | 2 Planning – LEMO | The LEMO has sufficient delegated authority, funding, time, training and resources to effectively perform their role and provide assurance of Council’s readiness for emergencies and disasters. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Council acknowledges the critical function of the LEMO within local emergency management arrangements and in doing so ensures the LEMO is equipped with the required authority, capability and capacity that is commensurate with the risk profile of the local government area. |  |
| QUESTION 8 – IDENTIFYING AND PREPARING VULERNABLE COMMUNITIES | | | | | | |
| 8 | 8.1 | 2 Planning – Vulnerable Communities | Council uses data to understand communities of interest, and location, to assist in understanding exposure with regards to emergency management. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree  0 - Not applicable | Census data is used to develop profiles of communities. Council has identified the key vulnerabilities of community groups and has prioritised areas of need based on hazard mapping and other sources of information. |  |
| 8 | 8.2 | 2 Planning – Vulnerable and At Risk Stakeholders | Households in high risk areas have been made aware of the importance of completing personal or home emergency plans. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree  0 - Not applicable | Council supports agencies in their communications to households in high risk hazard areas of the need to complete personal or home emergency plans. With particular reference to guidelines and templates that are available for the key risks in their area. For example, information from RFS and SES on Bushfire, flood, storm household and personal emergency planning. |  |
| QUESTION 9 – INFORMING AND ENGAGING THE COMMUNITY | | | | | | |
| 9 | 9.1 | 2 Planning – Informing and engaging the community | Council promotes initiatives in support of agencies to ensure the community is informed of location-based hazards and the need for emergency preparedness. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | In collaboration with Agencies council has considered a range of methods for engaging and communicating with the community either directly or via supporting the relevant agencies and community groups. |  |
| 9 | 9.2 | 2 Planning – Informing and engaging the community | Where there are potential limitations of Emergency Management response during an event, your community has been made aware of the need for self-reliance in being prepared. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Council has initiated (or supported agencies) in activities that highlight the need for communities to be self-reliant before, during and after emergencies in the local area. |  |
| 9 | 9.3 | 2 Planning – Informing and engaging the community | Please indicate the strategies your Local Government area (including Agencies, LEMC and Council) has used to inform and engage your community on emergency management:  \*This question does not contribute to the metrics | * Websites with hazard information and links to agencies * Early warning advisory services * Constituent mail or email communications * School/child care/aged care/hospital awareness programs * Community events * Collaboration with community groups * Identification of Community Champions to reinforce EM messages * Communication and collaboration with local businesses * Provision of templates and guidelines for personal response plans * Community Service Announcements in the media * Social media networks * Volunteer Strategy * Other   Please provide details: \_\_\_\_\_\_\_\_\_ | N/A |  |
| 9 | 9.4 | 2 Planning – Informing and engaging the community | Medical, Public Health and Animal welfare providers / stakeholders are considered and involved in Emergency Management Planning by both the LEMC and REMC. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree  0 - Not applicable | The LEMC and REMC have clearly defined the key community service and welfare providers and ensured they are included and consulted in the ongoing Emergency Management Planning process. |  |
| QUESTION 10 – CONSIDERING EMERGENCY RISKS WITHIN ASSET MANAGEMENT PROGRAMS | | | | | | |
| 10 | 10.1 | 2 Planning – Asset Management | Asset Management systems use risk management processes to identify, evaluate and prioritise emergency-related risks to Council assets. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | An enterprise risk management approach is being applied across all business areas that informs emergency-related risks and impacts within Asset Management systems. |  |
| 10 | 10.2 | 2 Planning – Asset Management | Vulnerable and critical assets are prioritised for mitigation plans, emergency management procedures and business continuity planning. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Council has identified and assessed those assets that are either most vulnerable to disruption or those that are most critical to it delivery of council services and obligations. These have been prioritised to ensure comprehensive plans have been documented and tested to ensure council’s ability to continue to meet its responsibilities and obligations with regards to these assets. |  |
| 10 | 10.3 | 2 Planning – Asset Management | The Asset Management System identifies Council and Community facilities that require design features to withstand future hazards. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | [Under review] |  |
| 10 | 10.4 | 2 Planning – Asset Management | Resourcing for mitigation infrastructure (eg flood levees) is included and prioritised in the council Delivery Program and relevant Operational Plan (as part of the Community Strategic Plan). | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Where mitigation infrastructure is already in place, the requirements for maintaining the integrity of these structures has been considered in council’s Integrated Planning and Reporting (IP&R) processes and documentation. This would include provision of resources and funding for maintenance programs. |  |
| QUESTION 11 – BUSINESS CONTINUITY PLANNING FOR COUNCIL AND THE BROADER COMMUNITY | | | | | | |
| 11 | 11.1 | 2 Planning – Business Continuity | Business Continuity Plans are developed for the critical business requirements of your council. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Councils provide a wide range of services to the community. Disruption to the continuity of these services can prevent a council from meeting these obligations. Business continuity management aims to minimise the adverse effects of impacts arising from these disruptions.  Better practice would see councils having first undertaken a Business Impact Analysis (BIA) to determine the key requirements (people, systems, data, processes, assets) needed to achieve Council’s critical objectives. Relevant Business Continuity Plans would then have been developed, tested and reviewed annually to ensure ongoing currency and effectiveness of the plans. |  |
| 11 | 11.2 | 2 Planning – Business Continuity | Business Continuity Plans are aligned and fully integrated with Enterprise Risk Management, Emergency Management, Asset Management Frameworks | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Council takes a holistic approach to building capability and ensures that Business Continuity Planning considers the risks identified as part of risk management practices, that triggers and thresholds for activation are integrated with emergency management planning and that critical assets are prioritised for continuity and recovery arrangements. |  |
| 11 | 11.3 | 2 Planning – Business Continuity | Emergency Management and Business Continuity impacts have been considered within the Delivery Program and relevant Operational Plan (as part of the Community Strategic Plan). | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | As part of the annual review of the Operational Plan, Councils review and consider Emergency Management and Business Continuity impacts. Newly proclaimed councils have ensured that requirements for emergency management and business continuity are included in the development of their Community Strategic Plan. |  |
| 11 | 11.4 | 2 Planning – Business Continuity | Business Continuity Plans of all critical suppliers to council Assets and Services have been reviewed. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Within the tendering or procurement process for major suppliers of outsourced services to Council, detailed evidence of Business Continuity capability must be provided. For example, for provision of IT core systems, waste and road repairs. |  |
| QUESTION 12 – MAINTAINING LOCAL EMERGENCY OPERATIONS CENTRES (EOC) | | | | | | |
| 12 | 12.1 | 2 Planning – Maintaining EOCs | An Emergency Operations Centre (EOC) has been established and resourced for your local government area. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | The nominated EOC replicates the operational requirements as determined by the LEMC and recommended by Office of Emergency Management. |  |
| 12 | 12.2 | 2 Planning – Maintaining EOCs | LEMC undertakes a review of the Emergency Operations Centre in your area to assess 'fit for purpose' in the event of an emergency: | 5 - Quarterly  4 - Bi-annually  3 - Annually  2 - Less than Annually  1 - Never | A member of the LEMC is responsible for conducting an EOC readiness check on a quarterly basis. As well a date is scheduled in the LEMC annual meeting schedule to ensures all LEMC members are familiar and conversant with the operations of the centre. |  |
| QUESTION 13 – RESOURCING FOR RECOVERY | | | | | | |
| 13 | 13.1 | 2 Planning – Resourcing for recovery | LEMC undertakes a review of the Emergency Evacuation Centres to ensure adequate resourcing including provision for power during outages: | 5 - Bi-annually  4 - Annually  3 - Every 2 years  2 - Less than every 2 years  1 - Never | There is an appropriate number and acceptable location and resourcing of Evacuation Centres to match both the potential hazards and community requirements during a declared emergency. These are reviewed for readiness and adequacy twice a year. |  |
| 13 | 13.2 | 2 Planning – Resourcing for recovery | A Volunteer Strategy is used to engage the community as part of emergency planning and awareness programs in your local government area. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Local Government volunteering strategies illustrate volunteerism as essential for connected communities and clearly articulates that emergency planning and preparedness is a shared responsibility for creating a safer community  Local Government promotes volunteering through marketing campaigns and engagement forums, with a focus on local communities and local needs, strengthening innovation in volunteering, exploring new ways to support existing volunteer organisations and creating support for new causes that address emerging social, economic and environmental issues. |  |
| QUESTION 14 – EMERGENCY MANAGEMENT TRAINING AND EXERCISING TO BUILD REPSONSE CAPABILITY | | | | | | |
| 14 | 14.1 | 3 Response – Training and exercising | LEMC and Council have an annual schedule of training and exercises in place to address a range of emergency scenarios and identify interoperability and resource sharing opportunities. | 5 - Council and LEMC have an annual joint training/exercise program in place  4 - Council and LEMC have a comprehensive individual annual training and exercise program in place  3 - Council and LEMC have an adequate level of annual exercising in place  2 - Only Council or LEMC have an annual exercise program in place  1 - Neither Council or LEMC have an annual exercise program in place | Council and LEMC have collaborated on an annual training/exercise program that considers a range of scenarios relevant to the current risk and hazard profile of the local area. These activities involve internal and external stakeholders and are used to identify gaps in capability, improve effectiveness of a coordinated response and highlight interoperability requirements. |  |
| 14 | 14.2 | 3 Response – Training and exercising | Council staff participate in regional and state level Emergency Management training courses. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Training forms part of the induction program for all staff with a role to play in emergency management. The requirements for Emergency Management Training are built into the relevant position descriptions or Role Cards. There is also an ongoing annual schedule of professional development and refresher training of staff. Training is reviewed as part of an annual performance review process. |  |
| 14 | 14.3 | 3 Response – Training and exercising | Relevant council staff are aware of the Emergency Management Operating System (EMOS). | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | The Emergency Management Operations System (EMOS) has been developed to assist Emergency Operations Centres (EOC) to collect, collate, react to and disseminate operational information during times of emergency. Permission-based access is provided to all Local, Regional and State Emergency Management Committee members and other identified stakeholders as deemed appropriate.  Council staff with a role to play in the EOC have been informed and trained in the use of the EMOS. |  |
| 14 | 14.4 | 3 Response – Training and exercising | Council Business Continuity Plans are reviewed and tested using scenario-based exercises or desktop reviews. | 5 - Annually or more often  4 - Every 2 years  3 - Every 3 years  2 - Less than every 3 years  1 - Never | Council takes a leadership role in Business Continuity Planning and has an annual schedule of review and testing of BCPs. Testing involves use of a variety of scenarios (relevant to council’s risk and hazard profile) and a range of exercises styles are utilised to provide assurance of capability. Exercising the activation of council’s BCPs is also integrated into emergency management training and exercising program. |  |
| 14 | 14.5 | 3 Response – Training and exercising | Outcomes of Business Continuity reviews and exercises are documented and communicated to the General Manager or Senior Staff for formal review. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | At the completion of all reviews and exercises a formal report is produced that details observations, outcomes and recommendations for improvement in Business Continuity Planning. This report is scheduled for review by the General Manager and priorities for improvement are actioned and monitored for completion and effectiveness. |  |
| 14 | 14.7 | 3 Response – Training and exercising | An annual budget is allocated for these training and exercising activities. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | The council executive management team have recognised the importance and value of training and exercising in building readiness and resilience and allocate an appropriate budget for these activities on an annual basis. |  |
| QUESTION 15 – REVIEWS AND REPORTING TO PROVIDE ASSURANCE OF CAPABILITY AND CAPACITY | | | | | | |
| 15 | 15.1 | 4 Assurance – Reviews & Reporting | There is an annual review by LEMC of local Emergency Management response capability and capacity including:   * Review of LEMP * Review of LEMC membership * Review of LEMC training requirements * Review of LEMC resource requirements. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | All aspects of local emergency management planning are tabled for review on an annual basis demonstrating acknowledgement of currency and adequacy of planning as a key determinant of local area readiness. |  |
| 15 | 15.2 | 4 Assurance - Reviews & Reporting | Formal multi-agency After Action Reviews (AAR) are undertaken following major emergencies and reported to the LEMC and General Manager or Senior Staff. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Local government participate in all formal multi-agency After Action Reviews at the conclusion of declared emergency events, and assist the actioning and implementation of lessons learned. All findings and outcomes derived from the AAR are reported back to Council Senior Staff as part of Council’s internal review. |  |
| 15 | 15.3 | 4 Assurance - Reviews & Reporting | After Action Reviews and other evaluation of past events are used to inform annual planning, training, exercising and other capability improvement activities by the LEMC and Council. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Council actively supports and budgets for, the actioning and implementation of lessons learned derived from After Action Reviews to inform LEMC planning, training and exercising capability. |  |
| 15 | 15.4 | 4 Assurance - Reviews & Reporting | Emergency management actions and outcomes are reported through the IP&R process, including council’s Annual Report. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Emergency management objectives are incorporated into the Community Strategic Plan (including the Delivery Program and Operational Plan), and outcomes are reported on an annual basis through the Annual Report. |  |
| 15 | 15.5 | 4 Assurance - Reviews & Reporting | A process or system is in place to record the cost of Local Government responding to and recovery from natural disasters or emergencies. | 5 - Strongly Agree  4 - Agree  3 - Neither agree nor disagree  2 - Disagree  1 - Strongly Disagree | Specific cost centres have been set up in preparation for natural hazards/events, enabling efficient recording and reporting of emergency and incident response/recovery costs. |  |

| **QUESTIONS 16 – 20: COUNCIL SNAPSHOT** These questions DO NOT inform the metrics in the final Health Check reports – they are for information only to assist in decision-making. | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Questions** | | **Health Check Category** | **Question / Goal** | **Response** | **Comments** |
| QUESTION 16 – RECENT EVENTS WITHIN COUNCIL | | | | | |
| 16 | 16.1 | 5 Snapshot – Recent Council Events | Has your Council been involved in recent or planned amalgamations? | Yes  No |  |
| 16 | 16.2 | 5 Snapshot - Recent Council Events | If yes, what is your transition plan for the role of the LEMO in your newly merged Council? | [Free text] |  |
| 16 | 16.3 | 5 Snapshot - Recent Council Events | What opportunities has the amalgamation presented in terms of rationalizing, integrating or streamlining Emergency Management within your local area? | [Free text] |  |
| QUESTION 17 – RECENT EMERGENCY EVENTS IN YOUR LOCAL AREA | | | | | |
| 17 | 17.1 | 5 Snapshot – Recent Emergency Events | Please indicate if your community has been impacted by any of the following in the past 10 years: | Bushfire  Flood  Storm  Heat wave  Other |  |
| 17 | 17.2 | 5 Snapshot - Recent Emergency Events | What was the last major incident or emergency your community faced? | Event name:  Year of Event:  Scope of impact (eg local, regional, state):  Estimated Cost of Event: |  |
| 17 | 17.3 | 5 Snapshot - Recent Emergency Events | Have you applied for Natural Disaster Relief and Recovery Arrangements (NDRRA) funding in the last 5 years? | Yes  No  If yes, what was the funding for specifically?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Were you successful in securing the funding?  Yes  No |  |
| 17 | 17.4 | 5 Snapshot - Recent Emergency Events | What measures have you put in place to mitigate, reduce, prevent the same level of impact again? | [Free text] |  |
| QUESTION 18 – EMERGENCY MANAGEMENT RESOURCING REQUIREMENTS | | | | | |
| 18 | 18.1 | 5 Snapshot – EM Resourcing | Is your LEMO a dedicated resource for this role? | Yes  No |  |
| 18 | 18.2 | 5 Snapshot – EM Resourcing | If not, what percentage of their time is dedicated to LEMO responsibilities? | More than 80%  61%-80%  41% - 60%  21% - 40%  10% - 20%  Less than 10% |  |
| 18 | 18.3 | 5 Snapshot – EM Resourcing | Does the LEMO have the delegated authority required for this role? | Yes  No  Unsure |  |
| 18 | 18.4 | 5 Snapshot – EM Resourcing | What training do you believe would be beneficial to the LEMO in effectively performing their role? | [Free text] |  |
| 18 | 18.5 | 5 Snapshot – EM Resourcing | On average how much would your council spend each year on:  [Please indicate the breakdown between internal and external funding] | * Emergency Management Training * Emergency Management Exercises * Business Continuity Exercises * LEMO salary and/or expenses * Emergency Management supplies or equipment * Special Projects |  |
| QUESTION 19 – OPPORTUNITIES FOR GRANTS AND FUNDING TO IMPROVE EMERGENCY READINESS | | | | | |
| 19 | 19.1 | 5 Snapshot – Grants and Funding | Do you have an annual process for reviewing, evaluating and applying for grant funding to further develop your emergency management capability? | Yes  No  Unsure |  |
| 19 | 19.2 | 5 Snapshot - Grants and Funding | If you had the funding, what is the highest priority you would address within your local area with regards to emergency readiness? | [Free text] |  |
| QUESTION 20 – TOWARDS COUNCIL AND COMMUNITY RESILIENCE | | | | | |
| 20 | 20.1 | 5 Snapshot - Resilience | Are you confident in your Council’s ability to support its communities during emergencies? | Yes  No  Unsure |  |
| 20 | 20.2 | 5 Snapshot - Resilience | Do you believe your council is strong, resilient and well prepared for ALL potential risks and hazards in your region? | Yes  No  Unsure |  |
| 20 | 20.3 | 5 Snapshot - Resilience | What is one thing your council can do within the next 90 days to improve your readiness and resilience for emergencies or disasters in your local area? | [Free text] |  |

For further information or to provide feedback on this Offline Health Check Questionnaire please contact:

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