



Emergency Management – Accommodation

NUMBER TI-O-169

VERSION 2

AUTHORISED BY Deputy Director General, Biosecurity & Food Safety

AUTHORISED DATE 16/07/2015

ISSUED BY Biosecurity Operations, Biosecurity & Food Safety

EFFECTIVE DATE 24/07/2015

Policy Statement

This policy applies to the allocation and management of accommodation during emergency operations. NSW Department of Primary Industries (NSW DPI) (a division of NSW Department of Industry) participates in emergency operations in accordance with the [NSW State Emergency Management Plan \(EMPLAN\)](#). Accommodation management in emergency operations varies from normal business requirements.

Scope

This policy only relates to accommodation organised for emergency operations by NSW DPI and excludes prevention or preparedness emergency management activities.

Accommodation may be required for personnel working as part of an emergency operation. Personnel include government agency, support organisations, contractors, visitors, and students. Approved costs are recovered as part of the emergency management arrangements.

Requirements

1. Using the emergency management arrangements (EMPLAN), the nominated agency of the Regional Emergency Management Committee (REMC) and/or Local Emergency Management Committee (LEMC) can assist to locate and organise “emergency” accommodation for operational personnel either initially or when other options are not available.
2. The emergency operation centre (EOC) that either rosters the personnel or host the visitors has the responsibility for providing suitable accommodation that meets industrial requirements. For example, Clause 26.3 in the Crown Employees (Public Service Conditions of Employment) Award 2009.
3. All requests for accommodation and any variation to the request must be made using a task request form.
4. Personnel have no authority to either book or change the duration of their stay. If they either leave early or require an extension they must notify their response supervisor. All changes to accommodation duration are processed using a task request.
5. Accommodation is managed by either Logistics or a contracted service provider, such as a travel agency. It is departmental preference that where possible, the NSW Government’s approved supplier for Travel Management Services, Carlson Wagonlit (CWT) should be used. Where that is not possible, comply with the Accommodation in emergency operations procedure.
6. Personnel are entitled to accommodation when working away from home and for locally based personnel where operational requirements make it more efficient and safer to provide local accommodation. Operational risks should be assessed by supervisors when determining accommodation requirements.
7. Contractors that deliver a service where accommodation is confirmed to be included as part of their cost are responsible for organising and paying for their own accommodation. Exceptions may occur when accommodation is either limited or remote. In these cases, the EOC may organise the

accommodation on behalf of the contractor. Payment of costs incurred remains the liability and responsibility of the contractor.

8. Rooms are usually provided as single occupancy but may be on a twin share or multi-use (relevant in shift work situations) basis if availability of accommodation is limited. Where twin share and multi-use is necessary and/or requested, personnel should be placed with either someone of the same gender or a family member.
9. In the event that motel/hotel type accommodation is either not available or in insufficient numbers, alternatives to be considered include caravans, tents, portable buildings, shearing quarters or similar, or rental agreements on residential accommodation.
10. Accommodation suppliers have the right to either limit or prevent provision of rooms or services due to perceived risks from the emergency operation, and for business continuity and management reasons. The EOC should negotiate contract arrangements with cooperating suppliers; provide a document of the agreement and regular updates on the emergency operation.
11. Where accommodation is remote from the operational area, transport will be organised to move personnel from their accommodation to/from their work location.
12. Accommodation must provide amenities, such as shower and toilet. Where possible accommodation should provide access to a telephone, laundry, recreational amenities including television to allow personnel to take time out from the job.
13. Logistics or the service provider must maintain a record of personnel at each accommodation venue and their duration of stay. This is essential to locate a person in the event of an emergency and to enable reconciliation of accounts from accommodation suppliers.
14. Personnel should be allocated to the same accommodation provider in the same room for the duration of their shift. Generally personnel should not be asked to move during a shift. Personnel should receive notification as soon practicable and assistance provided if moving is required.
15. The specific room numbers of some personnel may be required for operational and/or health and safety reasons. Knowing the specific location of these personnel is the responsibility of their supervisor and/or section manager.
16. Personal expenditure such as mini bar, personal telephone calls, personal laundry, in room pay for view TV, and internet access is to be paid for by the person incurring the cost in the room.
17. A place of accommodation should not have susceptible species (in biosecurity emergencies). If susceptible species are on site, a plan with supporting risk assessments must be developed and implemented to ensure separation between susceptible species and operational personnel.

Procedures

- [Accommodation in emergency operations](#)

Roles and responsibilities

- Logistics or contracted service provider – sourcing of accommodation suppliers, assignment of personnel to accommodation and management of accommodation records and accounts in accordance with the Accommodation in emergency operations procedure.
- Personnel – refer to the Accommodation in emergency operations procedure.
- REMC/LEMC – assist to locate/organise accommodation for initial deployment of personnel.
- Supervisors – ensure personnel are accommodated satisfactorily.

Safety considerations

Suitable accommodation should be provided to enable personnel to operate efficiently, effectively and safely in emergency operations.

Delegations

- Financial delegations – Emergency response delegations

Definitions

- CWT: Carlson Wagonlit - NSW Government's approved supplier for Travel Management Services
- EMPLAN: NSW State Emergency Management Plan
- EOC: Emergency Operation Centre which may include SCC, LCC and FCP
- FCP: Forward Command Post
- LCC: Local Control Centre
- LEMC: Local Emergency Management Committee
- NSW DPI: NSW Department of Primary Industries
- Personnel: People working in the emergency operation at an EOC. They can be from NSW Department of Industry, other government agencies, participating and supporting organisations, contractors, visitors, and students.
- REMC: Regional Emergency Management Committee
- SCC: State Coordination Centre
- Supervisor: person reported to during the emergency operation

Legislation

- [State Emergency and Rescue Management Act, 1989](#)
- [Work Health and Safety Act, 2011](#)

Related policies

- NSW Department of Industry Travel policy (intranet)

Other related documents

- [NSW State Emergency Management Plan](#)
- [Crown Employees \(Public Service Conditions of Employment\) Award 2009](#)

Superseded documents

This policy replaces:

- EAD policy Accommodation

Revision history

Version	Date issued	Notes	By
1	1 May 2002	For approval	
2	22 April 2015	New template; review to comply with Travel policy	Emergency Management Officer

Review date

30/04/2018

Contact

Manager Emergency Operations, Biosecurity and Food Safety, 02 6391 3771