

Accommodation in emergency operations

Authorised by	Manager, Emergency Operations	Authorised date	22 May 2015
Authorisation period		Effective date	22 May 2015

1. Application / Scope

- Accommodation in emergency operations is provided in accordance with the departmental Travel policy, the Emergency Management Accommodation policy and the emergency management arrangements.
- Accommodation of emergency operations personnel is the responsibility of Logistics or a contracted accommodation service provider to manage, including sourcing of accommodation suppliers, payment and allocation of personnel to accommodation.

2. Abbreviations / Definitions

- Accommodation service provider: company/organisation contracted to manage accommodation for the emergency operation, eg travel agency
- Accommodation supplier: hotel, motel, rental companies, temporary accommodation organisation
- EOC: Emergency Operation Centre which may include State Coordination Centre, Local Control Centre and Forward Command Post
- LEMC: Local Emergency Management Committee
- REMC: Regional Emergency Management Committee

3. Resources / Equipment

- Accommodation suppliers register
- Accommodation register
- Task request (WebEOC) - used for requesting or changing accommodation
- Carlson Wagonlit (CWT) access – NSW Government approved supplier for Travel Management Services
- Fraedom (formerly SpendVision) access
- SAP ByDesign access

4. Warnings

- It is essential to keep all personnel informed that they will be provided with accommodation. Every effort must be made to source accommodation that provides opportunity for rest and recreation whilst off shift.
- Biosecurity – Places of accommodation should not have susceptible species on site or if there is susceptible species, a plan with supporting risk assessments that ensures separation of operational personnel from those species is required.

5. Procedure

5.1. Sourcing Accommodation

Logistics/service provider will identify accommodation availability through liaison with accommodation suppliers, local industry representatives or through the REMC/LEMC.

For each accommodation supplier consider the following issues:

- Location - distance to work sites, restaurants, recreation facilities
- Availability of accommodation – short and long term

- Standard of accommodation
- Cancellation policy – notification requirements and fees
- Environmental factors such as noise (busy roads, building sites) and pollution
- Vehicle parking capacity - number and size
- Ability to provide meals
- Proximity to susceptible species
- WiFi access – free or paid

Where the emergency operation is in a remote location or there is inadequate accommodation other options may include:

- Rental properties especially for protracted operations
- Temporary facilities established in existing buildings eg schools, hall
- Installation of temporary/portable buildings or 'Hoeckers'.
- Camping facilities

5.2. Accommodation management

Logistics or a contracted service provider is responsible for managing accommodation and includes:

- maintaining a register of accommodation suppliers - refer to the accommodation supplier's template
- allocating personnel to suitable accommodation as detailed in a task request
- maintaining accommodation register listing personnel against accommodation - refer to the accommodation register template
- checks on the availability of rooms with accommodation suppliers to ensure sufficient capacity for current and projected personnel numbers
- provision of accommodation information (name, address, maps, facilities, restaurants etc), and in/out dates to personnel on or preferably before arrival
- compiling the number of personnel at each accommodation location requiring transport to/from work site(s)
- identifying suppliers with rooms for unexpected late arrivals
- monitoring standard of accommodation by seeking feedback from personnel
- addressing any issues identified with or by the accommodation suppliers
- checking supplier invoices match allocated personnel and appropriate allowances (eg for meals)
- paying invoices and closing task requests
 - Payments by Purchase Card (preferable using NSW DPI staff P-cards), SAPBy Design against a purchase order or Fraedom (formerly SpendVision) for CWT bookings

EOC Managers should have after-hours access to the accommodation registers for any emergency that may arise.

5.3. Allocation

Accommodation is allocated in accordance with the EM accommodation policy.

On receipt of an approved task request, personnel are allocated to an accommodation location taking into account the location of other team and/or section members and any special requests eg allergies, night shift workers, family.

Accommodation suppliers are contacted to book in personnel for the requested period of time. Where CWT is being used, bookings can be made online or by phone.

Personnel are notified, preferably by email and prior to arrival, of accommodation information (name, address, maps, facilities, restaurants etc), and in/out dates. CWT itinerary should be forwarded to personnel. Also include work and after hours contact details for Logistics/service

provider as personnel may need further information or issues may arise.

Any changes to accommodation allocations require:

- a new task request
- confirmation with the supplier
- notification of the affected personnel

5.4. Advice to suppliers

Logistics or contracted service provider must provide accommodation suppliers with written information for charging and includes:

- Limits to costs of providing meals (based on the NSW government allowances). Evening meals typically includes a beverage that can be non-alcoholic or one standard alcoholic drink. Any additional beverages are at personal cost.
- Private expense costs such as mini bar, personal telephone calls, personal laundry, in room pay for view TV and internet
- Contact details of the EOC for invoicing (except when using CWT)

Logistics should advise the accommodation providers as soon as possible of rooms that will not be required so unused rooms are not charged for.

5.5. Occupant responsibilities

Emergency operations personnel are required to:

- Book into their assigned accommodation as usual - name, vehicle rego number etc
- Report any defect in accommodation to the management where they are staying. Where no action is taken, the defect should be reported in writing to Logistics/service provider.
- Notify their supervisor if they do not use or intend to use a room as assigned.
- Notify their supervisor if a visitor is going to share a room (at private cost)
- Check/verify the account when booking out of accommodation
- Pay for any mini bar, personal telephone calls, personal laundry, in room pay for view TV and internet
- Pay for any damage caused by them or guests to a room
- Pay any other costs where required that is not covered by the emergency operation, eg alcohol, meals outside the allowance value.

6. References

Policy

- Emergency Management – Accommodation policy
- NSW Trade and Investment Travel policy (intranet)
- NSW Trade and Investment Purchase Cards policy (intranet)

Forms and templates

- [Accommodation register](#)
- [Accommodation suppliers register](#)

7. Revision History

Version	Date	Section	Details
1	17 Feb 03		For approval
2	10 Jul 07	All	Complete re-write
3	19 May 15	All	Review to comply with Travel policy; reformatted

Contact Officer: Logistics Manager

8. Appendices

- Nil