

Control of emergency management documents

Emergency management (EM) documents are necessary for:

- uniformity and efficiency in operations including managing risks and safety
- supporting consistent training of personnel
- listing required resources
- providing a basis for an auditable process
- sharing knowledge and promoting continuous improvement

Relevant EM documents include policies, procedures, work instructions, forms, templates, risk assessments (RA), safe work method statements (SWMS), worksheets, manuals, and guidelines. A document management system ensures one source of current, approved versions of documents required by personnel to ensure safe, efficient, and effective operations.

'Controlled documents' include those published on public access websites and those uploaded to the emergency response library by a 'document controller'. Any downloaded document is considered "uncontrolled".

Document registers

Document registers list approved and archived documents, their location (controlled versions) and dates of approval/archiving (for response and other documents). Biosecurity & Food Safety (BFS) Units and Local Land Services that contribute to response documents, manage their own documents and registers:

- EM Unit
- Animal Biosecurity (including Aquatic Biosecurity)
- Plant Biosecurity
- Invasive Species Biosecurity
- Compliance & Integrity Systems
- LLS resource library (access restricted to LLS)

Each response should have a document register (see response document register template) at the State Coordination Centre (SCC) and each Local Control Centre (LCC), managed by the respective Planning function. Documents approved at the SCC for use at the LCCs, are to be logged in all relevant document registers.

Document control – preparedness

1. Draft new, or review existing documents at least every three years
2. Save the final version of drafted or reviewed documents in CM9 and workflow for approval
3. Update the relevant document register
4. Publish approved documents on the NSW Department of Primary Industries (NSW DPI) emergency management website or other relevant location
 - a. Documents (excluding forms and worksheets) on external website are converted to pdf format
 - b. Forms and worksheets are in a format to allow electronic completion
 - c. References are hyperlinked where possible
 - d. Published documents are compliant with Web Content and Accessibility guidelines
5. Unit 'document controller' to load approved response documents into Emergency Response Library (ERL)
 - a. Format – pdf (for policies, procedures, guides, technical data/information, factsheets) or word/excel (for forms, templates, risk assessments, safe work method statements)
 - b. Links – weblinks can be added for external webpages. Note: If used to link directly to a pdf document, it will need to be downloaded to read. Links should not be used for internal (i.e. Biosecurity & Food Safety) documents
 - c. Filename – [document type] – [name] – [version number] e.g. Form – Sitrep

- d. Add each file to the ERL and complete additional information for each file
 - i. owner – Unit name (see Table 1 for contacts email/role)
 - ii. authorisation date - date document approved in CM9
 - iii. response type - see Table 2
 - iv. function and function sub folder - see Table 3 (note - the colour of the folder and sub folder should be the same)

Table 1: ERL document ‘Owners’ – select one option only

Unit name	Contact email
Animal Biosecurity	animal.biosecurity@dpi.nsw.gov.au
Compliance & Integrity Systems	bfs.compliancesupport@dpi.nsw.gov.au
EM Unit	emergency.preparedness@dpi.nsw.gov.au
Invasive Species Biosecurity	invasive.species@dpi.nsw.gov.au
Local Land Services	emergency.support@lls.nsw.gov.au
Plant Biosecurity	nsw.cppo@dpi.nsw.gov.au

Table 2: ERL document ‘Response type’ – select one option only

Choice	Colour	Details
All responses	purple	Documents apply to all responses regardless of hazard (e.g., natural disasters & biosecurity)
Animal biosecurity	red	Documents apply to all animal biosecurity responses
Aquatic biosecurity	blue	Documents apply to all aquatic biosecurity responses
Biosecurity	cyan	Applies to all biosecurity responses
Hazard specific choices	varies	Hazard specific documents. The colour of the choice is the same as the response type. E.g., As locusts is an Invasive Species, both are yellow.
Invasive species	yellow	Documents apply to all invasive species biosecurity responses, excluding locusts
Natural disasters	grey	Documents apply to all natural disaster responses
Plant biosecurity	green	Documents apply to all plant biosecurity responses

Table 3: ERL document ‘Function and Sub folder’ – select one option for each

Function	Colour	Sub folder	Details
Hazard Owner Unit	grey	Response plan & intent	Hazard owner (e.g. CVO) intent, response plan
		Committee communication	National committee communication (e.g. CCEAD, CCEPP, NMG), EEMC, PLCC, briefs, minutes
Recovery	light grey		Transition to recovery data and information for the Primary Industries Recovery Coordinator
Control	white	Industry Liaison	May have sub folders for different industries
		Agency Liaison	Includes reports from EOC LOs
		Response risk registers	Also includes decision register, and issues and feedback register
		Communication	Letters, briefs, advice, and communication to executive and external
Safety	green	Safety audits & monitoring	Safety audit program and reports. <i>Refer to Planning – Audits and monitoring</i>
		Safety risk register & documents	Includes safe work method statements, risk assessments, safety alerts, safety information relevant to landholders, individuals
		Incidents & investigations	
		Chemical safety	Chemical register, safety data sheets, permits, labels
		Inductions	Content, program, just-in-time training, logs of completion.
Finance	light blue	Accounts	Storage of financial receipts, contracts & supporting documents (insurance, workers comp), WBS & GL code information, quotes
		Financial reporting & monitoring	Storage of financial reports
		Compensation & insurance	Compensation in biosecurity responses. Insurance documents & claims
		Timekeeping	Storage of EM worksheets
Logistics	blue	Catering	All catering information including suppliers list and dietary requirements reports, meal sign on sheets
		Communications support	All communications coordination including asset assignment (phones, tablets, radios, communications hub) and networking details
		Facilities	All facilities related coordination including security, access conditions, cleaning, and services. <i>Refer to Finance – Accounts for contracts.</i> <i>Refer to Ground Support - Travel register for accommodation of personnel</i>
		Ground support	Travel (accommodation, flights, hire cars, pool vehicles and any other ground support vehicle), traffic management, fuel supplies, security of vehicles & equipment, mechanical maintenance.
		Medical services	Records of provision of medical support such as first aid kits/rooms/services

Function	Colour	Sub folder	Details
		Supply	Suppliers register for the acquisition of equipment & materials, includes procurement. Goods requested, ordered, received & delivery is recorded in TR (WebEOC). Includes onboarding of personnel. <i>Refer to Planning for the roster, org chart and contact lists</i> <i>Refer to Finance – Accounts for contracts</i> <i>Refer to Safety for induction information and registers</i>
Operations - Biosecurity	red	Infected Premises Operations	Should include folders for Inventory, Valuation, Destruction, Disposal, Decontamination, Vector/Pest Control
		Movements	Should include folders for Permits, Mobile Security, Directions, Compliance & enforcements
		Investigations	Should include folders for surveillance, tracing, and laboratory (diagnostic protocols, diagnostic workflows, linking results with surveillance data)
		Vaccination	<i>Animal biosecurity response only – can be added if needed</i>
Operations – Natural disaster	red	Case files	Folder for each case, used by all operations units
		Aviation	Task Request folder/s for each aviation task (some tasks include surveillance, spraying, mustering, drone use, transport, slinging/fodder/equip etc)
		Surveillance	Surveillance data for ND will be in Max
		Destruction and disposal	Includes burial site reports
		Animal welfare and treatment	Includes water and fodder delivery details (if not recorded in Max)
Operations - Locusts	red	Evacuation sites	Animal registers and other site information
		Aviation	Task Request folder/s for each aviation task (some tasks include surveillance, spraying, mustering, drone use, transport, slinging/fodder/equip etc)
		Surveillance	APLC (Australian Plague Locust Commission) surveys, post control checks, Note: ground surveillance data is located in Journey App
		Chemical management	Storage, transport, supply, issue. <i>Refer to Safety for chemical safety information.</i>
		Ground control	Risk assessments, permissions, application, environmental considerations. <i>Refer to Finance – Accounts for contracts.</i>
Planning	yellow	Plans	IAP and supporting plans, e.g. medical, communications, public information, community engagement, surveillance, demobilisation. <i>Refer to Hazard Owner Unit folder for response plan.</i> Sub-folder – Risk & Options - Options analysis, statements of reasons, risk analysis, planning appreciations
		Monitoring and audits	Audit program and reports. <i>Refer to Safety – Safety audits and monitoring</i>

Function	Colour	Sub folder	Details
		Resource planning	Resource plans/matrixes, operational plans, and resource tracking system including equipment/consumables register (to be completed by other functions to track resources)
		Roster, org chart and contact lists	Part of resource planning. Contact list is of response personnel only. <i>See Public Information for stakeholder contact lists.</i>
		Communications planning	Methods of communication for functions within the response – e.g. GRN radios, spot trackers, sat phones, phones etc
		Management support	This used to be called Registry. Folder per type of document. Each folder can be divided by function or location. Folders required for event logs, briefings, debriefings, record of conversation, handovers, site sign-in logs.
		Photos and videos	All incident photos and videos (excluding those for compliance investigations) to be recorded and labelled according to the guide Photos and video in emergency operations
		Procedures & other documents	Final approved copies of documents developed (within the response); response document register; archived documents folder, folder for each function
Intelligence	orange	Mapping	Mapping information and supporting information
		Technical advice	Technical feasibility of control strategies (e.g. eradication)
		Legal	Advice for Legal Officers. Privilege issues. In a Biosecurity response refer to Operations - Movements for directions, orders, permits, compliance and enforcement
		Modelling & predictions	Epi reports
		Situation & analysis	Situation report and supporting information, records of physical status boards
		Damage assessment	Includes damage assessment data, analysis, reports, advice and recommendations, Cat C analysis and reports, briefs, guides (and passwords). Could also include impact assessment if done.
Public Information	brown	Media	Media messages, interview management information, social media including analysis, tiles
		Community liaison	Public meeting notes, organisation of meetings
		Information and warnings	Storage of fliers, generic information (e.g. disease fact sheets)
		1800 Call Centre	Only required if activated. Includes scripts, key contacts, call logs for data not captured in Max
		Stakeholders	List of stakeholders (peak groups, license/ permit/ landholders, community groups) relevant to the response
		Ministerial briefings	
		Talking points	National, state, and department talking points

Using ERL

Filters

Filter the documents by either selecting

1. a display view from the 'All documents' list (which appears on the Home or Documents screen (see menu on left)
2. a blue button on the "Home" screen to filter by function (i.e. Control, Logistics, Planning, Operations)
3. required fields in 'filter by' list for each column.

Refer to the ERL quick guide for more details.

Sorting

Sort the documents by either clicking on the column headings then selecting

1. 'A to Z', 'Z to A', 'older to newer', or 'newer to older'
2. 'group by'

Only one column can be sorted at any time.

Filters and sorting can be used in combination, e.g., select the 'Planning' display view then sort the sub folder column.

Moving documents from ERL to response drive

1. Biosecurity Systems, as part of establishing a 'response drive' in MS Teams for an emergency, will add a 'Library' tab to the General channel using the Emergency Response Library Home page weblink - [Emergency Response Library - Home \(sharepoint.com\)](https://sharepoint.com).
2. Function Officers or delegates are responsible for downloading and uploading documents to their folder in the General channel. Refer to the ERL quick guide for more details.

Document control – during responses

- Register specific response documents (e.g. procedures, templates) in the Response Document register (managed by Planning at the respective centre) including documents:
 - sourced from the ERL
 - approved at the SCC for use at the LCCs, are to be logged in all relevant document registers and response drives, e.g., final versions of procedures developed at the SCC are located in the relevant folder for each LCC
 - developed at the LCC or FCP.
- File names to include document type, unique title, version and draft (until approved) or final (after approval) e.g., Procedure - XXX_V1_draft, Form - XXX_V2_final
- A new version number is allocated when any changes are made to an approved version
- Documents to be located in '**Planning**' in the '**Procedures & other documents**' sub folder of the response drive. Refer to Table 3 for required folder (Function) and sub folders.

Document control – post response

- Any document required to be used post-response and in future responses, should be integrated into the relevant BFS Unit or LLS document management processes.

References

- ERL quick guide
- Procedure/guide template
- Response document register template