

Parramatta

Local Emergency

Management Plan

September 2022





Part 1 – Administration

Authority

The Parramatta Local Emergency Management Plan (EMPLAN) has been prepared by the Parramatta Local Emergency Management Committee in compliance with the State Emergency & Rescue Management Act 1989.

APPROVED

Chair

Parramatta Local Emergency Management Committee

Dated: 2 November 2022

Sarah McAskill

ENDORSED

Chair

North West Metropolitan Regional Emergency Management Committee NSW Police Force, Assistant Commissioner L. McCusker

Dated: 23/1/23

Version History

The following table lists all endorsed versions of this document.

Version	Date	Endorsed
Version 1	3/2/22	Flash flooding, Rideshare, minor grammatical errors.
Version 2	18/7/22	Updated 2021 Census data
Version 3	02/09/22	Evacuation Centre Audits

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Purpose

The purpose of this plan is to detail arrangements in support of the prevention of, preparation for, response to and recovery from emergencies within the Local Government Area (LGA) of the Parramatta Council.

It encompasses arrangements for:

- Emergencies controlled by combat agencies;
- Emergencies controlled by combat agencies and supported by the Local Emergency Operations Controller (LEOCON);
- Emergency operations for which there is no combat agency; and
- Circumstances where a combat agency has passed control to the LEOCON.

Objectives

The objectives of this plan are to:

- Define participating organisations and Functional Area roles and responsibilities in prevention of, preparation for, response to and recovery from emergencies;
- Set out control, co-ordination and liaison arrangements at the local level;
- Detail activation and alerting arrangements for involved agencies; and
- Detail arrangements for the acquisition and co-ordination of resources.

Scope

The plan describes the arrangements at Local level to prevent, prepare for, respond to and recover from emergencies and also provides policy direction for the preparation of Sub Plans and Supporting Plans:

- Arrangements detailed in this plan are based on the assumption that the resources upon which the plan relies are available when required.
- This plan relies on effective implementation of the Governance framework for Emergency Management.
- The effectiveness of arrangements detailed in this plan are dependent upon all involved agencies preparing, testing and maintaining appropriate internal instructions, and/or standing operating procedures.
- This document is to be read in conjunction with the State Emergency & Rescue
 Management Act (SERM Act)
 https://www.legislation.nsw.gov.au/view/html/inforce/current/act-1989-165, New
 South Wales State Emergency Management Plan (NSW EMPLAN)
 https://www.emergency.nsw.gov.au/Documents/publications/20181207-NSWstate-emergency-management-plan.pdf, State level EM Plans and policy and the
 Sydney Metropolitan Region EMPLAN where further detail is provided on the roles
 and functions of authorities and stakeholders mentioned in this plan.

Principles

The following principles are applied in this plan:

- a) The Emergency Risk Management (ERM) process is to be used as the basis for emergency planning in New South Wales. This methodical approach to the planning process is to be applied by Emergency Management Committees at all levels.
- b) Responsibility for prevention, preparation, response and recovery rests initially at Local level. If Local agencies and available resources are not sufficient, they are augmented by those at Regional level.
- c) Control of emergency response and recovery operations is conducted at the lowest effective level.
- d) Agencies may deploy their own resources from their own service from outside the affected Local area or Region if they are needed.
- e) The LEOCON is responsible, when requested by a combat agency, to coordinate the provision of resources support. Emergency Operations Controllers (EOCONs) would not normally assume control from a combat agency unless the situation can no longer be contained. Where necessary, this should only be done after consultation with the Regional Emergency Operations Controller (REOCON) and agreement of the combat agency and the appropriate level of control. (Refer to Appendix 2 for stages and triggers).
- f) The LEOCON is responsible where there is no combat agency identified by the SERM Act.
- g) Emergency preparation, response and recovery operations should be conducted with all agencies carrying out their normal functions wherever possible.
- h) Prevention measures remain the responsibility of authorities/agencies charged by statute with the responsibility.
- i) The principles outlined in the Local Emergency Management Guidelines for Disability Inclusive Disaster Risk Reduction in NSW are supported.



Image: Disability Inclusive Disaster Risk Reduction (DIDRR) Framework

Test and Review Process

The Parramatta LEMC will review this Plan every three (3) years, or following any:

- Activation of the Local EMPLAN in response to an emergency.
- Legislative changes affecting the Local EMPLAN.
- Exercises conducted to test all or part of the Local EMPLAN, and
- In the event of significant changes or additions to areas of infrastructure, community or risk profile

Review of the Plan sections will be exercised in a timeframe that the LEMC deems appropriate. Annexures & Appendices tables and maps will be updated as required outside the core document agreed review period.

References

This plan is not to be read in isolation to associated NSW Legislation, policy, plans, sub-plans and supporting plans.

EMERGENCY PLANS

NSW State Emergency Management Plan (EMPLAN) (2018) North West Metropolitan Regional Emergency Management Plan (2018)

SUB PLANS

NSW Emergency Waste Sub Plan (2020)

Aviation Emergency Sub Plan (2020)

- Civil and military aircraft accident Procedures for Police Officers and Emergency Services Personnel (2010)

Biosecurity (Animal and Plant) Emergency Sub Plan (2017)

- AUSVETPLAN Summary Document (2021)
- AUSVETPLAN Manuals and Documents (2021)

Bush Fire Plan (2017)

NSW State Flood Plan (2021)

Food Safety Emergency Sub Plan (2021)

Hawkesbury-Nepean Valley Flood Emergency Sub Plan (2020)

Hazardous Materials/Chemical, Biological, Radiological and Nuclear Sub Plan (2019)

Heatwave Sub Plan (2018)

Human Influenza Pandemic Plan (2018)

Major Structure Collapse Sub Plan (2021)

State Waters Marine oil and Chemical Spill Contingency Plan (2016)

Storm Sub Plan (2018)

SUPPORTING PLANS

Agriculture and Animal Services Supporting Plan (2017)

Energy and Utility Services (EUSPLAN) Supporting Plan (2017)

Engineering Services (EngPLAN) Supporting Plan (2021)

Environment Services (ENVIROPLAN) Supporting Plan (2019)

Natural Gas Supply Disruption Supporting Plan (2019)

Health Services (HEALTHPLAN) Supporting Plan (2013)

- Evacuation Decision Guidelines for Private Health and Residential Care Facilities (2016)

Public Information Services Supporting Plan (2019)

Recovery Plan (2016)

Telecommunications Services (TELCOPLAN) Supporting Plan (2018)

Transport Services Supporting Plan (2020)

Welfare Services Functional Area Supporting Plan (2018)

- Salvation Army Emergency Services Catering for Combat Agencies (2014)

POLICIES

State Rescue Policy (2021)

Flood Rescue Policy (2021)

All Emergency NSW Policies and Plans available -

https://www.emergency.nsw.gov.au/Pages/publications/publications.aspx

Part 2 – Community Context

Annexure A – Community Profile

General

The area covered by this Plan are those suburbs and localities within the boundaries of the City of Parramatta Local Government Area (LGA). The (combined) area is approximately 84km square and is located in the geographical centre of the Sydney Region 24km west of the Sydney CBD. The area contains 38 suburbs. Neighbouring LGAs are Blacktown, Canada Bay, Cumberland, The Hills, Hornsby, Ryde, Strathfield.

The LGA also encompasses the 6.4 km² Sydney Olympic Park precinct that includes Parkland, sporting and event venues as well as residential and commercial properties. Parramatta is recognised as the demographic and geographic centre of the Sydney Metropolitan Area.

The LGA has a large residential population and distribution, however the suburb of Parramatta holds substantial commercial and retail centres; Sydney Olympic Park is a popular tourist location and is central to many large sporting and entertainment events including the Royal Easter Show.

Suburbs and *localities* include:

Auburn	Eastwood	Newington	Seven Hills*
Baulkham Hills*	Epping	North Parramatta	Silverwater
Beecroft*	Ermington	North Rocks	Sydney Olympic Park*
Camellia	Granville	Northmead	Telopea
Carlingford	Harris Park	Oatlands	Toongabbie
Cheltenham*	Holroyd*	Old Toongabbie	Wentworth Point
Clyde	Lidcombe	Parramatta	Westmead*
Constitution Hill	Mays Hill*	Pendle Hill*	Winston Hills
Dundas	Melrose Park	Rosehill	
Dundas Valley	Merrylands*	Rydalmere	

^(*) Denotes suburb shared with neighbouring Council

The LGAs have a combined total population of 256,729¹ people, with a population density of 28.18 people per hectare. The projected population increase is another 61.86% by 2036 to 397,482.

The key economic centres of Westmead, Epping, the Parramatta CBD and Sydney Olympic Park under the one council banner has created an economic powerhouse that will drive the future growth of Global Sydney.

By 2036 an additional 27,000 jobs and 27,475 residents will be located within the City Centre.

¹ Australian Bureau of Statistics 2021 Census of Population and Housing.

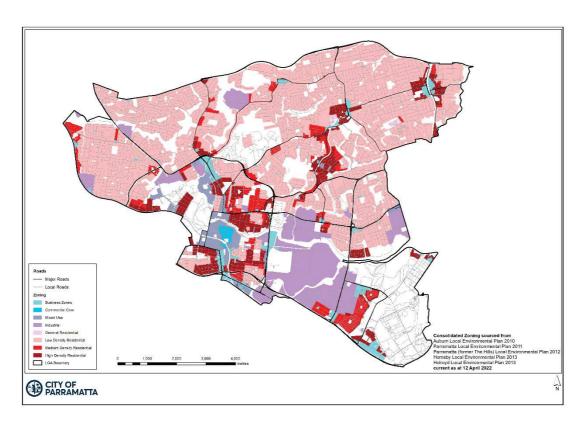
In addition to the residential and working population, approximately 50,000 people travel into the Parramatta CBD due to shopping, special events, evening functions and overnight stays causing the population swell.

There are two major commercial precincts located at:

- Parramatta CBD which has over 50,000 people on average passing through the area each day and is the primary Central Business District and retail centre for the area. It includes Parramatta Westfield shopping centre, Parramatta Railway/Bus Interchange and numerous office blocks.
- Westmead has over 35,000 people on average passing through the facility each day
 The major industries of employment are health care services with over 21,000 persons
 employed specialising in Hospital service, general practice, dental, specialist medical
 services and research.

In common with other metropolitan Local Government Councils Parramatta consist of:

- Low to high density residential areas
- o Commercial and industrial areas
- Major open spaces and protected reserves
- o Topographical features and attractions including river frontage, lowlands
- o Tourism and local attractions including sports venues,
- Major secondary education facilities.



Landform and Topography

The topography of the area is dominated by the Cumberland Plain. The tributaries and head of the Parramatta River dominate the landscape in the central and eastern portion of the LGA. The topography rises to the north to a main ridge which extends from Beecroft in the east through to Seven Hills in the west. This ridge falls away to Westmead in the west and Dundas Valley in the east. The area to the west of Parramatta through to Sydney Olympic Park is low lying as it follows the Parramatta River and its small tributaries.

The topography of the LGA to the north of the Cumberland plan, is typical of the underlying Hawkesbury Sandstone geology, consisting of dissected valleys and rocky outcrops.

The most impressive feature of Parramatta LEMC area is the Parramatta River frontages, which consists of many places for the public to access for active and passive recreation.

Parramatta is flanked by several large portions of open space. The most significant of these are Parramatta Park, Lake Parramatta Reserve and Bicentennial & Sydney Olympic Parklands

On the north the boundary of the LGA is the M2 motorway, to the east there is the Parramatta River and the suburban border with Ryde Council and south boundary is the M4 motorway that adjoin Cumberland Council.

Climate

Parramatta City Council has a temperate climate with generally warm summers and mild winters. There is no clearly defined wet or dry season, with a mean minimum temperature of 16.7 degrees and mean maximum temperature of 28.1 degrees.

The following summarises the information contained in the Metropolitan Sydney, Climate Change Snapshot and Impacts of Climate Change on Natural Hazards profile, produced by the Office of Environment and Heritage²

Temperature:

Near future projections specifies 0.5-1.0 degree change in average annual temperature (Celsius). Change in annual number of days with temperatures greater than 35 degrees will be 1-5 days. Change in annual average number of days with temperatures less than 2 degrees will not change. See temperature and rainfall chart below.

¹ https://climatechange.environment.nsw.gov.au/-/media/NARCLim/Files/Regional-Downloads/Climate-Change-Snapshots/Sydneysnapshot.pdf?la=en&hash=44F01F2DC1CDB74589F04FD2A73E67C21C471421

Rainfall:

Near future projections specifies 0-5% change in average rainfall. Currently Parramatta LGA has a minimum annual rainfall of 369mm to a maximum annual rainfall of 721mm.

Storms

The City of Parramatta Council has experienced significant storms over time with the average frequency being 4 to 7 weather events each year.

Review of the BoM website records indicates that two types of significant storms have impacted on the Parramatta LGA i.e., severe thunderstorms and east coast lows.

Additionally, 'southerly busters' also impact upon the City of Parramatta area with BoM records showing that on occasion, the strong winds associated with these storms have caused significant damage to property and infrastructure.

East Coast Lows:

East Coast Lows (ECL) are intense low-pressure systems which occur, on average, several times each year off the eastern coast of Australia, in particular southern Queensland, NSW and eastern Victoria. Although they can occur at any time of the year, they are more common during autumn and winter with a maximum frequency in June. East Coast Lows will often intensify rapidly over a period of 12-24 hours making them one of the more dangerous weather systems to affect the eastern coast. The gales and heavy rain occur on and near the coast south of the low centre, while to the north of the low there can be clear skies.

Climate modelling indicates a decrease in the number of small to moderate ECLs in the cool season with little change in these storms during the warm season. However extreme ECLs in the warmer months may increase in number but extreme ECLs in cool seasons may not change.

ECLs can generate one or more of:

- Gale or storm force winds along the coast and adjacent waters
- Heavy widespread rainfall leading to flash and/or major river flooding.
- Very rough seas and prolonged heavy swells over coastal and ocean waters which can damage the coastline.

Falling trees and flash flooding have caused fatalities on the land, many small craft have been lost off the coast and larger vessels have run aground during these events.

Severe thunderstorms:

Thunderstorms range in intensity from those that bring cooling rain after a scorching summer's day, to severe storms so powerful that large trees and sometimes houses cannot stand in their path.

A review of records of significant severe thunderstorms on the BoM web site, and the severe storms archive, for the Sydney metropolitan and coastal regions from Newcastle to the Illawarra identified that:

• The months of January – April and October – November recorded the highest incidents of severe thunderstorms

Southerly Busters

The following BoM information is available on Southerly Busters in Sydney:

A 'Southerly Buster' (or 'Southerly Burster') is the term Sydneysiders have adopted for an abrupt southerly change that can charge up the New South Wales coast, mostly between October and February. In southeast Australia the proximity of the Great Dividing Range to the coast helps create these particularly fierce winds – often gusting well over 60 km/h.

Varying definitions of the Southerly Buster exist, with the BoM adopting the criteria of southerly winds gusting in excess of 29 knots (54 km/h) and a three-hour temperature drop of at least five degrees (during a 2010 study).

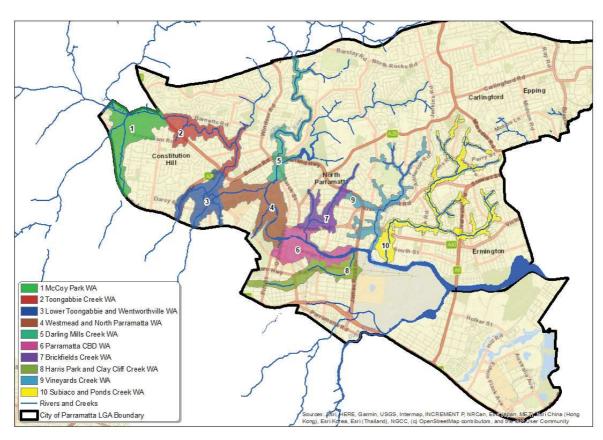
They travel from the south coast of NSW to the Mid North Coast, generally reaching their maximum intensity between Nowra and Newcastle. Sydney receives an average of about five Southerly Busters a year, with the stronger busters usually reaching Sydney in the late afternoon or early evening after several days of hot weather. Temperature changes can be dramatic, with falls of 10-15°C often occurring in less than one hour.

Flash Flooding

The City of Parramatta is one of the most flashflood affected areas in the state. When it rains hard, the Parramatta River and its tributaries flood quickly with little to no warning. This can endanger lives, block streets, damage buildings and disrupt essential services. The vulnerability and exposure of people and property to flash flooding is significant and widespread (particularly around the CBD). It is generally expected to increase along with the increasing development density in growth areas, changing community profiles and weather conditions.

FloodSmart Parramatta is a free service provided by City of Parramatta in partnership with NSW State Emergency Service, Bureau of Meteorology, NSW Department of Planning Industry and Environment, and Sydney Water.

All information provided to FloodSmart is secure, not shared with anyone, and used only to provide you with the best flood warning information available. Changes to your account can be made anytime by going to the <u>Early Warning Network</u> website. Currently, there are ten (10) areas across Parramatta identified to receive early-warning information, with more being developed soon.



No	.Warning Area Name	Description
1	McCoy Park	Properties near Pendle Creek, Girraween/Greystanes Creek and Toongabbie Creek around McCoy Park and downstream to Old Windsor Road
2	Toongabbie Creek	Properties near Toongabbie Creek in Old Toongabbie, Winston Hills and Northmead.
3	_	Properties near Coopers Creek, Finlaysons Creek and Toongabbie Creek, between Cumberland Highway and Mons Road in Wentworthville and Westmead
4	Westmead and North Parramatta	Properties near Darling Mills Creek and Parramatta River in North Parramatta and Toongabbie Creek in Westmead
5	Darling Mills Creek	Properties near Darling Mills Creek downstream of Loyalty Road Basin
6	Parramatta CBD	Properties near and in the Parramatta CBD area and north of the river to Victoria Road
7 8	Brickfields Creek Harris Park and Clay Cliff Creek	Properties near Brickfields Creek in North Parramatta and Oatlands Properties in Harris Park and South of the Parramatta CBD along Clay Cliff Creek including; Lansdowne Street, Jubilee Park, Parkes Street and Tramway Avenue
9	Vineyards Creek	Properties in Telopea and Oatlands near Railway Street, Kissing Point Road, Rock Farm Avenue, Anderson Avenue and Victoria Road including carparks at Western Sydney University

Subiaco and Ponds Properties in Rydalmere, Dundas and Ermington near Clyde Street, Creek
Bridge Street, Cumberland Green industrial estate, properties backing onto the Creek near Crowgey Street and Calder Road, Marri Badoo Reserve, Dundas Park, Cowells Lane Reserve

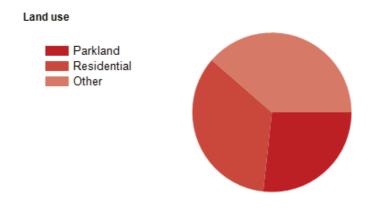
The following tables provide Bureau of Meteorology (BoM) climate statistics for Parramatta which is the weather station most representative of the Parramatta Local Government Area.

Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	,	Years
Temperature															
Mean maximum temperature (°C)	28.6	27.9	26.3	23.9	20.6	17.8	17.5	19.1	21.8	24.1	25.6	27.6	23.4	54	1967 2021
Mean minimum temperature (°C)	17.7	17.6	15.9	12.8	9.9	7.5	6.3	7.1	9.3	12.0	14.1	16.3	12.2	54	1967 2021
Rainfall															
Mean rainfall (mm)	100.7	126.2	117.0	87.1	66.5	90.9	45.6	55.9	49.6	68.5	82.8	72.8	966.0	53	1965 2021
Decile 5 (median) rainfall (mm)	88.8	106.1	93.6	50.8	45.0	63.1	33.7	31.5	35.6	47.4	67.6	65.2	961.7	56	1965 2021
Mean number of days of rain ≥ 1 mm	8.9	9.2	9.9	7.0	6.8	7.6	5.4	5.2	5.8	7.5	8.8	7.7	89.8	56	1965 2021

Temperature and rainfall records sourced from hhtp://www.bom.gov.au/climate (Parramatta)

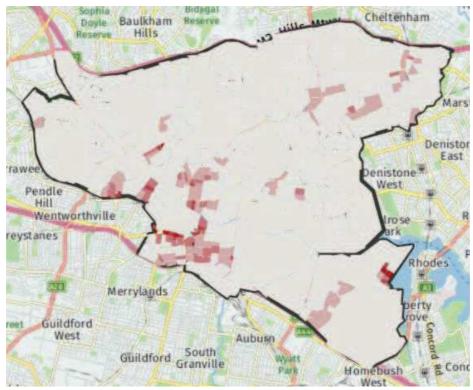
Land Use

The Parramatta local government area encompasses the foreshore of the Parramatta River and upper Sydney Harbour. Apart from Parramatta CBD, Westmead and Sydney Olympic Park and smaller suburban retail strips the LGAs are predominantly low to medium-density residential in nature, though also includes major arterial roads, sixteen railway stations, bus stops, harbour wharves, and other open space areas.



Land Use Zone/Type/Classification	Area (m²)	% of LGA
B1 Neighbourhood Centres	232,174	0.28%
B2 Local Centres	566,137	0.67%
B3 Commercial Core	219,065	0.26%
B4 Mixed Use	1,795,158	2.13%
B5 Business Development	348,045	0.41%
B6 Enterprise Corridors	522,108	0.62%
B7 Business Park	101,774	0.12%
C2 Environmental Conservation	1,943,120	2.30%
C3 Environmental Management	16,386	0.02%
C4 Environmental Living	17,526	0.02%
DM Deferred Matter	465,710	0.55%
IN1 General Industrial	5,068,413	6.01%
IN2 Light Industrial	148,168	0.18%
IN3 Heavy Industrial	2,536,443	3.01%
SSP State Significant Precincts SEPP	6,159,917	7.30%
R1 General Residential	125,877	0.15%
R2 Low Density Residential	37,927,867	44.96%
R3 Medium Density Residential	3,456,966	4.10%
R4 High Density Residential	4,734,115	5.61%
RE1 Public Recreation	6,733,762	7.98%
RE2 Private Recreational	1,664,219	1.97%
RU3 Forestry	3,099	0.00%
SP1 Special Activities	163,985	0.19%
SP2 Infrastructure (Main Roads, Rail Etc)	6,907,425	8.19%
W1 Natural Waterways	1,690,485	2.00%
W2 Recreational Waterways	817,218	0.97%
TOTAL	84,365,162	100%

Map - City of Parramatta Residential Density



Persons per Hectare



Population and Demographics

<u>Note:</u> The statistics drawn in this section are from the 2016 census data unless otherwise stated and updated with the 2021 census data where applicable. These figures should be considered indicative only.

Detailed Profiles by LGA population and communities available on City of Parramatta Council Website. https://www.cityofparramatta.nsw.gov.au/about-parramatta/community-data-demographics

All population and demographic data is taken from 2021 Census, unless data is unavailable then the 2016 data is used.

The total population is evenly distributed across the suburbs as suburb land area and topography contribute to significant differences. These statistics assist emergency managers

in determining the numbers of residential persons likely to have been impacted by the emergency. The average household size is 2.6³ persons.

Age Structure – Service age groups

Parramatta – Total Persons (usual residence)		2016		2011			Change
Service age group (years)	Number	%	Greater Sydney %	Number	%	Greater Sydney %	2011 to 2016
Babies to pre- schoolers (0-4)	16,506	7.3	6.4	13,272	6.8	6.8	+3,233
Primary Schoolers (5- 11)	18,495	8.2	8.8	14,893	7.7	8.7	+3,601
Secondary schoolers (12-17)	13,292	5.9	6.9	12,964	6.7	7.4	+328
Tertiary education and independence (18-24)	19,682	8.7	9.6	18,503	9.5	9.5	+1,179
Young workforce (25-34)	45,775	20.2	16.1	36,528	18.8	15.4	+9,247
Parents and Homebuilders (35- 49)	49,435	21.9	21.1	42,214	21.8	21.9	+7,220
Older workers and pre retirees (50-59)	25,006	11.1	12.2	22,691	11.7	12.2	+2,314
Empty nesters and retirees (60-69)	18,978	8.4	9.5	16,167	8.3	9.0	+2,810
Seniors (70-84)	15,084	6.7	7.5	13,354	6.9	7.2	+1,730
Elderly aged (85 +)	3,898	1.7	2.0	3,430	1.8	1.8	+467
Total population	226,154	100.0	100.0	194,021	100.0	100.0	+32,133

Australian Bureau of Statistics, Census of Population and Housing, 2016

Age Groups

The fastest growing demographic group in Parramatta are people aged 25 to 34 and Parramatta's median age is 35 years of age⁴, compared to 36 for Sydney as a whole.

These statistics assist in identifying indicative levels of resilience, dependency or self-help able to be undertaken by the affected population. It also assists in informing public education programs.

Language

In Parramatta 57.6% of people were born overseas and Parramatta residents speak over 140 languages. Overall, 38.2% of the population spoke English only, and 61.8% spoke a non-

³ Australian Bureau of Statistics 2021 Census of Population and Housing.

⁴ Australian Bureau of Statistics 2021 Census of Population and Housing.

English language. The dominant language spoken at home other than English, was Mandarin with 12.4% (31,823) people speaking this language at home.⁵

People who speak a language other than English at home are the fastest growing group of any, up by 28.1% between 2006 and 2011⁶.

The top five countries of birth outside Australia for Parramatta residents are India, China, Korea Republic of (South), Hong Kong and and the Philippines.⁷

Proficiency in English		
	Number	%
Speaks only English	96,111	38.9
Speaks another language, and English well or very well	120,871	47
Speaks another language, and English not well or not at all	24213	9.4
Not stated	13813	4.7

Australian Bureau of Statistics, Census of Population and Housing, 2021

Language	Qty	Language	Qty	Language	Qty
English only	96,111	Punjabi	3,308	Marathi *	979
Mandarin	31,823	Urdu	3,194	Turkish	1,145
Cantonese	16,404	Vietnamese	1,736	Non-verbal*	791
Korean	14190	Spanish	2,129	Armenian*	702
Hindi	9,590	Telugu*	1,702	Russian	704
Arabic	8,311	Greek	1,342	Kannada*	670
Gujarati	4,325	Italian	1,294	Thai	852
Tamil	5,712	Nepali	4,271	Other – not stated	12,269
Persian/ exc Dari	3,590	Bengali	2,061		
Filipino/Tagalog	3,820	Sinhalese	1,383		

Australian Bureau of Statistics, Census of Population and Housing, 2021. * indicates data not updated from 2016.

English as a second language – Proficiency

Of those that speak English as well as another language, there are 24,2138 people that state that they do not speak English at all or very well. Specification of language sets and locations within this group is unknown. However, of those the greater majority have partners, children or family that do speak English. Census statistics also inform that fewer than 0.1% of the population within the area may not comprehend English well enough to be able to interpret warnings or other emergency related public information but have ability to be informed through family groups, However the census informs that they do have access to children or other adults with English skills9.

⁵ Australian Bureau of Statistics 2021 Census of Population and Housing.

⁶ Australian Bureau of Statistics 2016 Census of Population and Housing

⁷ Australian Bureau of Statistics 2021 Census of Population and Housing.

⁸ Australian Bureau of Statistics 2021 Census of Population and Housing.

⁹ Australian Bureau of Statistics 2016 Census of Population and Housing

This informs emergency managers on the probable effectiveness public safety information has when distributed in the English language. It also assists with decisions related to what interpretation services may be required during emergencies and also effective public education strategies outside of emergency situations.

Need for Assistance/Assisted Care

9,291 (4%) of the population within the area requires personal assistance of some type or another. Of the 18,978 people over the age of 70 there is just under 25% that require assistance¹⁰.

This informs emergency managers when considering evacuations, ongoing welfare of persons and additional assistance personnel during emergency situations.

Family composition and need for assistance

ranning composition and				Need for assi	stance due to
Suburb	Population	Couples' dependent child	One parent family	Number	%
Beecroft	2,595	415	67 89 3.6	2,595	415
Camellia	5	0	0	0	0
Carlingford	25,262	3,905	788 953 3.9	25,262	3,905
Constitution Hill	4,213	506 240	506 240	215 5.3	215 5.3
Dundas	4,876	654	654	156	3.3
Dundas Valley	5,581	759	209	275	5.1
Eastwood	4,564	607	141	130	3.0
Epping	24,723	3,556	739	722	3.0
Ermington/Melrose Park	11,010	1,544	433	687	6.4
Granville/Clyde	4,770	526	156	143	3.1
Harris Park	6,173	715	127	248	4.2
Newington	6,072	972	156	119	2.1
North Parramatta	13,742	1,440	565	825	6.2
North Rocks	7,914	1,190	222	309	4.1
Northmead	11,915	1,443	437	560	4.9
Oatlands	5,914	824	164	247	4.3
Old Toongabbie	3,211	479	119	123	4.0
Parramatta	27,102	2,995	676	998	3.9
Rosehill	4,035	415	107	90	2.4
Rydalmere	6,804	902	288	306	4.6
Silverwater	4,354	282	66	62	1.5
Sydney Olympic Park	1,739	115	43	11	0.7
Telopea	5,638	710	235	315	5.8
Toongabbie	7,669	1,080	268	331	4.4
Wentworth Point	7,429	594	202	89	1.3
Wentworthville/Pendle Hill	5,452	731	154	339	6.4
Westmead	9,554	1,364	122	318	3.5
Winston Hills	12,606	1,849	338	617	5.1
Parramatta CBD	13,059	1,452	239	251	2.0

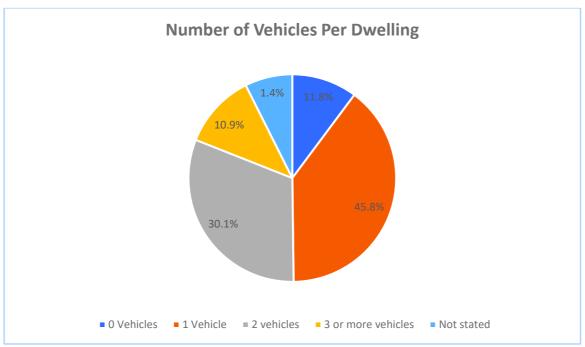
 $^{^{10}}$ Australian Bureau of Statistics 2016 Census of Population and Housing

Number of Vehicles per Dwelling

NSW Evacuation Guidelines recommends that evacuees be encouraged to make their own way to a safer location, seek accommodation and assistance from family and friends or insurance companies where possible.

Emergency management planning and response considers the ability of people to be able to move under their own resources or are reliant upon other transport modes. 11.8% of residences do not have available private transport and 45.8% have only one private vehicle.

This potentially places reliance upon public transport or the emergency management arrangements to facilitate movement.



Australian Bureau of Statistics, Census of Population and Housing 2021

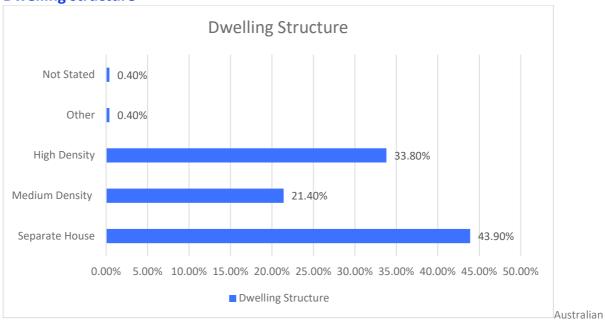
Connectivity

There are 7,553 residences that inform of no connectivity (home internet). This informs the public information strategies related to electronic methods used and probable community access related to public information¹¹.

Private Dwellings

Approximately 44% live in low density separate dwellings, 21% live in medium density and 34% of the residential population resides in multi-story buildings. High density has increased by 4% which is expected to increase at the expense of low-density separate dwellings¹².

Dwelling structure



Bureau of Statistics, Census of Population and Housing 2016

¹¹ Australian Bureau of Statistics, Census of Population and Housing, 2016

¹² Australian Bureau of Statistics, Census of Population and Housing, 2021

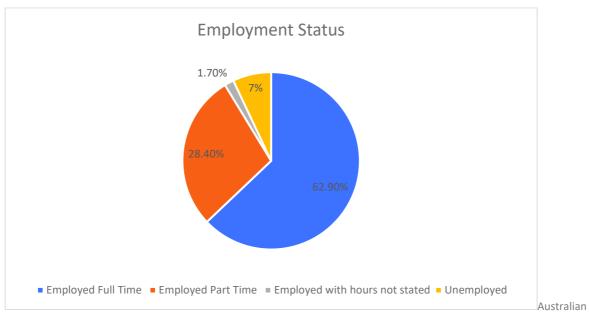
Dwellings breakdown by Suburb

Suburb	Persons per	Separate	Medium	High Density	Sole
	dwelling	House	House		occupant
Beecroft	2.92	810	14 56	111	2.92
Camellia	0	0	0	0	0
Carlingford	2.99	5,567	1,435	1,070	2.99
Constitution Hill	2.87	916	578	120	277
Dundas	2.87	852	658	120	277
Dundas Valley	2.79	1,322	640	79	409
Eastwood	2.89	867	250	465	253
Epping	2.89	4,690	1,188	2,693	1,250
Ermington/Melrose Park	2.84	2,629	1,068	205	687
Granville/Clyde	2.70	300	618	785	323
Harris Park	2.76	193	753	1,135	375
Newington	2.93	698	433	946	242
North Parramatta	2.43	1,259	1,657	2,496	1,406
North Rocks	3.00	2,271	2,271 262		323
Northmead	2.47	2,294	1,395	1,216	1,121
Oatlands	3.00	1,220	686	26	325
Old Toongabbie	2.85	983	132	0	189
Parramatta	2.52	1,057	1,564	7,821	1,913
Rosehill	2.50	307	494	824	358
Rydalmere	2.82	1,424	928	121	452
Silverwater	2.77	281	213	427	157
Sydney Olympic Park	2.00	1	0	843	196
Telopea	2.48	721	859	708	602
Toongabbie	2.92	1,992	562	80	413
Wentworth Point	2.05	2	19	3,637	870
Wentworthville/Pendle Hill	2.99	1,136	600	66	325
Westmead	2.66	11	703	2,668	582
Winston Hills	2.87	3,827	517	0	720
Parramatta CBD	2.47	31	171	4,914	4,384

Australian Bureau of Statistics, Census of Population and Housing, 2016

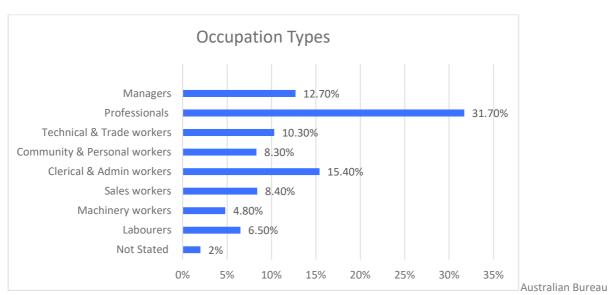
Employment Status

32% of the population, over the age of 15, is not in the work force. This informs probability of the portion of the community, approximately 60,000 individuals, that may be located at their dwellings or in the locality during an emergency situation¹³.



Bureau of Statistics, Census of Population and Housing 2016

Occupation Types



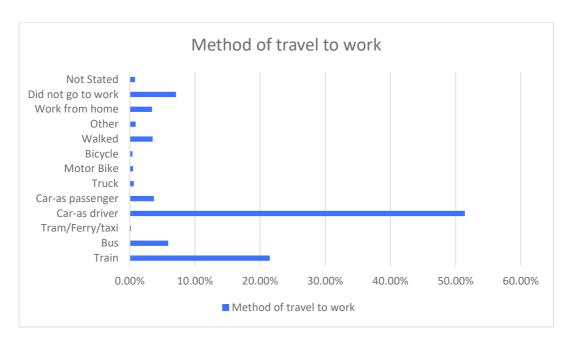
of Statistics, Census of Population and Housing 2016

¹³ Australian Bureau of Statistics, Census of Population and Housing, 2021

Commuter Profile

A significant majority of commuters travel to work utilising private vehicles. Bus and rail transport modes are equally utilised outside of private vehicles across most of the LGA except for the Parramatta CBD where public transport is used by 44% of the population. Any possible interruption to road or rail transport routes is a consideration for emergency managers and responders¹⁴.

Method of travel to work



Commercial/Retail Premises

Parramatta is the second largest economy in NSW (after Sydney CBD) as a geographical, commercial and cultural capital with \$23b in Gross Regional Product (GRP).

According to the 2016 report by PricewaterhouseCoopers (PwC), Parramatta's economic growth is set to almost double over the next five years and the city is on track to become a leading financial hub. The Parramatta 2021 report, commissioned by the City of Parramatta, found the economy of Sydney's dual CBD will grow by \$7b by 2021, to \$30b. Parramatta is home to a range of businesses like Deloitte, HSBC, Australian Unity, QBE, AON and KPMG who are already taking advantage of the City's expanding economy.

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 $^{^{\}mathbf{14}}$ Australian Bureau of Statistics, Census of Population and Housing, 2021

Education Facilities

There are 63 Infant/primary/secondary Schools also major schools and the Western Sydney University campuses at Parramatta, Westmead and Rydalmere, and The Charles Sturt University at North Parramatta.

Transport Routes and Facilities

Parramatta CBD is easily accessible by train, bus and RiverCat. The Parramatta Transport Interchange provides a gateway to Western Sydney by linking rail services with the Western Sydney Transitway Network, local buses and other transport services.

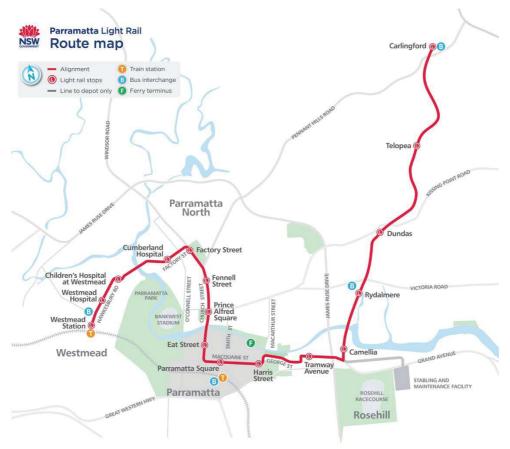
The City of Parramatta manages parking, facilitates bicycle access and encourages the use of public transport within the city. Commuters and visitors can also travel around the city centre on the <u>free shuttle bus</u> or by foot. In addition, Parramatta has two car share locations to help those who do most of their travel by public transport but occasionally need a car.



Parramatta Light Rail

The Parramatta Light Rail will connect Westmead to Carlingford via the Parramatta CBD and Camellia with a two-way track spanning 12 kilometres and is expected to open in 2023. The route will link Parramatta's CBD and train station to the Westmead Health Precinct, Cumberland Hospital Precinct, CommBank Stadium, the Camellia Town Centre, the new science, technology and innovation museum Powerhouse Parramatta, the private and social housing redevelopment at Telopea, Rosehill Gardens Racecourse and three Western Sydney University campuses.

By 2026, around 28,000 people will use Parramatta Light Rail every day and an estimated 130,000 people will be living within walking distance of light rail stops.



Sydney Trains

The Parramatta LGA is serviced by the following Sydney Train Links:

- Western Line
- Blue Mountains Line
- Cumberland Line
- Carlingford Line

Country Link services operate daily through Parramatta.

Many rail stations are wheelchair accessible including:

- Parramatta
- Granville
- Westmead
- Guildford*
- Dundas*

^{*}Station is not staffed for all train services



Sydney Buses

Over 50 bus services connect through the Parramatta Interchange with services to both local and regional destinations including:

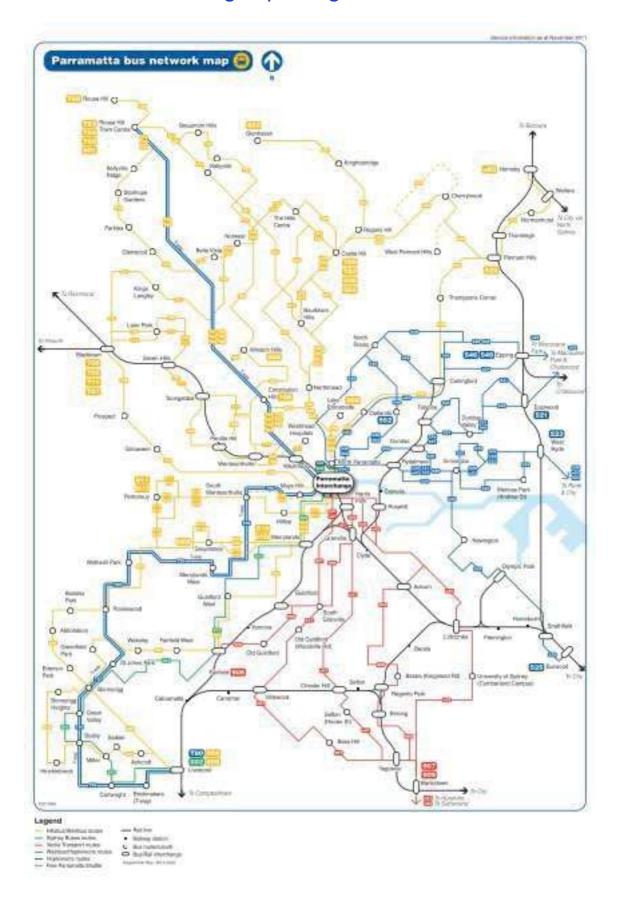
- Castle Hill
- Hornsby
- Ryde

- Sydney
- Strathfield
- Bankstown
- Hurstville
- Sutherland
- Liverpool
- Rouse Hill

Private Buses

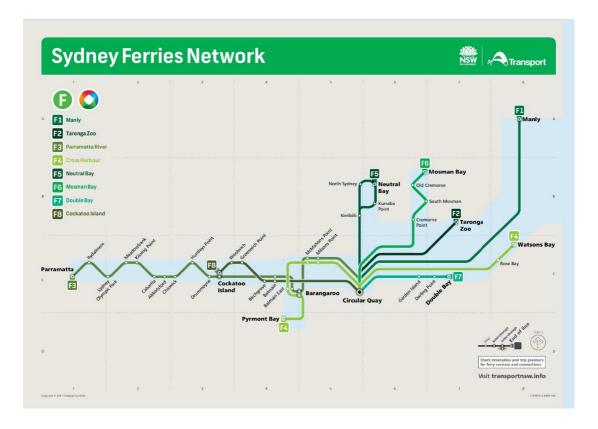
Private buses servicing Parramatta include:

- Hillsbus
- Transdev NSW
- Firefly (Canberra and Melbourne)
- Greyhound (Australia wide)
- Priors Scenic Express (Southern Highlands & South Coast)



Sydney Ferries

Travel by ferry from the Sydney Harbour along Parramatta River to Parramatta Wharf (corner of Charles Street and Philip Street) or Rydalmere Wharf (John Street).



Ride Share

The changing nature of vehicle ownership and use has seen a rise in the importance of Rideshare/Uber usage in and around the Parramatta Central Business District. As Uber and Rideshare is being embraced across Australia, the impact upon emergency management planning cannot be understated. Rideshare has meant a reduction in the number of vehicles coming into the CBD, along with a reduction in car parking spaces being required. However, it does not mean that less people are coming into the Parramatta CBD, they are simply using a different mode of transport. In the planning process, Rideshare/Uber usage should be clearly identified as a transport contributor.

Appendix 1 – Definitions

Agency

means a government agency or a non-government agency. (Source: SERM Act).

Agency Controller

in this plan means the operational head of the agency, identified in this plan as the combat agency, who has command of the resources of the particular agency.

Casual Volunteer

means a person who:

- a) assists an accredited rescue unit in carrying out a rescue operation with the consent of the person in charge of the rescue operation; or
- b) assists on his or her own initiative in a rescue operation or otherwise in response to an emergency in circumstances in which the assistance was reasonable given (Source: SERM Act).

Combat Agency

means the agency identified in EMPLAN as the agency primarily responsible for controlling the response to a particular emergency. (Source: SERM Act).

Command

in this plan means the direction of members and resources of an agency / organisation in the performance of the agency / organisation's roles and tasks. Authority to command is established by legislation or by agreement with the agency / organisation. Command relates to agencies/organisations only, and operates vertically within the agency/organisation.

Concept of Operations

in this plan refers to the Controller's general idea or notion, given the anticipated problems of the effects of the event, of how the emergency response and recovery operation is to be conducted. It is a statement of the Controller's operational intentions, and may be expressed in terms of stages / phases of the emergency operation New South Wales State Disaster Plan

Control

means the overall direction of the activities, agencies or individuals concerned. (Source: SERM Act). Control operates horizontally across all agencies / organisations, functions and individuals. Situations are controlled.

Coordination

means the bringing together of agencies and individuals to ensure effective emergency or rescue management but does not include the control of agencies and individuals by direction. (Source: SERM Act)

Disaster

means an occurrence, whether or not due to natural causes, that causes loss of life, injury, distress or danger to persons, or loss of, or damage to, property. (Source: Community Welfare Act, 1987).

EMPLAN

means the New South Wales State Emergency Management Plan. The object of EMPLAN is to ensure the coordinated response to emergencies by all agencies having responsibilities and functions in emergencies. (Source: SERM Act).

Emergency

means an emergency due to an actual or imminent occurrence (such as fire, flood, storm, earthquake, explosion, terrorist act, accident, epidemic or warlike action) which:

- a) endangers, or threatens to endanger, the safety or health of persons or animals in the State; or
- b) destroys or damages, or threatens to destroy or damage, any property in the State, or c) causes a failure of, or a significant disruption to, an essential service or infrastructure. being an emergency which requires a significant and co-ordinated response.

For the purposes of the definition of emergency, property in the State includes any part of the environment of the State. Accordingly, a reference in the Act to:

- a) threats or danger to property includes a reference to threats or danger to the environment, and
- b) the protection of property includes a reference to the protection of the environment. (Source: SERM Act).

Emergency Officer

means the Commissioner of SES or a person appointed as an Emergency Officer under Section 15 of the State Emergency Service Act. A person may be appointed as an Emergency Officer even if not a member of the NSW State Emergency Service. (Source: SES Act).

Emergency Operations Centre

means a centre established at State, Region or Local level as a centre of communication and as a centre for the coordination of operations and support during an emergency. (Source: SERM Act).

Emergency Risk Management

in this plan means the process approved by the State Emergency Management committee and published in the NSW Implementation Guide for Emergency Management Committees.

Emergency Services Officer

means a Police Officer, an officer of Fire and Rescue NSW of or above the position of station commander, an officer of the NSW State Emergency Service of or above the position of unit commander, or a divisional executive officer or the Director, Operations of that Service, a member of the Rural Fire Service of or above the position of deputy captain, or a Region Emergency Management Officer, a member of the Ambulance Service of NSW of or above the rank of station officer. (Source: SERM Act).

Emergency Services Organisation

means the Ambulance Service of NSW, Fire and Rescue NSW, a fire brigade within the meaning of the Fire and Rescue NSW Act 1989, NSW Police Force, NSW Rural Fire Service, NSW State Emergency Service, Surf Life Saving New South Wales, New South Wales Volunteer Rescue Association Inc, Volunteer Marine Rescue NSW, an agency that manages or controls an accredited rescue unit, a non-government agency that is prescribed by the regulations for the purposes of this definition.

Essential services

for the purposes of the Essential Services Act, 1988, a service is an essential service if it consists of any of the following:

- a) the production, supply or distribution of any form of energy, power or fuel or of energy, power or fuel resources
- b) the public transportation of persons or freight
- c) the provision of fire-fighting services
- d) the provision of public health services (including hospital or medical services)
- e) the provision of ambulance services
- f) the production, supply or distribution of pharmaceutical products
- g) the provision of garbage, sanitary cleaning or sewerage services
- h) the supply or distribution of water
- i) the conduct of a welfare institution
- j) the conduct of a prison
- k) a service declared to be an essential service under subsection (2)
- I) a service comprising the supply of goods or services necessary for providing any service referred to in paragraphs (a k).

Functional Area

means a category of services involved in the preparations for an emergency, including the following:

- a) Agriculture and Animal Services;
- b) Telecommunications Services;
- c) Energy and Utility Services;
- d) Engineering Services;
- e) Environmental Services;
- f) Health Services;
- g) Public Information Services;
- h) Transport Services; and
- i) Welfare Services.

Functional Area Coordinator

in this plan means the nominated coordinator of a Functional Area, tasked to coordinate the provision of Functional Area support and resources for emergency response and recovery operations, who, by agreement of Participating and Supporting Organisations within the Functional Area, has the authority to commit the resources of those organisations.

Government Agency

means:

- a) a Public Service agency,
- b) a public authority, being a body (whether incorporated or not) established by or under an Act for a public purpose, other than:

the Legislative Council or Legislative Assembly or a committee of either or both of those bodies; or a court or other judicial tribunal;

- c) the NSW Police Force;
- d) a local government council or other local authority; or
- e) a member or officer of an agency referred to in paragraphs (a) (d) or any other person in the service of the Crown who has statutory functions, other than:
 - the Governor, the Lieutenant-Governor or the Administrator of the State;
 - Minister of the Crown;
 - a Member of the Legislative Council or Legislative Assembly or an officer of that Council or Assembly; or
 - judicial officer. (Source: SERM Act).

Hazard

in this plan means a potential or existing condition that may cause harm to people or damage to property or the environment.

Hazardous Material

means anything that, when produced, stored, moved, used or otherwise dealt with without adequate safeguards to prevent it from escaping, may cause injury or death or damage to property. [Source: Fire and Rescue NSW Act, 1989)].

Hazardous Material Incident

means an actual or impending land-based spillage or other escape of hazardous material that causes or threatens to cause injury or death or damage to property. [Source: Fire and Rescue NSW Act, 1989].

Incident

in this plan means a localised event, either accidental or deliberate, which may result in death or injury, or damage to property, which requires a normal response from an agency, or agencies.

In this plan means a potential or existing condition that may cause harm to people or damage to property or the environment.

Incident Control System (ICS)

means an operations management system using common language and procedures that allows agencies to retain their own command structure. The key principles are management by objectives and span of control using key functions of Control, Operations, Planning and Logistics.

Lead Agency

means the agency who has overall leadership in a given situation. It could be a combat agency, a Functional Area or another agency (eg, in a recovery).

Liaison Officer (LO)

in this plan means a person, nominated or appointed by an organisation or functional area, to represent that organisation or functional area at a control centre, emergency operations centre, coordination centre or site control point, a liaison officer maintains communications with and conveys directions/requests to their organisation or functional area, and provides advice on the status, capabilities, actions and requirements of their organisation or functional area.

Local Emergency Management Committee

means the committee constituted under the State Emergency and Rescue Management Act, 1989 for each local government area, and is responsible for the preparation of plans in relation to the prevention of, preparation for, response to and recovery from emergencies in

the local government area (Local EMPLAN) for which it is constituted. In the exercise of its functions, any such Committee is responsible to the relevant Region Emergency Management Committee. (Source: SERM Act).

Local Emergency Operations Controller

means a Police Officer appointed by the Region Emergency Operations Controller as the Local Emergency Operations Controller for the Local Government Area.

Local Government Area

means an area within the meaning of the Local Government Act 1993 and includes a combined local government area as referred to in section 27 of the State Emergency and Rescue Management Act, 1989.

Logistics

in this plan means the range of operational activities concerned with supply, handling, transportation, and distribution of materials. Also applicable to the transportation of people.

Minister

means the Minister for Emergency Services.

Mitigation

means measures taken in advance of, or after, a disaster aimed at decreasing or eliminating its impact on society and environment.

Non-Government Agency

means a voluntary organisation or any other private individual or body, other than a government agency. (Source: SERM Act).

Participating Organisation

in this plan means the Government Departments, statutory authorities, volunteer organisations and other agencies who have either given formal notice to Agency Controllers or Functional Area Coordinators, or have acknowledged to the State Emergency Management Committee, that they are willing to participate in emergency management response and recovery operations under the direction of the Controller of a combat agency, or Coordinator of a Functional Area, with the levels of resources or support as appropriate to the emergency operation.

Plan

in this plan means a step-by-step sequence for the conduct of a single or series of connected emergency operations to be carried out simultaneously or in succession. It is usually based upon stated assumptions and is a promulgated record of a previously agreed set of roles, responsibilities, functions, actions and management arrangements. The designation 'plan' is usually used in preparing for emergency operations well in advance. A plan may be put into effect at a prescribed time, or on signal, and then becomes the basis of the emergency operation order for that emergency operation.

Preparation

in relation to an emergency includes arrangements or plans to deal with an emergency or the effects of an emergency. (Source: SERM Act).

Prevention

in relation to an emergency includes the identification of hazards, the assessment of threats to life and property and the taking of measures to reduce potential loss to life or property. (Source: SERM Act).

Public Awareness

The process of informing the community as to the nature of the hazard and actions needed to save lives and property prior to and in the event of disaster.

Recovery

In relation to an emergency includes the process of returning an affected community to its proper level of functioning after an emergency. (Source: SERM Act).

Region Emergency Management Committee

means the committee constituted under the State Emergency and Rescue Management Act, 1989 (as amended), which at Region level is responsible for preparing plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the Region (Region Displan) for which it is constituted. In the exercise of its functions, any such Committee is responsible to the State Emergency Management Committee. (Source: SERM Act).

Region Emergency Operations Controller

means the Region Commander of Police appointed by the Commissioner of Police, as the Region Emergency Operations Controller for the Emergency Management Region.

Region

the State is divided into such regions as the Minister may determine by order published in the Gazette. Any such order may describe the boundaries of a region by reference to local government areas, maps or otherwise. (Source: SERM Act).

Relief

the provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency. It includes the establishment, management and provision of services to emergency relief or recovery centres.

Rescue

means the safe removal of persons or domestic animals from actual or threatened danger of physical harm. (Source: SERM Act).

Rescue Unit

means a unit (comprising a group of persons) which carries out rescue operations for the protection of the public or a section of the public. (Source: SERM Act).

Response

in relation to an emergency includes the process of combating an emergency and of providing immediate relief for persons affected by an emergency. (Source: SERM Act).

Risk

a concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, communities and the environment.

Risk Assessment

the process used to determine risk management priorities by evaluating and comparing the level of risk against predetermined standards, target risk levels or other criteria.

Risk Management

the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.

Site Control

the location from which the Site Controller, agency commanders and functional areas coordinate the emergency. It usually includes the relevant Emergency Service Commanders and Functional Area Coordinators and other advisers as required.

Site Controller

a police officer appointed by and subject to the direction of an emergency operations controller to be responsible for determining the site, establishing site control and controlling on the ground response to an emergency. Until the Emergency Operations Controller appoints a Site Controller, the Senior Police Officer will assume control

State of Emergency

means a state of emergency declared by the Premier under Section 33(1) of the State Emergency & Rescue Management Act, 1989 (as amended). NOTE: Other New South Wales legislation also provides for a declaration of an emergency which has different meanings and different authorities within that specific legislation - that is: Essential Services Act, 1988; Dam Safety Act, 1978; and Rural Fires Act, 1997 (as amended)

Sub Plan

in this plan means an action plan required for a specific hazard, critical task or special event. It is prepared when the management arrangements necessary to deal with the effects of the hazard, or the critical task or special event differ from the general coordination arrangements set out in the main or supporting plans for the area.

Supporting Organisation

in this plan means the Government Departments, statutory authorities, volunteer organisations and other specialist agencies who have indicated a willingness to participate and provide specialist support resources to a combat agency Controller or Functional Area Coordinator during emergency operations.

Supporting Plan

in this plan means a plan prepared by an agency / organisation or functional area, which describes the support which is to be provided to the controlling or coordinating authority during emergency operations. It is an action plan which describes how the agency / organisation or functional area is to be coordinated in order to fulfil the roles and responsibilities allocated.

Appendix 2 – Stages and triggers

PHASE	ACTION
ACTION	
	TRIGGER
	Combat Agency or EOCON receives advice on operations which could escalate to an actual of imminent emergency, or which could require coordination of support
	The Combat Agency or EOCON: • monitor the situation and the adequacy of resources to cope • ensure intelligence on the emergency is being collected, analyses and disseminated to and from Control and Emergency Operations Centres
	Combat Agency or EOCON informs, as appropriate: • relevant Agency Controllers & Functional Area Coordinators
	EOCON activates EOC to appropriate state of readiness and location (if necessary)
CALL OUT	TRIGGER Combat Agency or EOCON determines formal control operations or support required. The Combat Agency or EOCON:
	Liaison Officers maintain contact with their respective agencies and respond resources as directed by the Combat Agency or EOCON.
STAND DOWN	 TRIGGER Combat Agency of EOCON determines support is no longer required Advise all stakeholders as appropriate Arrange for media and public to be informed Advise the procedures for an operational debrief Advise all stakeholders of the identified arrangements that will apply during recovery operations.



Appendix 3 - Parramatta LGA Land Zoning Map

