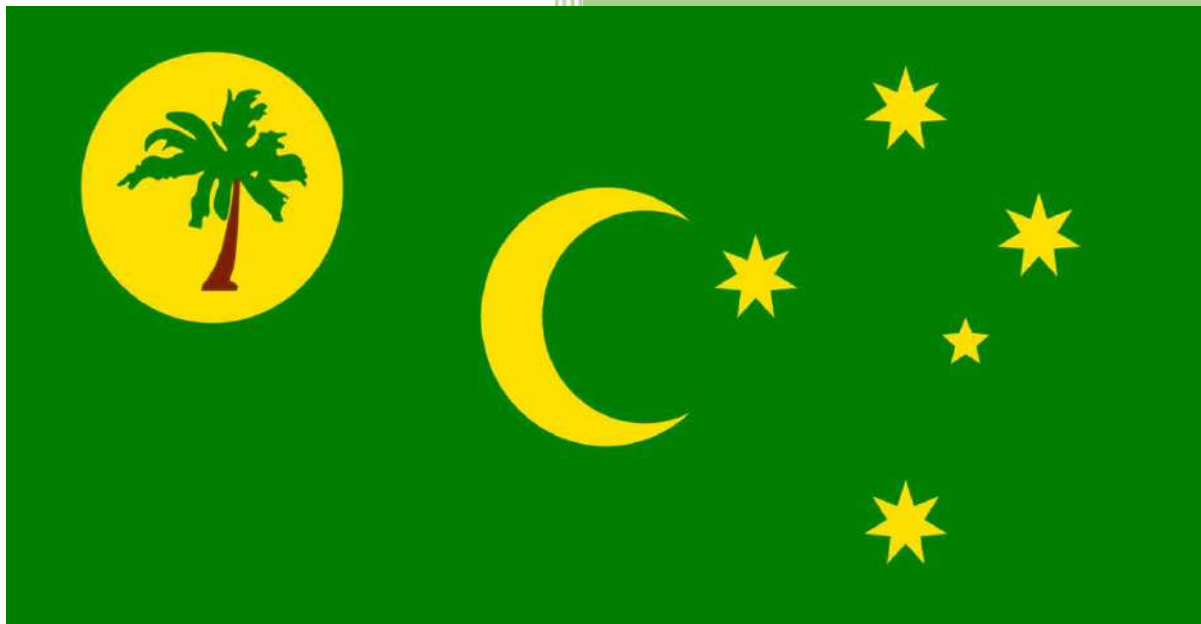


2024

Emergency Management Plan



Cocos (Keeling) Islands

Authorisation

The Cocos (Keeling) Islands Emergency Management Plan is issued under the authority of the Cocos (Keeling) Islands Emergency Management Committee (EMC) in accordance with the requirements of the *Emergency Management Ordinance (2012) (CKI)*. The EMP will be maintained by the Indian Ocean Territories Administration (IOTA) Emergency Management Officer as secretariat to the EMC.

The Emergency Management Plan is authorised for operation by the Administrator, following approval by the Committee under the powers of the *Emergency Management Ordinance (2012) (CKI) Part 2 Division 3 Section 15 (1)*.

The Cocos (Keeling) Islands Emergency Management Plan is hereby approved and recommended for distribution by the Cocos (Keeling) Islands Emergency Management Committee



1st July, 2024

Farzian Zainal
Administrator
Chair
Cocos (Keeling) Islands Emergency Management Committee

Date

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Amendments

Proposals for amendment or addition to the contents of the Plan are to be forwarded to:

Emergency Management Officer

Indian Ocean Territories Administration

Department of Infrastructure, Transport, Regional Development, Communications and the Arts

PO Box 868

Christmas Island 6798

Or via email to operations@infrastructure.gov.au

To ensure currency of this Plan, holders should insert amendments to the Plan as soon as they are received. When an amendment is inserted into the Plan, the amendment should be recorded in the Amendment Schedule below.

Amendments are to be issued to agencies in the distribution list on the Administrator's (Chair) letterhead.

Table 1: Plan Amendments

Amendment			
Number	Issued (date)	Details of Amendment	Amended by (Initials/Date)
1	24 September 2007	Complete Redraft	Unknown
2	4 April 2008	Draft Update	Unknown
3	30 November 2010	Review and amendment	Unknown
4	30 January 2012	Review and amendment	Unknown
5	15 March 2013	Review and amendment	Unknown
6	11 July 2014	Review Approved	Unknown
7	December 2018	Redraft	Executive/EMC
8	June 2023	Redraft	Executive/EMC
9	June 2024	Endorsed	EMC

Glossary

Acronyms listed are commonly used in Indian Ocean Territories emergency management. This list is not intended to be exhaustive and not all these acronyms are used in this plan.

ADFLO	Australian Defence Force Liaison Officer
AFP	Australian Federal Police
AEP	Airport Emergency Plan
CASA	Civil Aviation Safety Authority
CP	Command Post
CCP	Casualty Clearing Post
CBRN	Chemical, Biological, Radiological and Nuclear
CCIT	Cocos Communications and IT
CKI	Cocos (Keeling) Islands
CKIDHS	Cocos (Keeling) Islands Island District High School
CKITA	The Cocos (Keeling) Islands Tourism Association
DAFF	Department of Agriculture, Fisheries and Forestry (Biosecurity)
DFES	Department of Fire and Emergency Services
DHA	Department of Home Affairs
DITRDCA	Department of Infrastructure, Transport, Regional Development, Communications and the Arts
DVI	Disaster Victim Identification
DWER	Department of Water and Environmental Regulation
EMC	Emergency Management Committee
EMP	Emergency Management Plan
EOC	Emergency Operations Centre
FESU	Fire and Emergency Services Unit
IOT	Indian Ocean Territories
IOTT	Indian Oceans Territories Telecom
IOGTA	Indian Ocean Group Training Association
IOTA	Indian Ocean Territories Administration
IOTHS	Indian Ocean Territories Health Service
NEMA	National Emergency Management Agency
MRWA	Marine Rescue Western Australia
PA	Parks Australia
PPRR	Prevention and Mitigation, Preparedness, Response and Recovery
SDA	Service Delivery Arrangements
SITREP	Situation Report
SOP	Standard Operating Procedures
SES	State Emergency Service
SOCKI	Shire of Cocos (Keeling) Islands
WA	Western Australia

Accident	An accident means an investigable matter involving a transport vehicle where: <ul style="list-style-type: none"> a) a person dies or suffers serious injury as a result of an occurrence associated with the operation of the vehicle; or b) the vehicle (aircraft) is destroyed or seriously damaged as a result of an occurrence associated with the operation of a vehicle; or c) any property is destroyed or seriously damaged as a result of an occurrence associated with the operation of the vehicle.
Administrator	Administrator for the Indian Ocean Territories (Christmas Island and the Cocos (Keeling) Islands).
Aerodrome/Airport	A defined area on land or water (including any buildings, installations and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.
Airport Operator	Any owner, licensee, Authority or Corporation, or any other body, which has legal responsibility for a particular aerodrome. (At CKI - "Toll Global Logistics").
Airside	That area which is bounded by the Airport perimeter fence/markers which includes some buildings and structures used for the functionality of operations
Airport Emergency Plan	A plan developed by the Airport Operator to co-ordinate all agencies and their individual Airport Emergency Procedures, State or supporting area plans for dealing with an aerodrome emergency.
Alert*	First stage of activation. That period when it is believed that resources may be required which enables an increased level of preparedness
All Hazards Approach*	Dealing with all types of emergencies or disasters and civil defence using the same set of management arrangements.
Assembly Area*	A designated location used for the assembly of emergency-affected persons. The area may also incorporate an emergency relief centre. A prearranged, strategically placed area, where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency.
Casualty Clearing Post (CCP)	An area located at the disaster site, but in a safe location, for undertaking triage, emergency treatment of casualties prior to transport away from the disaster scene.
CKI PORTS	CKI Ports, a trading entity of Patrick Ports Pty Ltd, which manages the Port of Cocos (Keeling) Islands under contract to the Department.
Cocos Island Police	Division of AFP responsible for all community policing activities on the Cocos (Keeling) Islands.
Command Post (CP)	The point where responding agencies are briefed on the situation as they arrive to report and assume control of the individual agency aspects of the operation.
Committee	The Emergency Management Committee of Cocos (Keeling) Islands as established by section 5 of the <i>Emergency Management Ordinance (2012) (CKI)</i> .
Commonwealth Disaster Response Plan (COMDISPLAN)*	A contingency plan for the provision of Commonwealth Government assistance to the Australian States and Territories in an emergency or disaster.
Control	The overall direction of the activities, agencies or individuals concerned during an incident or emergency.

Coordination	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.
Debrief*	A meeting at the end of an operation with the purpose of assessing the conduct or results of an operation.
Department of Fire and Emergency Services (WA) (DFES)	Western Australian State Department responsible for coordinating emergency services for a range of natural disasters and emergency incidents threatening life and property.
Emergency	The occurrence, or imminent occurrence, of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response.
Emergency Area	The area to which a state of emergency declaration applies.
Emergency Exercise*	A scenario-based/simulated emergency usually designed to validate emergency management arrangements and/or familiarise workers with them. <i>See also Field Exercise and Tabletop Exercise.</i>
Emergency Management	A range of measure to manage risks to communities and the environment and involves the development and maintenance of arrangements to prevent or mitigate, prepare for, respond to and recover from the effects of emergencies.
Emergency Management Committee (EMC)	A committee appointed and chaired by authority of the Administrator, to prepare, and update as necessary, the Cocos (Keeling) Islands Emergency Management Plan (CKI EMP) and associated sub-plans. <i>See also Committee.</i>
Emergency Management Plan (EMP)	A documented scheme of assigned responsibilities, actions and procedures, required in the event of an emergency. CKI EMP, is established and maintained by the Committee under subsection 8 (1) of the <i>Emergency Management Ordinance (2012) (CKI)</i> .
Emergency Operations Centre (EOC)	A facility, either static or mobile, from which the total operation or aspects of the operation are managed. A facility established to control and coordinate the response and support to an incident or emergency.
Emergency Recovery Plan	The Cocos (Keeling) Islands Emergency Recovery Plan (CKI ERP), established and maintained by the Committee under subsection 8 (1) of the <i>Emergency Management Ordinance (2012) (CKI)</i> .
Emergency Situation	Any period during which an emergency situation declaration is in force. Declarations made by the Administrator under section 16 of the <i>Emergency Management Ordinance (2012) (CKI)</i> .
Evacuation*	The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.
Evacuation Centre	Centre that provides affected people with basic human needs including accommodation, food and water. In addition, to enhance the recovery process, other welfare/recovery services should also be provided.
Field Exercise (also known as live exercise, full scale exercise) *	An exercise activity in which emergency management organisations and agencies take action in a simulated situation, with deployment of personnel and other resources to achieve maximum realism. It is conducted actually on the ground, in real time but under controlled conditions, as though it were a real emergency.

Hazard	A potential or existing condition that may cause harm to people or animals, or damage to property or the environment.
Hazardous Substance[^]	A substance, including chemical, biological, radiological or nuclear substance that is capable of causing loss of life, injury to a person or damage to the health of a person or to the environment.
Incident *	<p>An event accidentally or deliberately caused, which requires a response from one or more of the statutory emergency response agencies.</p> <ul style="list-style-type: none"> • A sudden event which, but for mitigating circumstances, could have resulted in an accident • An emergency event or series of events which requires a response from one or more of the statutory response agencies.
IOT Administration (IOTA)	Indian Ocean Territories Administration – a component of the Australian Government.
Liaison Officer*	A person appointed by an agency whose role it is to provide a link between the agency and the TC or the Emergency Management Committee.
National Emergency Management Australia (NEMA)*	<p>National Emergency Management Australia (NEMA) is a division within the Department of Home Affairs and the Australian Government lead for disaster and emergency management. Working closely with state and territory governments and the international emergency management community, NEMA delivers critical programs, policies and services that strengthen and maintain Australia's national security and emergency management capability.</p> <p>NEMA is home to the Australian Government National Situation Room(AGNSR)—an all-hazards, 24/7 facility that provides whole-of-government situational awareness to inform national decision-making during a crisis. The AGNSR also coordinates physical Australian Government assistance during disasters and emergencies</p>
Occupier[^]	In relation to any premises or a part of any premises, means the person in occupation, charge or control of the premises or the part of the premises.
Operational*	Second stage of activation. The period of time scheduled for execution of the Emergency Management Plan.
Preparedness*	Arrangements to ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed. Measures to ensure that, should an emergency occur, communities, resources and services are capable of coping with the effects.
Prevention*	Regulatory and physical measures to ensure that emergencies are prevented, or their effects mitigated. Measures to eliminate or reduce the incidence or severity of emergencies.
Public Authority[^]	<p>A body, whether incorporated or not, established for a public purpose by or under a law of the Commonwealth or a State and includes:</p> <ul style="list-style-type: none"> • Any local government body. • An Officer or member of the public authority, when exercising the functions of the authority.

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^	The support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community. Which can be initiate during any phase of the Incident.
Register, Find, Reunite (RFR)*	The Commonwealth/State arrangements for the recording details of evacuees and for handling inquiries about the location of registered persons. The system is administered by Red Cross on behalf of Emergency Management Australia.
Rescue*	The safe removal of persons or animals from actual or threatened danger of physical harm.
Resources*	All personnel and equipment available, or potentially available, for incident tasks.
Response*	Actions taken in anticipation of, during, and immediately after an emergency to ensure that its effects are minimised, and that people affected are given immediate relief and support. Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.
Response Agency^	An agency identified in the emergency management plan as the agency responsible for combating a particular threat, or supporting another agency in combating a particular threat.
Risk Management*	The systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.
Shire Council^ (SOCKI)	The Council of the Shire of Cocos (Keeling) Islands.
Situation Report (SITREP)*	A brief report that is published and updated periodically during an emergency which outlines the details of the emergency, the needs generated, and the responses undertaken as they become known.
Staging Area*	A prearranged, strategically placed area where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency.
Stages of Activation*	Stages of activating the Emergency Management Plan – Alert (standby), Operational (activation), Stand Down (Completion).
Standard Operating Procedures (SOPS)	A set of directions detailing what actions could be taken, as well as how, when, by whom and why, for specific events or tasks.
Stand Down*	Final stage of activation. That phase where an agency's response is no longer required, and services are wound back. Site teams are returned to base, and additional staff called in are released from duty
State of Emergency^	Any period during which a state of emergency declaration is in force. Declarations made by the Administrator under section 17 of the Ordinance.
Supporting-Plan (sub-plans)	A plan complete in itself, for the emergency management of a special or high risk hazard or event.
Tabletop (desktop) Exercise*	An umbrella term for some types of indoor discussion exercise. They may feature a model of the area on which a prepared scenario is played out, or simply using a projected map, not in real time. The model or map is used to illustrate the deployment of resources, but no resources are actually deployed. Additionally, responses may be prepared in syndicate, in plenary, or under the guidance of a facilitator who maintains the pace and asks questions.

Territory Controller (TC)^	The senior officer of the Australian Federal Police assigned to community policing duties in the Territory.
Warning Agency^	An agency that has the initial information on an emergency or potential emergency and responsibility to advise other agencies about the emergency or potential emergency.
6CKI	The Cocos (Keeling) Island's Community Radio Station.

Terms in this glossary identified by ^ are defined according to the *Emergency Management Ordinance 2012*, available at <http://www.comlaw.gov.au/Details/F2012L02038/Download>.

Where there is no definition in the Ordinance, terms are defined as per Emergency Management Australia's '*Australian Emergency Management Glossary*' available at

<https://knowledge.aidr.org.au/glossary/?wordOfTheDayId=&keywords=&alpha=&page=1&results=50&order=AZ> and identified by *.

Part 1: Introduction

1.1 Context

The Territory of Cocos (Keeling) Islands (CKI) is located in the Indian Ocean, approximately 2,950km northwest of Perth, 970km west- south-west of Christmas Island and 1,000km south-west of Java Head. It is one of Australia's most distant and isolated territories.

The Cocos (Keeling) group comprises two separate atolls, consisting of 27 separate islands, the land area of which totals some 14sq km with 26 kilometres of coastline. The southern inhabited atoll has 26 islands, and the northern atoll, North Keeling Island (a single horseshoe shaped island), is located 24 km to the north of the main group (Lat. 11° 50" S, Long. 96° 49" E).

As the territory is located in the tropics, there is significant rainfall in the summer months, usually between November and April each year. The highest point above sea level is 13.5 metres, which is on the uninhabited South Island.

The Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA) delivers state-type services to the Indian Ocean Territories (inclusive of CKI), including the appointment of Australian Federal Police officers in community policing roles and Australia Border Force Duties on CKI, and an Administrator; appointed by the Governor-General to represent the Commonwealth Minister.

1.2 Population

The Territory of the CKI has a population of approximately 650 people with a mix of Cocos Malay and Europeans. The principal languages are Cocos Malay and English. The population is concentrated on two islands – approximately 500 Cocos Malays live on Home Island and 150 Europeans live on West Island. The distance between Home Island and West Island is approximately 8km. To reach either island by boat, it can take anywhere from 10min by recreational vessel to 30min by ferry if weather conditions permit.

1.4 Infrastructure

CKI is supported by several key pieces of infrastructure, including:

International Airport. The airport is managed under contract by Toll Global Logistics and is located centrally within the main community, residential and business district on West Island. The airport is approximately 3 metres above sea level, with a paved runway of 2441m x 45m and is capable of accepting aircraft as large as Boeing 737/Airbus A320 with weight limitations with planned extensions for larger aircraft. Regulated parking is available for up to five aircraft. The Airport, due to weather conditions, may not be conducive to arrivals or departures on a periodic basis.

Power Station. The Commonwealth, represented by the Indian Ocean Territories Administration (IOTA), owns the electricity supply and distribution assets on Cocos and Christmas Islands. A Service Delivery Agreement (SDA) is in place with the Water Corporation of Western Australia to carry out the operation and maintenance (including technical advice) of the electricity supply and distribution systems on CKI in a manner consistent with the equivalent service delivery in Western Australia. The IOTA, through the Indian Ocean Territories Power Service (IOTPS) provides customer service, fuel

supply contract management and electrical inspection services on CKI in addition to a network operation role on Christmas Island.

The IOTPS is a business unit of IOTA and is responsible for the generation, distribution and supply of electricity to consumers on CKI. Power is generated on both Home and West Islands Island under contract by the Western Australian Water Corporation utilising diesel generation.

Health Clinics. The Indian Ocean Territories Health Service (IOTHS) is a business unit of the IOTA. CKI offers a limited range of medical, nursing and ancillary health services. Qualified medical, nursing and ancillary health workers provide these services. The health facilities are based on both Home Island and West Island, and include limited accident and emergency services, consulting rooms, periodic dental services and x-ray. Patients requiring specialist care are assisted in their travel to Perth, and emergency cases are evacuated to Perth through the RFDS or other aero medical providers. The clinics are staffed daily Monday to Friday with an afterhours service for emergencies only.

Water Authority. The Water Corporation (WA) are contracted to provide water and wastewater services to Home Island and West Island. Home Island water is supplied through a desalination unit. West Island Water Supply is pumped from collection galleries located within the Airport. The water is distributed to the built-up area of both Home and West Islands through a network of distribution mains and storage tanks. Generally, water isn't available outside the built up areas or the other Islands.

Sea Port. CKI port facilities are managed under contract by CKI Ports, a trading entity of Linx Port Services. The main port boundary is located in the lagoon between Home and West Islands. A secondary port boundary has been established to incorporate the cove at the southern end of Direction Island.



Figure 1: Territorial location of Cocos (Keeling) Islands



Figure 2: Cocos (Keeling) Islands

Part 2: Structure and Governance

2.1. Authority

The Cocos (Keeling) Islands Emergency Management Plan (EMP) is issued under the authority of the Cocos (Keeling) Islands Emergency Management Committee (EMC) in accordance with the requirements of the *Emergency Management Ordinance (2012) (CKI)*. The IOTA Emergency Management Officer (EMO) as secretariat to the EMC will maintain the EMP.

The EMP is authorised for operation by the Administrator, following approval by the EMC under the powers of the *Emergency Management Ordinance (2012) (CKI) Part 2 Division 3 Section 15 (1)*.

2.2. Aim

The aim of EMP is to outline the emergency management arrangements for the CKI and implement the objectives of the *Emergency Management Ordinance (2012) (CKI)* (referred to hereafter as 'the Ordinance').

2.3. Scope

The EMP documents all hazard arrangements in the Territory and identifies the authorities and organisations with roles and responsibilities under the plan.

These arrangements intend to be scale-able and flexible so they can be adapted as required. They remain active across the Prevention and Mitigation, Preparedness, Response and Recovery (PPRR) spectrum but specific powers or authorities may also be enacted (typically during response and recovery) to complement existing efforts.

2.4. Objectives

The objectives of the EMP are to:

- Specify the roles and responsibilities of key appointments and agencies on the island involved in emergency management;
- Detail specific emergency management training requirements;
- Provide the framework for exercises to test CKI emergency management arrangements;
- Identify and maintain information about key resources and equipment available for emergencies and where required address resource and equipment gaps; and
- Provide sub-plans to address specific risks and guide additional processes required during an incident.

Specific objectives for each element of PPRR are specified in the relevant sections of the EMP.

2.5. Governance

In accordance with the *Ordinance (2012) (CKI) Part 2 Division 1 Section 8 (1) (a)* the Cocos (Keeling) Islands Emergency Management Committee ('EMC' or 'the Committee') is responsible for the establishment, maintenance and review of the EMP.

The executive of the Committee is responsible for the overall management and administration of the EMP (*Emergency Management Ordinance (2012) (CKI) Part 2 Division 1 Section 8 (3)*).

2.6. Supporting and Complementary Documents

Specific hazards and guidance for operational response to emergencies are detailed in the relevant sub-plans in the Operational Response Plan, which is a tactical document to support the Emergency Response Plan.

Management of disaster recovery is detailed in the Disaster Recovery Plan (DRP). The term "Disaster" is used in the title of the Recovery Plan to avoid confusion with the Emergency Management Plan. The DRP is published consistent with the obligations of an Emergency Recovery Plan under the Ordinance.

Individual government agencies and private organisations also maintain emergency management plans as required. These plans are to be managed by those agencies and should be compatible with the coordination arrangements as detailed in the CKI EMP, as far as reasonably practicable.

2.7. Monitoring, Review and Distribution

The EMP and supporting documents are to be reviewed every 2 years and following every activation (*Ordinance Part 2 Division 1 Section 8 (2)*).

In line with Part 2, Division 3 Section 15 (4) of the Ordinance, the Committee must ensure the EMP and DRP is publicly available. To achieve this, the Plan will be made available on the DITRDCA website to ensure accessibility. The public are encouraged to familiarise themselves with the arrangements within the plan and actively participate in PPRR initiatives. Controlled hard copies of the plans are distributed to members of the EMC and subcommittees after each review.

2.8. Emergency Management Committee

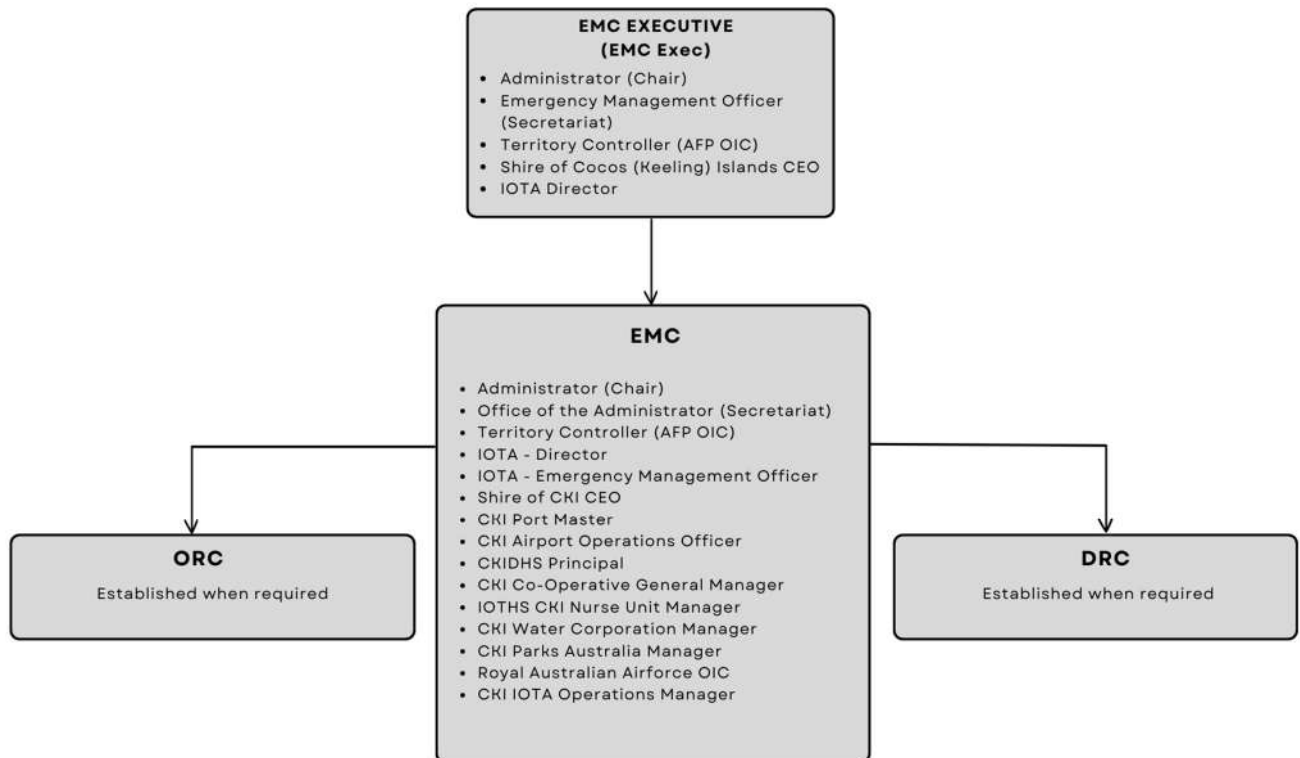
Committee Structure

Emergency management on CKI is based on a principle of community representation on an EMC. The emergency risk management process is used as the basis for emergency planning by the committee in preparation of their plans. This risk management approach to the planning process provides a consistent method for the island when identifying and treating emergency management risks. This emergency management structure utilises government, non-government and private organisations to prevent, prepare for, respond to and recover from the effects of an emergency.

The EMC maintains a Terms of Reference (Refer Appendix 4) which is reviewed every 2 years in conjunction with the review of the Emergency Management Plan.

The EMC consists of the Administrator (Chair), Territory Controller (TC) (OIC, Cocos (Keeling) Islands Police) and representatives from appropriate agencies. The committee ensures emergency

management procedures are implemented. Further information on roles and responsibilities are detailed in Annex A.



Appointment to the EMC

Members of the Executive EMC are appointed under the *Ordinance (Part 2, Division 1, Section 7(2))*. Each member of the EMC (excluding the TC) must be appointed in writing by the Administrator.

Role of the EMC

The EMC is responsible for the following:

- to establish, maintain and review an emergency management plan for responding to an emergency;
- to establish, maintain and review a disaster recovery plan for recovering from an emergency;
- to assist emergency management agencies to fulfil their obligations under an emergency management plan;
- to coordinate emergency management activities, including:
 - (i) response to emergencies;
 - (ii) recovery from emergencies;
 - (iii) risk assessments;
 - (iv) prevention and mitigation of the effects of emergencies;
 - (v) planning activities; and
 - (vi) emergency management exercises.
- to provide public information following an imminent threat of, or during actual emergencies;

- to promote efficient and effective emergency management practices in the Territory;
- to provide a forum for discussing emergency management issues and facilitating communication between Committee stakeholders, island volunteer response agencies and the community;
- to establish communication networks between government and non-government organisations;
- to provide advice to the Australian Government and Shire Council on emergency management issues.

Meeting Schedule

The EMC and Executive Committee meet every two months, and a schedule is broadly detailed in the table below, but is subject to change pending member availability, or changes in priorities.

Table 2: EMC Meeting Schedule

Meeting Date	Primary Focus
January	Review plans and set strategic direction
March	Post Wet-Season Review and Lessons Identified
May	Review Risk Register
July	Exercise Conduct
September	Pre-Wet Season Preparations
November	EMP review

2.9. Exercising the Plan

The EMP needs to be exercised on a regular basis to practise the arrangements of the plan and to provide training for the EMC members and supporting organisations. It is the responsibility of the EMC to ensure the EMP is exercised annually, alternating between field exercises and desktop exercises.

The Emergency Management Officer (EMO) is responsible for planning and facilitating emergency exercises, including seeking external support where required. Arrangements exist with both National Emergency Management Australia (NEMA) and the WA Department of Fire and Emergency Services (DFES) to support exercises where appropriate.

Exercise Conduct

A briefing session should be held prior to the exercise. This session will brief all participants of the objectives of the exercise and clearly outline the roles and responsibilities of all participants.

All emergency exercises will be followed by a formal de-brief. Each of the evaluators will provide observations of the exercise and provide commentary on where the plan or procedures may be improved. All participants will be given the opportunity to provide feedback during this session.

A report on the exercise will be circulated to all EMC members and participants with a summary of the major recommendations. Additional copies may be passed to other organisations after approval from the Territory Administrator.

2.10. Training

Each agency is responsible for the training of its personnel to ensure staff can perform their roles and responsibilities under the EMP. A training needs review for EMC staff should be conducted annually to ensure members have the appropriate skills to enable effective participation in the EMC.

2.11. Continuous Improvement

Debriefing and Lessons Management

NEMA Handbook 8 'Lessons Management'¹ suggests the following circumstances should be used to develop guidelines to determine when debriefs may be required:

- an informal debrief to be held after every incident, event, exercise or training session
- formal debriefs to occur when
 - significant injury has been sustained by responders or the public, or safety was compromised
 - substantial resources were engaged
 - significant operational shortcomings or unforeseen events occurred
 - significant damage to property occurred
 - recovery issues have been raised; or
 - as otherwise required by standard operating procedures or business requirements
- multi-agency debriefs to be sought for all incidents or events that required a multi-agency response.

As the CKI arrangements usually require a multi-agency response, a multi-agency debrief should be held following an incident.

A 'hot' debrief should be held immediately following an event to capture any observations or corrective actions required. This debrief should include all the direct participants or agencies involved in the response.

A 'cold' debrief should be conducted within two weeks, and include all members of the EMC who participated in the event. Hosting a 'cold' debrief enables reflection after the incident, and the opportunity for each agency to gather internal feedback for discussion.

Following an event and relevant debriefs, an After Action Report will be developed to document observations and make recommendations.

Action Registers

The EMC secretariat maintains an action register, detailing any actions arising from meetings, exercises or incidents and assigning a responsible agency and timeframe for delivery. The action register is to be reviewed at each EMC meeting.

¹ <https://knowledge.aidr.org.au/resources/handbook-publications-collection/>

Part 3: Prevention

3.1 Responsibilities

The Ordinance (Part 2 Division 1 Section 8 (d) (ii)) stipulates that prevention and mitigation for the effects of emergencies is a key function of the EMC.

Each member of the EMC and sub-committees has individual responsibility for the management of hazards within their organisation (refer to Annex A). Additional hazard management responsibilities are assigned to specific agencies as indicated in Table 3.

Operational response will always be led by the Territory Controller, in line with their powers under the Ordinance. Specified hazard management agencies are required to comply with the directions of the Territory Controller at all times.

Table 3: Hazard Responsibilities

Hazard	Lead Agency	Comments
Fire	Department of Fire and Emergency Services (DFES)	Administered through IOTA SDA
Maritime Search and Rescue	Australian Maritime Safety Authority (AMSA)	Coordinated at the local level by Australian Federal Police (AFP) and supported by VMR
Land Search and Rescue	Australian Federal Police	Supported by FESU
Pollution	Department of Water and Environmental Regulation (DWER)	The Port Manager is responsible for maritime pollution incidents in line with the AMSA maritime pollution plan and associated legislation
Biosecurity	Department of Agriculture, Fisheries and Forestry (DAFF)	
Mass Casualty or Pandemic	IOT Health Service (IOTHS)	Responsible for the development and maintenance of the External Medical Emergency Response Plan
Aviation Emergency	Toll Global Logistics	Responsible for the development and maintenance of the Airport Emergency Plan

3.2 Prevention Objectives

The following five prevention objectives have been adopted by the Committee:

Prevention Objective 1

Community infrastructure has been appropriately hardened, and redundancies are in place to ensure continuity of critical services.

To meet this objective, the EMC shall identify and recommend that:

- Critical infrastructure has been identified and included in the Risk Register.
- Business continuity plans are in place for critical services.
- Appropriate critical back-up resources are stored on CKI (the EMC is to confirm this at regular intervals with the relevant responsible agency).
- Key agencies are represented on the Committee and/or Subcommittees.

Prevention Objective 2

All foreseeable hazards have been identified and subjected to a rigorous risk assessment process. Hazard reduction programs have been implemented for all identified hazards.

To meet this objective, the EMC shall identify and recommend that:

- A Risk Register is in place for CKI and is reviewed at regular intervals. The full list of identified hazards is listed in Section 3.3.
- Hazard reduction strategies are supported by the EMC, including providing letters of recommendation to the relevant authorities where required.

Prevention Objective 3

Land-use planning and building codes and regulations have been implemented.

To meet this objective, the EMC shall identify and recommend that:

- The Commonwealth (through SOCKI) provides appropriate arrangements for businesses and residents to access building code information.

Prevention Objective 4

Local businesses and residents are aware of the importance of business continuity planning and the need for appropriate insurance.

To meet this objective, the EMC shall identify and recommend that:

- Community and business education programs are implemented.
- Businesses are supplied with relevant risk information to inform their continuity plans.

Prevention Objective 5

All legislation-specific statutory requirements as identified in the Risk Register have been implemented.

To meet this objective, the EMC shall identify and recommend that:

- Implemented risk management measures are regularly reviewed.

3.3 Risk Management

A comprehensive risk assessment for Cocos (Keeling) Islands has been produced in accordance with the National Emergency Risk Assessment Guidelines (NERAG). The document, titled “Cocos (Keeling) Islands Risk Register” contains relevant information.

The primary risks identified by the Emergency Management Committee are as follows;

- 1.0 Aviation
- 2.0 Cyclone

- 3.0 Earthquake
- 4.0 Epidemic
- 5.0 Explosion
- 6.0 Fire (building, industrial, fuel, marine etc.)
- 7.0 Flooding (includes flash flooding, inundation etc.)
- 8.0 Hazardous Materials (HazMat) Incident [fuel, chemicals etc.]
- 9.0 Infrastructure Failure (i.e. building or industrial equipment collapse)
- 10.0 Marine Accident
- 11.0 Pandemic
- 12.0 Pollution (Land)
- 13.0 Pollution (sea)
- 14.0 Sea Level Rise (climate change)
- 15.0 Severe Storm
- 16.0 Storm Surge
- 17.0 Terrorism
- 18.0 Transport Accident (bus crash etc.)
- 19.0 Volcano
- 20.0 Tsunamis
- 21.0 Space Debris

3.4 Mitigation

Prevention and mitigation strategies should be guided by the Cocos (Keeling) Islands Risk Register and the Committee's prevention objectives. The Commonwealth, as the administering body for CKI, is responsible for developing and implementing effective, risk-based land management and planning arrangements and other mitigation activities. Specific mitigation strategies for individual hazards are included in the Hazard sub-plans of the Operational Response Plan.

(see: National Strategy for Disaster Resilience - <https://knowledge.aidr.org.au/media/2153/nationalstrategyfordisasterresilience.pdf>, <https://nema.gov.au/about-us/policies/strategies-and-frameworks>).

Part 4: Preparedness

4.1 Responsibilities

Whilst prevention involves the anticipation and mitigation of potential disasters, preparedness refers to the ability to respond during times of crisis.

The Committee has overall responsibility to advise on preparedness in the Territory. This responsibility is shared with public authorities, the private and community sectors, households and individuals. The Committee should ensure, so far as practicable, the preparedness of hazard management agencies, residents and resources to respond to any emergency on Cocos (Keeling) Islands.

4.2 Culturally and Linguistically Diverse Communities

The Australian emergency management arrangements recognise the requirement to tailor specific approaches for Culturally and Linguistically Diverse (CALD) communities.

Australia's CALD communities may be a particularly vulnerable part of Australian society in the context of emergencies. Many variables may contribute to this vulnerability; for example, people may not be as resilient in an emergency if their English is not proficient and they cannot access information, or they may be susceptible to particular hazards or risks as new arrivals in an unfamiliar environment. Additionally, cultural or linguistic differences may distort the meaning of messages. It is the responsibility of agencies involved in emergency management, and of communities, to identify and overcome these impediments.

The EMC recognises the cultural and linguistic complexity of the Islands. The preparedness and community engagement strategies within this plan are reflective of the need to involve and empower these groups. Specific strategies to target these groups are explored throughout the EMP and the DRP.

4.3 Preparedness Objectives

The following preparedness objectives (largely adapted from the National Strategy for Disaster Resilience) have been adopted by the Committee:

Preparedness Objective 1

Effective warning systems are in place to inform people about impending disasters, including the options available and best course of action as a hazard approaches.

To meet this objective, the EMC shall identify and recommend that:

- Signage and posters relating to foreseeable emergencies are located throughout the community.
- Visual and audible warning systems are installed in populated and frequented areas, with appropriate signage to indicate the type of hazard or emergency to which they relate.

¹ <https://www.homeaffairs.gov.au/emergency/files/national-strategy-disaster-resilience.pdf>

Preparedness Objective 2

Community education programs are established to assist residents to assess risks and reduce their exposure and vulnerability to hazards. Individuals and the community are supported in preparing for extreme events.

To meet this objective, the EMC shall identify and recommend that:

- Effective community education programs are established.
- Individuals and groups whose circumstances may require special consideration are appropriately catered for. These may include (but are not limited to):
 - Children and youth
 - Aged persons
 - People with a disability or reliant on medical care
 - Individuals from culturally and linguistically diverse backgrounds, including special consideration for the recognition of Cocos Malay in official publications through bilingual signage and announcements
 - Transient individuals

Preparedness Objective 3

Response to emergencies is well coordinated, including the effective management of professional and volunteer emergency services agencies.

To meet this objective, the EMC shall identify and recommend that:

- Appropriate Sub-plans (including the Operational Response Plan) are regularly reviewed and exercised.
- Volunteer emergency services groups are appropriately trained and equipped.

4.4 Community Engagement

A significant contributor to the successful preparedness of community groups is a targeted and effective community engagement strategy. The type of engagement strategy used will vary based on the program or event and will require flexibility on the Committee's behalf.

The Table 4, from Manual 44² (Guidelines for Emergency Management in CALD Communities), provides examples of emergency management approaches to community engagement.

² <https://knowledge.aidr.org.au/media/1969/manual-44-guidelines-for-emergency-management-in-cald-communities.pdf>

Table 4: Community Engagement

Term	Definition	Emergency Management Example
Engagement	Community engagement is the practice for achieving trustworthy interactive communication and strong relationships among community stakeholders, emergency services and government. This enables the mutual development and shared ownership of solutions for PPRR issues	A community develops its own warning system with emergency management agencies.
Participation	Participation can occur in many ways; it is basically about involvement	Attendance at events such as at emergency services displays, open days and exercises
Consultation	Consultation involves an agency or emergency management planning committee seeking advice from community representatives. It implies a 'purpose-driven' process whereby the agency actively seeks advice. It does not necessarily mean that anything will happen with that advice once it is received,	Face-to-face focus groups, for example, to identify the range of services required by CALD Communities during evacuation
Communication	The is one-way information provision from service provider to communities	Public awareness campaigns

The International Association of Public Participation (IAP2)² similarly advocates a “Participation Spectrum” as a guide for the levels of engagement in developing an Action Plan.

- **Inform**—government keeps civil society informed.
- **Consult**—government keeps civil society informed, listens to; and acknowledges concerns and aspirations; and provides feedback on how public input influenced the decision. They seek feedback on drafts and proposals.
- **Involve**—government works with civil society to ensure that their concerns and aspirations are directly reflected in the alternatives developed and provides feedback on how public input influenced decisions.
- **Collaborate**—government works together with civil society to formulate solutions and incorporates advice and recommendations into the decisions to the maximum extent possible.
- **Empower**—government and civil society make joint decisions.

Public Awareness and Education

Under the SDA of 2022, DFES plays a critical role in the delivery of public awareness in consultation with the island EMC. In particular, DFES has responsibility for:

- Community awareness programs about the hazards of natural disasters;
- Assistance with prevention and preparedness programs and measures to mitigate risks from these hazards;
- Support for school safety education programs about natural disasters

Such community awareness activities may include, but are not limited to, distribution of publications (including those prepared by DFES or National Emergency Agency (NEMA)), public meetings or articles in local newspapers. In promoting community awareness, the transient nature of the island population needs to be taken into consideration.

4.5 Exercises and Training

Exercises allow for the practice, testing and/or validation of emergency management arrangements, including response and recovery capability and capacity. Exercises should promote multi-agency participation.

Arrangements exist with both NEMA and DFES to support exercises where appropriate.

4.6 Volunteer Management

Volunteer Agencies

CKI is heavily reliant on Volunteers, with the Marine Rescue Western Australia (MRWA) and the Fire and Emergency Services Unit (FESU) comprised entirely of volunteers.

The Commonwealth, through DITRDCA, is responsible for ensuring Volunteer Units are appropriately funded, equipped, trained and supported to enable timely and effective emergency response. DFES provide training support and volunteer administrative requirements.

The EMC will support the positive recruitment and retention initiatives of DITRDCA to encourage sustainable membership of the Volunteer Units.

Management of Spontaneous Volunteers

When disasters occur, it is not only the communities physically impacted that respond. It is normal and common for people to converge on a disaster site from outside to help. This convergence of people is also accompanied by a convergence of information and resources, including equipment and donated goods and services. When not appropriately planned for, this convergence can create a significant burden on the impacted communities and trained responders, and may disrupt the work of those assisting communities³.

It is important to note that the use of spontaneous volunteers in high-risk work may have insurance or legal implications. The health, wellbeing and safety of spontaneous volunteers should be at the forefront of any decision to engage these people in the response or recovery from an emergency, and steps must be taken to ensure the verification of qualifications and authorisations prior to utilising their support.

Inductions must be held for volunteers being engaged in high-risk work, and should include workplace health and safety, fatigue management, post-event debriefing and psycho-social support considerations.

The majority of spontaneous volunteering will be experienced during the recovery phase, though a large scale response effort may also result in the initial response phase.

³ https://knowledge.aidr.org.au/media/4855/aidr_handbook12_v6_webcopy01_181217.pdf

To ensure spontaneous volunteers are appropriately managed, the strategies outlined in Table 5 may be adopted.

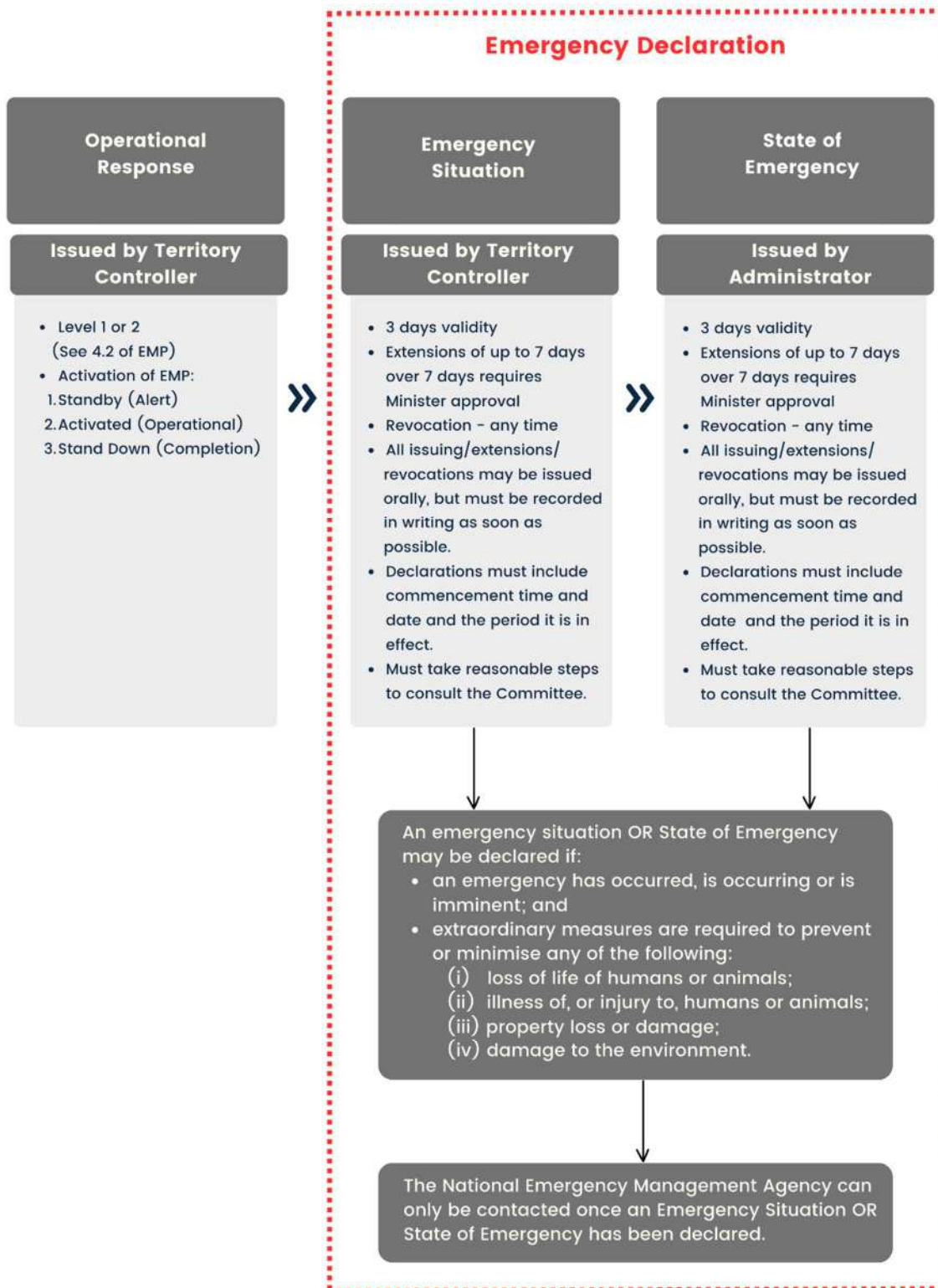
Table 5: Spontaneous Volunteer Management

Type of Volunteer	Requirement	Responsible
Emergency Services Volunteers	Formal training, unachievable in an operational response. Details to be recorded for follow-up after the event	EMO/FESU/ MRWA/ leaders as appropriate
Tradesperson/ Skilled labour	<ul style="list-style-type: none"> • Induction • Verification and record of skills & competencies • Debrief & psycho-social support 	<ul style="list-style-type: none"> • Admin support assigned by EMC Chair • EMC Chair & Social worker
Donations	Coordination	TC or Disaster Recovery Coordinator (if appointed) – to assign Public Shelter Staff to manage

Part 5: Response

5.1 Declarations of Emergencies

Under the Ordinance, there are two types of emergency declarations, which can be made. A summary of these declarations, and the associated authority, is provided below.



5.2 Levels of Operational Response

The EMC have agreed to reference two levels of emergency response – Level 1 and 2 – to describe situations outside of a State of Emergency or Emergency Situation declaration.

The following terminology has been adopted for use by the EMC to describe emergency response:

Level 1	A Level 1 incident is characterised by being able to be resolved through the use of local or initial response resources only. In a Level 1 incident the major function is operations; to resolve the incident (e.g. overdue arrival of small vessel). Control of the incident is limited to a small area, or the incident requires little resources and coordination. In a Level 1, the overall management can usually be carried out by the TC, with input from support agencies.
Level 2	Level 2 incidents are more complex either in size, resources or risk. They are characterised by the need for one or more of the following: <ul style="list-style-type: none">• Full EMC and/or multi-agency response• Deployment of additional resources beyond initial response• Coordinated efforts, including the establishment of the EOC• Significant resource requirements, or involvement of a large area or population

Any incident above a Level 2 will require a State of Emergency or Emergency Situation declaration due to the complexity, size or implications of the event.

5.3 Activation

Activation of the EMP will be in response to an emergency that demands a coordinated multi-agency response. The TC, in consultation with the Administrator, is authorised to activate the EMP.

Categories of Activation

There are three categories of activation of the EMP:

1. Stand-by (Alert)
2. Activated (Operational)
3. Stand Down (Completion)

Stand-By (Alert)

The TC, in consultation with the Administrator, will determine the phase change to stand-by. The TC will inform the EMC and place, where relevant, a coordination team on stand-by. If required, Emergency Operations Centre (EOC) staff will be nominated and the EOC prepared for use in the operation. The TC may consider alerting the NEMA's Australian Government Situation Room so it may be prepared to assist if required.

Activated (Operational)

The TC in consultation with the Administrator will activate the EMP. Relevant sub-plans will be activated as necessary. A public information notification will be issued to inform the community of the range of actions which have been taken. This is to include appropriate public information and contact numbers.

Stand Down (Completion)

The TC, in consultation with the Administrator, will suspend operation of the EMP. Organisations conduct internal debriefs and provide the TC with outcomes within 72 hours of stand down. The TC will consolidate debriefs following stand down of the EMP and prepare a post activity report within 28 days for endorsement by the EMC. The information format attached at **Annex B** should be used to collect debrief information.

5.4 Coordination of Response

Emergency Operations Centre

The EOC is a facility established and staffed (as required) to coordinate resources for a community response to and recovery from an emergency situation.

CKI have an EOC on both Home Island and West Island. The EOC on Home Island is located at the Cyclone Shelter. The EOC on West Island is located at the cyclone shelter with an alternative at the Police Station.

The TC will decide any requirement for an alternate EOC with the information disseminated to the EMC membership.

Specific details regarding the activation and operation of the EOC are contained in the EOC Sub Plan.

5.5 Requests for Assistance

During an emergency where local resources are inadequate or overwhelmed, the TC, in consultation with the Administrator, is authorised to make a request for Commonwealth assistance direct to NEMA. When a request for assistance is received from the TC, NEMA will coordinate the provision of assistance, which may be provided by a Commonwealth agency, DFES, a commercial provider or a combination of these. NEMA may also deploy a liaison officer to support local arrangements through coordination of Australian Government assistance.

Requests for physical assistance from the Australian Government may be phoned to NEMA in the first instance, but must be confirmed by a formatted hard copy via email or facsimile. The format for requests is attached at Annex D.

5.6 Warnings & Public Information

The Bureau of Meteorology (BoM) issues warnings for severe weather and other events (e.g. tsunami). These warnings are sent to media outlets (radio and television) who issue the warnings.

The TC is responsible for interpreting warnings and communicating the potential impacts and consequences to the community.

Individual response and support agencies may support warning dissemination in accordance with their own responsibilities and/or assist other groups if requested by the TC. Messages should be consistent and coordinated.

At the discretion of the TC, after due consideration of the emergency and discussions with relevant organisations, warnings and updates may be prepared and provided to all members of the EMC.

The process of information dissemination may include, but is not limited, the following:

Television and Radio Broadcast

CKI have a communications alert warning system, which operates from the Public Shelter on Home Island and the Police Station on West Island. These written alerts are programmed to override localised television and radio broadcasts.

The alert messages are operated by 6CKI Community Radio volunteers under the instruction and authorisation of the TC. Messages can be prepared and pre-recorded for speedy transmission (such as alert warnings for cyclones, tsunami etc.) or new ones can be made up as appropriate. Messages can also be broadcasted over available radio and TV stations by IOTA.

Email / Telephone

The TC has an email distribution list which includes the contacts for businesses, volunteer organisations and residents. This can be used in conjunction with informing key stakeholders by telephone.

VHF Marine Radio

VHF Marine Radio should be used to inform vessels of imminent threats.

Fire and Emergency Services

FESU can assist the TC in alerting the community of imminent threats and evacuation actions by sounding sirens through the residential areas.

The Atoll

The local newspaper 'The Atoll' may be used for, but not limited to, community awareness programs, preparing for emergencies, update of current emergency management issues and to keep the community up to date during recovery procedures. Post box drops may also be practical in some circumstances.

Public Meetings

Initiated by the TC or Administrator – as required.

Word of Mouth/Door Knocking

Because of the proximity of the residential areas on Home Island and West Island, word of mouth can be an effective way of circulating information including warnings and updates. This does not diminish the TCs responsibility of disseminating information, and caution should be taken, particularly with an imminent or actual threat or during the recovery process when it is critical that the community are receiving *accurate* information and instructions.

5.7 Evacuation Management

Evacuation involves the movement of people to a safer location and their return when safe to do so. For evacuation to be effective it must be appropriately planned and implemented. It is essential that coordination and communication is maintained across all stages of the evacuation.

The following evacuation stages are an example of the process used in evacuation management. A formal evacuation process does not prevent people in the community from making an independent decision to relocate in the appropriate circumstances.

1. **Decision:** The decision to recommend the evacuation of people in and around at-risk areas, rests with the TC managing the emergency incident. The TC should consult widely with stakeholders.
2. **Warning:** It is the responsibility of the TC to issue evacuation warnings to all people, including vulnerable people in the community and special facilities in the affected area. Evacuation warnings should be prepared in consultation with the Administrator.
3. **Coordination:** AFP plays a lead role in the evacuation process during an emergency. If time permits an Evacuation Coordinator may be appointed to both coordinate the evacuation process with key agencies/organisations involved and to manage the withdrawal stage.
4. **Withdrawal:** The TC, or an appointed Evacuation Coordinator, is responsible for managing the withdrawal of persons from an affected area.
5. **Shelter:** Where the TC determines that emergency shelters are required, they will advise the EMC of the location and type of sheltering arrangements established. Activation of the public shelters on Home Island and West Island will be directed by IOTA through IOTA's contractors as part of any evacuation.
6. **Return:** The TC is responsible for the decision that evacuees can return if an area is sufficiently safe to do so, in consultation with relevant stakeholders. The Evacuation Coordinator may be required to plan and manage the return of evacuees. Longer-term evacuees are managed by recovery agencies.

Part 6: Recovery

6.1 Principles

The overarching guidance from the National Strategy for Disaster Resilience is the recognition of the need to work in a swift, compassionate and pragmatic way to help communities recover from devastation and to learn, innovate and adapt in the aftermath of disastrous events.

The six national principles, central to disaster recovery are as follows:

- Understanding the **context**
- Recognising **complexity**
- Using **community** led approaches
- Ensuring **coordination** of all activities
- Employing effective **communication**
- Acknowledging and building **capacity**

Each of these principles is explored in detail in the DRP for the CKI specific context.

6.2 Disaster Recovery Plan (DRP)

The aim of the DRP is to detail the emergency recovery arrangements for the CKI. It is designed to guide key agencies and individuals in responding to a variety of emergencies throughout the Territory.

The purpose is to provide a DRP for CKI to enable it to establish services and processes required to assist the community to recover from an emergency event and regain emotional, social, economic and physical wellbeing.

The plan outlines a strategic framework for community recovery planning which is consistent with the CKI emergency management arrangements and the *Emergency Management Ordinance 2012 (CKI)*.

The DRP is endorsed and maintained by the EMC and approved by the Executive.

Part 7: Plan Administration

7.1 Plan Contact

This plan is maintained by the Emergency Management Officer (EMO). Feedback regarding this plan should be made in writing to the Executive Officer, Cocos (Keeling) Islands Emergency Management Committee:

- a Mail: PO Box 868, Christmas Island, Indian Ocean WA 6798
- b Email: operations@infrastructure.gov.au
- c Phone: (08) 9164 7901

7.2 Review Requirements and Issue history

The EMP and supporting documents are to be reviewed every 2 years and following every activation (*Ordinance Part 2 Division 1 Section 8 (2)*).

This issue (2018) entirely supersedes the previous issue of this plan (2014). Superseded issues should be destroyed, or clearly marked as superseded, and removed from general circulation.

Issue No.	Year Approved	Comments/Summary of Main Changes
1	24 September 2007	Complete Redraft
2	4 April 2008	Draft Update
3	11 July 2014	Review Approved
4	December 2018	Complete Redraft
5	June 2023	Draft Update
6	June 2024	Review Approved

7.3 Distribution List

This plan is issued electronically after it is approved to all Executive Committee and Emergency Management Committee members. It is then the responsibility of all plan holders to ensure all superseded copies are destroyed.

7.4 Consultation for this Issue

The review of this issue of this plan was coordinated by the Executive Officer for the Cocos (Keeling) Islands Executive Committee and Emergency Management Committee. For this issue the main round of consultation occurred over April/May 2023.

Over this period comments were invited from:

- a. Territory Controller
- b. Administrator
- c. CEO Shire of Cocos (Keeling) Islands
- d. EMC members
- e. National Emergency Management Australia

7.5 Communications Plan Summary

Once the plan is approved its update will be communicated as follows:

- a. Endorsement by Emergency Management Committee
- b. Approved by the Administrator
- c. Electronic copies distributed to all committee members

7.6 Validation of this Plan

Arrangements in this plan will be validated within the 2-year review cycle by:

- a. Participating, where able, in relevant exercises
- b. Conducting/participating in relevant debriefs
- c. Holding annual discussion exercises, or as required

Part 8: Emergency Communication

The distinctive environment and geographic isolation of CKI presents significant communication challenges. Communications on the islands are a combination of a copper, fibre and wireless mediums that provide mobile telephone, radio and internet services. Communications between Home and West Islands are achieved by microwave links and also via satellite internet. Communications to Australia are made available via satellite link only, the transmission equipment being located on West Island.

During an emergency or disaster, it is possible the primary communications network to the mainland may be impaired due to malfunction or congestion. It is possible that a satellite malfunction may also impair the island's limited mobile phone network (Voice over the Internet Protocol (VIOP)), rendering it inoperable. Agencies should take adequate measures to ensure they have secondary communications available in the form of radio or satellite telephone, and that these systems are interoperable with other agencies communication means on the island.

Agencies such as Police, FESU, Ports and IOTHS operate their own radio communications within their respective organisation.

Prime and Alternative Means of Communications

The prime means of communications in an emergency is by landline. If the landline and mobile system are not operational, the alternative means of communication is by VHF Radio followed by Satellite Phone. Additionally, FESU have a HF system that can be quickly established for external communications. NOTE: HF systems rely on suitable atmospheric conditions for effective use. This means of communication has limited capability.

Communication Systems

Telstra

The Telstra satellite communications system located on West Island supports all telephone (including fax) and limited data services on the islands. It also provides a link between Home and West Islands and the mainland, that mainly services landline telephone.

Should a loss of satellite communication to the mainland on the Telstra system occur, the consequences are as follows:

- No landline telephone calls between CKI and the mainland will be possible
- No data services running over Telstra will operate

Significant failures with the Telstra system could also result in the loss of any or all of the inter-island and intra-island landline telephone.

Telstra is represented on-island by Cocos Communications and IT (CCIT) who are responsible for maintenance and repairs to the Telstra system.

Shire of Cocos (Keeling) Islands (Formerly Indian Oceans Territories Telecom PTY LTD (IOTT) System)

On CKI the IOTT system is now operated by SOCKI (at the time of release of this plan, the information below may be outdated). The system utilises a private earth station and is independent of Telstra for its data services.

Access to the IOTT internet is via class licence wifi technology and also with dedicated user satellite dishes on NBN. A failure of the Telstra system should have no effect on the IOTT data services. Agencies should consider an independent wireless terminal or NBN service on the IOTT system for redundancy data purposes during an emergency or disaster.

In the event of a failure of the IOTT satellite dish most data services and all mobile telephone services will be affected. NBN services do not run over the dedicated IOTT satellite terminal and as such are a case-by-case basis as to whether they are affected. If NBN has a network outage, then all NBN services over IOTT will be inoperable.

IOTT maintain a microwave link between West and Home Islands. The link provides data and mobile telephone services to Home Island, as well as a corporate links connecting the IOTHS, SOCKI, IOTA and the CKIDHS.

If the link between the Home and West Island fails, there will be no direct data or mobile services between the two Islands, but the islands can still communicate with each other over the internet.

Satellite Phones

Many agencies are equipped with satellite telephones as a secondary communication means which can be relied upon for communicating with the mainland in an emergency or disaster. Agencies should be familiar with the limitations of the phones e.g. limited or no capability with heavy cloud cover.

Agencies are to ensure the following:

- Keep them charged and ready to use
- Test them monthly
- Have recorded on sat phones the numbers for on-island and external agencies
- Pass them on to deputies during leave

Agencies holding satellite phones and their contact details are as per the communications plan at **Annex D**.

VHF Radio

The system is known as the “Cocos Marine Network”. It can be used from any marine VHF transceiver (handheld, boat, vehicle or office mounted) tuned to one of the designated repeater channels.

The Cocos Marine Network is accessible by anyone with a multi-channel VHF marine radio. The network can provide coverage for approximately 40 nautical miles out to sea and is available from 100 per cent of the land area of Home Island and West Island.

There is one primary emergency repeater channel (Chanel 20) and standard CH 16 watch. There are currently two other repeaters for IOTHS channel (Channel 24) and Ports (CH28) available around the island.

The network is owned by IOT ADMIN and maintained under contract.

Further information, including coverage of the VHF radio system and a list of agencies which have VHF radios as at **Annex E**.

Part 9: Appendices & Annexes

Appendices [within document]:

Appendix 1 – Amendment Template

Appendix 2 – Letter of Appointment to EMC Template

Appendix 3 – Request for Assistance Template

Appendix 4 – List of Emergency Management Documents and Plans

Appendix 5 – Terms of Reference

Annexes [within document]:

Annex A – Roles & Responsibilities

Annex B – Debriefs

Annex C – Requests for Australian Government Non-Financial Assistance

Annex D – CKI Emergency Satellite Phones

Annex E – CKI VHF Radio System

Annex F – Emergency Legislation

Appendix 1 – Amendment Template

The CKI Emergency Management Committee has approved the following amendments to the Emergency Management Plan (2024).

Local copies are to be updated as follows:

Number	Action	Section	Details
<i>N.B. To be recorded in amendment table</i>	<i>E.g. "Delete"</i>	<i>E.g. Part 1, Section 2 (a)</i>	<i>"Insert text to be deleted"</i>
<i>E.g. 1/2018</i>	<i>E.g. "Add"</i>	<i>E.g. Part 1, Section 2 (a)</i>	<i>"Insert text to be added"</i>

[NAME]
[TITLE]
[ORGANISATION]
[ADDRESS]
Cocos (Keeling) Island WA 6799

Dear [NAME]

Appointment to the Cocos (Keeling) Islands Emergency Management Committee

In accordance with Part 2, Division 1, Section 7 (1) (c) of the *Cocos (Keeling) Islands Emergency Management Ordinance 2012*, I appoint you as a member of the Emergency Management Committee (EMC).

EMC positions are attributed to key roles within stakeholder organisations. Under the requirements of the Ordinance, the individuals occupying these roles must be specifically identified and appointed.

The EMC plays a critical role in community preparedness, response and recovery from emergencies. The members are expected to analyse emergency management risks, and provide guidance to the general public.

The EMC is chaired by myself as Administrator, Cocos (Keeling) Islands, and supported by the Indian Ocean Territories Administration Emergency Management Officer as secretariat. Leadership of the Committee in an active emergency is assumed by the Territory Controller, the senior Australian Federal Police officer on island assigned to community policing duties.

As a member, it is important you understand your role and the associated responsibilities. Under Part 2, Division 1, Section 8(1) of the Ordinance, the EMC has the following functions:

- a. to establish, maintain and review an emergency management plan for responding to an emergency;
- b. to establish, maintain and review an emergency recovery plan for recovering from an emergency;
- c. to assist emergency management agencies to fulfil their obligations under an emergency management plan;
- d. to coordinate emergency management activities, including:
 - i. risk assessments; and
 - ii. prevention and mitigation of the effects of emergencies; and
 - iii. planning activities; and
 - iv. emergency management exercises;
- e. to promote efficient and effective emergency management practices in the Territory;
- f. to provide a forum for discussing emergency management issues and facilitating communication between the Committee and the community; and
- g. to provide advice to the Australian Government and Shire Council on emergency management issues.

Membership of the EMC carries significant responsibility, and your selection recognises the critical role you play in developing effective strategic and operational emergency management arrangements.

Please confirm your acknowledgement and acceptance of this letter by returning a completed copy of page 3 to the Emergency Management Officer. If you have any questions regarding this appointment, please contact the Emergency Management Officer via 08 9164 7901.

Yours sincerely

Farzian Zainal

[DATE]

I acknowledge receipt of my appointment by the Administrator to the Cocos (Keeling) Island Emergency Management Committee, dated [date]

I understand the functions of the Committee and my role within it. I acknowledge my requirement to notify the EMC of any intention to resign my position on the Committee and/or within my organisation.

I hereby accept/ decline my position (*please circle*)

Signature

Name

Organisation

Position

Date

Please return completed form to the IOTA Emergency Management Officer via operations@infrastructure.gov.au

Appendix 3 – Request for Assistance Template

Requests for Australian Government non-financial assistance may be phoned to NEMA in the first instance (**1300 243 222** or **02 6273 8883**), but must be confirmed by email from the nominated official via nsr@nema.gov.au. The format for requests from COMDISPLAN is as follows (delete guidance information in column two):

SUBJECT	Event and nature of request being made.
DATE	This must include the date and local time of the request.
REQUEST ID	This should be a jurisdiction number that can be used for reference (NEMA will allocate separate sequential numbers to each incoming request).
SITUATION:	A brief summary of the reason for the request.
OWN RESOURCES:	An explanation as to why the requirement cannot be met from within the jurisdiction's existing resources (local, government, commercial or other).
PRIORITY	Time in which the request is asked to be fulfilled within e.g. urgent, within 24hrs.
DELIVERY LOCATION	Details of when and where the assistance is required.
TASK DESCRIPTION	A brief description of the need and effect required. Requesting authorities should NOT specify the means for meeting the effect but should identify constraints that may influence NEMA's decision (e.g. landing area unsuitable for all but rotary wing aircraft).
CONTACT NAME & DETAILS:	Full details of delivery point contact officer/s including name, location and telephone number as appropriate.
APPROVED BY JURISDICTIONAL NOMINATED OFFICIAL:	Name, title, contact details and signature. <i>N.B: This MUST be the Territory Controller</i>
COMMENTS:	Any general comments that may contribute to providing the fastest and most effective response to the request.

Appendix 4 – Emergency Management Documents and Plans

The following sub plans and documents are currently available for use in support of the EMP:

The following sub plans and documents are currently available for use in support of the EMP:

CKI - Emergency Operations Centre Setup and Activation Sup Plan

CKI - Pandemic Plan (Managed by IOTHS)

CKI – Cyclone and Severe Weather Sub-Plan

CKI - Tsunami Sub-Plan

CKI – Operations Plan

CKI – Mass Evacuation Sup Plan

CKI – Hazmat Sup Plan

CKI – Search and Rescue Sup Plan

CKI – Maritime Sub-Plan

CKI – Disaster Recovery Plan

CKI - Airport Emergency Plan (Managed by Toll Global logistics)

CKI – Port Emergency Response Plan (Managed by Linx Port Services)

CKI – Marine Search & Rescue Plan (Managed by VMR – DFES)

CKI – Utility and Energy Supply Continuity Plans

Pollution Response Capability Assessment. Indian Oceans Territories

CKI – Emergency Resource List

CKI Emergency Management Contact Directory

Cocos (Keeling) Islands

Emergency Management Committee

Terms of Reference

Endorsed:	Version 2.0. 2023
Enquiries	Executive Officer: Emergency Management Officer
Review Period	Review biennially, next review 2025
Authority	The <i>Cocos (Keeling) Islands(CKI) Emergency Management Ordinance (2012)</i> as amended 2017 Part 2 Division 1 Emergency Management Committee

- 1. Name** Cocos (Keeling) Islands Emergency Management Committee (hereafter referred to as ‘the Committee’)

- 2. Function** Part 2, Division 1 Section 5 of the CKI EM Ordinance 2012 as amended 2017 prescribes the Committees functions
 1. Establish, maintain and review an Emergency Management Plan
 2. Establish, maintain and review a Disaster Recovery Plan
 3. Assist emergency management agencies to fulfil their obligations under an emergency management plan
 4. Coordinate emergency management activities
 5. Promote efficient and effective emergency management practices
 6. Facilitate communication between the Committee and the community
 7. Provide advice to the Australian Government and Shire Council on emergency management issues

- 3. Structure** The Committee is made up of three components:
 1. Executive
 2. Committee
 3. Sub-Committees (as required)

- 4. Executive** The Executive of the Committee is responsible for the strategic direction of the Committee.

- 5. Membership** The Executive Committee membership comprises the following:
 1. Chairperson: The Administrator.
Automatically appointed under Part 2, Div. 1 Sec. 7(1)(a) of the EM Ordinance and chairs both the Executive and the Committee
 2. Deputy Chairperson: Territory Controller
Automatically appointed under Part 2, Div. 1 Sec. 7(1)(b) of the EM Ordinance
 3. Indian Ocean Territories Administration (IOTA): Representative.
Automatically appointed under Part 2, Div. 1 Sec. 7(2)(c) of the EM Ordinance
 4. Shire of Cocos (Keeling) Islands (SoCKI): Representative.
Automatically appointed under Part 2, Div. 1 Sec. 7(2)(c) of the EM Ordinance
 5. Executive Officer (ex-officio): Emergency Management Officer

- 6. Committee** The Committee is responsible for meeting the functions set out in the Ordinance and the strategic direction set by the Executive
- 7. Membership** The Committee membership is appointed by the Administrator in writing under Part 2, Div. 1 Sec. 7(1)(c) of the EM Ordinance.
- The membership currently consists of representatives from the following:
1. The Executive membership listed at point 5
 2. CKI Ports
 3. Cocos Island Airport
 4. CKI District High School
 5. Cocos Island Co-operative
 6. Indian Ocean Territories Health Service
 7. CKI Water Corporation
 8. CKI Parks Australia
 9. Royal Australian Air Force (RAAF)
 10. CKI IOTA Administration
 11. CKI IOTA Emergency Management
- Membership is reviewed at the same time as the review of these Terms of Reference.
- 8. Sub-committees** Sub-committees are appointed as required to consider specific emergency management issues, plan development or other tasks as determined by the Committee.
- They remain in place for the duration of their project or until such time as determined by the Committee.
- Membership is determined by the Committee and must contain at least four (4) appointed members from the Committee and other ex-officio members as identified and approved by the Committee
- 9. Reporting** All meetings are to be minuted and a summary or the Minutes of the meeting is to be circulated to Committee members.
- 10. Meeting Frequency**
1. Executive: a minimum of four (4) times a year generally in the months of March, June, September and November. Other meetings can be scheduled as required
 2. Committee: a minimum of four (4) times a year generally in the months of March, June, September and November. Other meetings can be scheduled as required
 3. Sub-committee's: Meetings can be scheduled according to requirements.
Where there is a standing sub-committee for Operations or Recovery then there is a minimum of two (2) meetings per year in the months of October and May
- 11. Governance**
1. Governance arrangements for the respective Committee's may be raised by Committee members, discussed and endorsed for final approval by the Executive.
 2. Voting rights: Each appointed member of the Executive and Committee have one vote with the Chairperson having a second casting vote to be used at their discretion
 3. Where a vote of the membership is required it will be decided in favour by a simple majority
 4. A Quorum of the Committee will be 50% of the appointed membership plus 1 (only applies outside of the declaration of an Emergency Situation & State of Emergency).

5. Motions before the Committee are to be moved and seconded by appointed Committee members
6. Nominated proxies can be made by agency representatives and they can attend meetings as an ex-officio member (no voting rights) to provide an agency report and return to their agency
7. Observers – Guests: The Committee may choose to invite persons to a meeting who have specific knowledge and skills relating to the functions of the Committee. Observers and guests do not have voting rights.

Annex A – Roles and Responsibilities

The roles and responsibilities below have been acknowledged by the relevant response agency or organisation. They should be used as a guideline only, and may be amended when required by the agency/organisation concerned in consultation with the EMC.

ADMINISTRATOR

The Administrator of Cocos (Keeling) Islands acts as the representative of the Crown and the Commonwealth on matters falling within the appointment's responsibility. In this capacity the Administrator is also closely involved with the emergency management structure on island and plays an important part in acknowledging and ensuring the necessary contributions by organizations and individuals to the well-being of the Island community.

The Administrator also provides a regular channel of communication between the Federal Government, Western Australian Government and island residents; provides advice to the community, liaises with Australian Government departments, participates in various community, governmental committees and working groups on island related issues; and responds to representations from the public concerning federal and territory matters where appropriate. The office of the Administrator consists of the Administrator, an Executive Officer and an Office Manager and is located on Christmas Island. The Administrator visits Cocos approximately six times per year. During any absence of the Administrator, the TC may fulfil this role.

- ROLES:**
- Chairperson of the EMC
 - Media liaison officer during an emergency
 - Representative of the Australian Government
 - Conduit between IOTA and the Cocos (Keeling) Islands community

TERRITORY CONTROLLER

The TC is the Senior Officer of the Australian Federal Police in charge of community policing on CKI. The TC is responsible for coordinating the response to an emergency in the Territory, including:

- ROLES:**
- Providing advice to the Administrator in relation to the emergency;
 - Requesting an emergency management agency to assist in responding to the emergency ;
 - Requesting assistance from a Western Australian agency which has an agreement with the Commonwealth of Australia, to assist the TC to manage emergencies.

The TC is also responsible for the following, as part of the overall function of coordination:

- Ensuring the EOC is established and operating in accordance with the EOC Sub-Plan;
- Making a request for Australian Government physical assistance from the National Emergency Management Agency (NEMA) in accordance with the provisions of the Commonwealth Government Disaster Response Plan, if of the opinion that local resources are, or are likely to be, inadequate or overwhelmed;
- Advising the Administrator and IOTA of requests for assistance.

AUSTRALIAN FEDERAL POLICE (AFP)

The AFP is responsible for providing police services to the community of Cocos. A team of two sworn police officers and two locally engaged 'special constables' provide the full range of community policing services, including land and marine search and rescue coordination. The AFP also undertakes tasks on behalf of the Australian Border Force. During an emergency the senior AFP officer acts as the TC responsible for emergency coordination.

- ROLES:**
- Act as Territory Controller
 - Is the agency responsible for law enforcement;
 - Is the agency responsible for search and rescue on land and sea;
 - As necessary, control and coordinate the evaluation of victims from the area affected by the emergency.
 - Maintain law and order, protect life and property, and provide assistance and resources to a response agency, and other organisations as required. This may include:
 - Reconnaissance of the area affected by the emergency;
 - traffic control, and crowd control;
 - access and egress route security and control;
 - identifying the dead and injured, and notifying next of kin;
 - establishing body holding areas;
 - maintaining the security of property;
 - statutory investigative requirements; and
 - operation of a public enquiry centre capable of providing general information on incidents and emergencies to members of the public.

BUREAU OF METEOROLOGY

The Bureau of Meteorology supports CKI, their office is located at the airport, on the eastern side of the airport runway it has staff and contractors, which in addition to their daily duties provide services or assistance to the following clients: Australian Radiation Protection and Nuclear Safety Authority (ARPANSA), Ionospheric Prediction Service (IPS) – Navstar Global Positioning System station.

- ROLES:**
- Provide continuous weather observations through automated and manual means for the purposes of forecasting, climate data and aviation services through surface based and upper air techniques;
 - Assist emergency services, aviation, and the general public by dissemination of meteorological forecasts and provision of observations as required;
 - Liaise between the various Bureau of Meteorology sections in the event of weather or oceanographic related emergencies.

COCOS COMMUNICATIONS AND IT

Cocos Communication and IT maintain communication and IT services and facilities on the CKI. They are the on-island agents for Telstra and Indian Oceans Territories Telecom who are contracted to manage Broadcast and IT infrastructure on behalf of the Department of Infrastructure, Regional Development and Cities.

- ROLES:**
- Provide support to the TC
 - Maintain communication infrastructure
 - Maintain Digital TV audio and emergency messaging systems

COCOS CO-OPERATIVE

Cocos Islands Co-Operative is a major service provider on CKI, by way of managing the bus and ferry services, stevedoring, airport ground handling and many other activities. The Co-Op has resources by way of plant, equipment and manpower. If requested from an authorised agency, the Co-Op may be able to contribute resources.

- ROLES:**
- Provide support to the TC

COCOS (KEELING) ISLANDS AIRPORT

Toll Global Logistics as operator of the Cocos (Keeling) Islands Airport is responsible for ensuring safe and secure airport ground facilities for aircraft operations. The management team of Airports Manager and Operations Manager are based on Christmas Island with a Senior Airport Operations Officer based on CKI.

Cocos (Keeling) Islands airport has an Aerodrome Emergency Plan (AEP) detailing actions of the airport and other response agencies to an on-airport environs incident/accident. This is a Civil Aviation Safety Authority (CASA) regulatory requirement and mandated for Toll Global Logistics' certificate of aerodrome operation.

- ROLES:**
- Coordinate safe airport operations;
 - Secure airport facilities;
 - Restore airport facilities to operational condition;
 - Security Screening.

CKI DISTRICT HIGH SCHOOL (CKIDHS)

Cocos (Keeling) High School is a District High School with campuses on both Home and West Islands and caters to Kindergarten and years 1 - 10. The school is operated by the Department of Education of Western Australia, and has approximately 95 students. A large majority of their staff are involved with emergency organisations.

- Roles:** Provision of structural facilities for use as a welfare centre

CKI FIRE AND EMERGENCY SERVICES UNITS (FESU)

The Fire and Emergency Services Units (FESU) and associated volunteers on Cocos respond to a wide range of emergencies including fire, cyclones, storms, floods, road accidents, chemical spills and earthquakes, as well as undertaking search and rescue operations on land and water. FESU has separate units on Home Island and West Island.

- ROLES:**
- Provide vehicle rescue resources;
 - Designated response agency for taking all practicable measures for preventing and extinguishing fires and protecting and saving life and property in case of fire on the islands;
 - Is the designated response agency for land based hazardous materials incidents and emergencies including the responsibility for confining, rendering safe or ending such an incident;
 - Taking such measures as may be practicable to prevent the outbreak of fires;
 - The provision of emergency firefighting water supplies and pumping equipment;
 - Provisions of personnel, field welfare support, emergency lighting and communications;
 - Assist in search and rescue operations;
 - Temporary repairs to damaged buildings, including roof coverings;
 - Is the designated response agency for dealing with storms and floods, and to coordinate the rescue, evacuation and initial welfare of affected persons; and
 - On request, assist the AFP, FESA, SoCKI, or IOTHS in dealing with incidents or emergencies.

CKI PORTS

CKI Ports are contracted by the Department to manage the port operations on Cocos. Due to its small size and strategic focus, CKI Ports lacks the physical capability to respond to emergency incidents unaided. CKI Ports emergency response is predicated on providing assistance to the Response Agencies and/or the TC.

- ROLES:**
- Provide resources to the TC as required;
 - Coordinate shipping. Assist with vessel/facilities if affected by fire/explosion in port area;
 - Assist with vessel collision/groundings;
 - Assist with hazardous materials emergencies if requested; and
 - Restoration of harbour facilities to operational condition

DEPARTMENT OF WATER AND ENVIRONMENT REGULATION

The Department of Water and Environment Regulation (DWER) does not have a full time representative on-island. DWER should be contacted to provide advice on environmental management to ensure steps are taken to mitigate against any potential environmental impact. Dependant on the risk involved and the nature of the incident, there is scope in the Service Delivery Agreement (SDA) for emergency flights to Cocos in the event a representative is required and is not on-island at the time of an incident.

INDIAN OCEAN TERRITORIES ADMINISTRATION (IOTA)

The Department of Infrastructure, Transport, Regional Development and the Arts has overall responsibility for the administration of the Territory of Cocos (Keeling) Islands, including the provision of State-type services. Other Government services, such as those involving quarantine and customs, are the responsibility of the relevant Australian Government agencies.

State-type services are provided through:

- Service Delivery Arrangements (SDAs) between the Australian Government and Western Australian State Government agencies;
- Direct administration by the Department of Infrastructure, Transport, Regional Development and the Arts; and
- Contractual arrangements with other organisations.

- ROLES:**
- Provide resources and assist as required;
 - Liaison with Departmental staff in Canberra, Perth and on Christmas Island to facilitate funding and other support as required;
 - Contractual arrangements with other organisations; and
 - Provides support for the TC and the Territories Administrator through the Emergency Management Officer.

INDIAN OCEAN TERRITORIES HEALTH SERVICE (IOTHS)

The IOTHS on Cocos offers a limited range of medical, nursing and ancillary health services. The health facilities are based on both Home Island and West Island, and include limited accident and emergency services, consulting rooms, periodic dental services and x-ray. The clinics are staffed daily Monday to Friday with an afterhours service for emergencies only. Staff on Home Island consists of 1 Doctor, 2 Registered Nurses, 1 Senior Health Worker, 1 Health Worker, 1 Admin Staff and 1 Domestic Staff. Staff on West Island consists of 1 Nurse Manager, 1 Registered Nurse, 1 Admin Staff and 1 Domestic Staff.

- ROLES:**
- Provide a Health Liaison Officer to the TC if required;
 - Provide medical, clinical and public health resources;
 - The mobilisation of health resources to an emergency site or sites and the initiation of triage, pre hospital stabilisation and first aid, transportation to the respective clinic for treatment;
 - The provision of public health assessments and services to prevent, prepare for, respond to and recover from emergencies; and
 - A coordinated health communications response for prevention, preparation, emergency response and subsequent recovery from the impacts

INDIAN OCEAN TERRITORIES POWER SERVICE (IOTPS)

The IOTPS is responsible for the provision of power generation and supply on Cocos. The main infrastructure includes six diesel powered generators capable of producing 14.2 megawatts of power which is distributed throughout the island through underground powerlines. The power authority has the integral capacity to hold 600,000 litres of diesel which is capable of sustaining the island for approximately 30 days without re-supply. The Water Corporation undertakes the duties regarding power on behalf of IOTPS.

- ROLES:**
- Restore electricity to essential services; residential, industrial and commercial areas;
 - Provide updates on estimated time of reconnection;
 - Provide safe access to sites by de-energising electrical wiring;
 - Provide energy and utility support to a response agency, and other organisations involved in the emergency;
 - Coordinate the establishment of temporary electrical power as required; and
 - Coordinate the supply of advice to the TC from Utility and Energy providers in accordance with Utility and Energy Supply continuity plans.

VIVA ENERGY

Viva Energy is the sole distributor of fuel on the Cocos (Keeling) Islands.

- Roles:**
- Provide assistance and resources to the TC as required

ROYAL AUSTRALIAN AIRFORCE (RAAF)

RAAF Cocos is a unit of the Australian Defence Forces. On CKI two service personnel maintain a communications facility and provide a point of contact to Defence Aircraft operating through CKI.

- Roles:**
- Provide assistance and resources to the TC as required

PARKS AUSTRALIA

Parks Australia is a division of the Australian Government's Department of Environment.

- ROLES:**
- Provide advice in regard to wildlife management and conservation issues in Pulu Keeling National Park and the Cocos Keeling Islands Marine Park; and
 - Provide assistance and resources to the TC as required

SHIRE OF COCOS (KEELING) ISLANDS (SOCKI)

The Shire of Cocos (Keeling) Islands is the Island's local government. It has a wide range of resources at its disposal, including earthmoving plant, labour, technical expertise, vehicle fleet with communications, computer and office equipment, Island Geographical Information System (GIS) and infrastructure drawings and plans, garbage collection plant, hazard and warning signage. The Shires workforce has effective communication networks within the Island's community groups. It operates an administrative office at Home Island and West Island.

- ROLES:**
- Recovery Coordinator (when Disaster Recovery Committee is established as required)
 - Provide Shire resources to the TC
 - Inform AFP about road closures
 - Maintenance and restoration of declared roads
 - Barricading roads
 - Provide engineering services, advice and resource support to response agencies and other functional areas or organisations involved in emergencies
 - Coordinate the supply of goods and services in response to an emergency including:

- clearance and re-establishment of roads and bridges;
 - structural assessments, demolition and shoring up of buildings;
 - removal of debris, construction of levees to control flooding;
 - maintenance of council services to facilities;
 - other related matters and tasks as requested by response agencies or other organisations.
- Coordinate the provision of transport support as required by a response agency, whilst maintaining as far as practicable, the normal operations and activities of public and commercial transport services. Tasks for providing transport to other agencies might include:
 - movement of emergency equipment and personnel;
 - movement of emergency supplies and goods, including water, fuel and food
 - evacuation of people; and
 - assistance for medical transport.
 - Maintain and operate a road condition / closure advisory service to a response agency and members of the public
 - During response and recovery operations, provide welfare services to victims of incidents and emergencies. This may require:
 - establishing evacuation centres to manage the provision of emergency accommodation, essential material needs, and the delivery of welfare services to victims of incidents and emergencies;
 - providing welfare information, and advisory services, to victims; and
 - managing donations.
 - Mobilise and coordinate catering facilities and services to provide:
 - feeding of victims of emergencies, including evacuees in transit or in evacuation and recovery centres, and displaced or homeless people;
 - short term emergency accommodation centres; and
 - by arrangement, meals for personnel engaged in emergency response and recover operations.

VOLUNTEER MARINE RESCUE (VMR)

The Marine Rescue Service helps the community of Cocos (Keeling) Islands enjoy and work in the marine environment of the surrounding ocean and coastal waters in the safest possible manner through the promotion of safety at sea and the provision of search and rescue services in the event of a marine emergency.

- ROLES:**
- Participate in marine search and rescue operations
 - Operate the unit's marine rescue vessel
 - Utilise the marine radio services
 - Provide specialist advice on marine safety and rescue

WATER CORPORATION

The CKI Water Corporation is responsible for the provision of water and sewerage services on Home Island and West Island. It consists of ten staff that are supported by an Incident Management Section based in Perth who are available at short notice to assist in the restoration on water and sewerage systems on the islands.

- ROLES:**
- Protection, maintenance and restoration of water and sewerage services; and
 - Protection, maintenance and restoration of power supply.

Annex B - Debriefs

DEBRIEFS

1. ORGANISATIONS INTERNAL DEBRIEFS

Organisations conducting internal debriefs should include in their report, but not limit to, the following:

OVERVIEW

- Overview of the incident in relation to the Organisation
- Responsibilities of the Agency and the tasks it undertook
- Difficulties encountered

CRITIQUE

- Honest critiquing the actuality of events as they presented themselves during the incident (What worked and what didn't)

ACTION

- Introducing informed recommendations to improve the processes for the future

2. TERRITORY CONTROLLERS DEBRIEF FOLLOWING STAND DOWN

OVERVIEW

- Overview of the incident
- Responsibilities of the TC, the Organisations and the EMC; and the tasks they undertook
- Operation information, such as essential services evacuation facilities and processes, welfare issues, recovery practices
- Personnel Issues
- Financials

CRITIQUE

- Honest critiquing the actuality of events for all agencies and the EMC as they presented themselves during the incident (What worked and what didn't)

Annex C – Requests for Australian Government Non-Financial Assistance

Contact details for National Emergency Management Agency
T +61 1300 243 222
F +61 1300 004 650
E nsr@nema.gov.au
Non 1300 number: 02 6273 8883

The following information is required when requesting assistance:

SUBJECT:	Event and nature of request being made.
DATE:	This must include the date and local time of the request.
REQUEST ID:	This should be a jurisdiction number that can be used for reference (NEMA will allocate separate sequential numbers to each incoming request).
SITUATION:	A brief summary of the reason for the request.
OWN RESOURCES:	An explanation as to why the requirement cannot be met from within the jurisdiction's existing resources (local, government, commercial or other).
PRIORITY:	Time in which the request is asked to be fulfilled within e.g. urgent, within 24hrs.
DELIVERY LOCATION:	Details of when and where the assistance is required.
TASK DESCRIPTION:	A brief description of the need and effect required. Requesting authorities should NOT specify the means for meeting the effect but should identify constraints that may influence EMA's decision (e.g., landing area unsuitable for all but rotary wing aircraft).
CONTACT NAME & DETAILS:	Full details of delivery point contact officer/s including name, location and telephone number as appropriate.
APPROVED BY JURISDICTIONAL NOMINATED OFFICIAL:	Name, title, contact details and signature.
COMMENTS:	Any general comments that may contribute to providing the fastest and most effective response to the request.

Annex D – CKI Satellite Phones

The following agencies have satellite phones:

ORGANISATION	TYPE	NUMBER
Administrator	THURYAH	0414 316 845
AFP	IRIDIUM	0147 158 817 (Police Station for land based ops) 0147 161 806 (Police Vessel FED04 for sea based ops)
Emergency Management Officer	THURYAH	0405 897 046
IOT Admin	THURYAH	0416 169 919
IOT Health	THURYAH	IOTHS CHRISTMAS ISLAND – 0405 897 080 IOTHS HOME ISLAND – 0416 013 028 IOHTS WEST ISLAND – 0406 324 633 IOHTS MEDICAL OFFICER – 0416 032 238
Parks Australia	IRIDIUM	0485 939 927
SOCKI		NONE
Water Corporation	IRIDIUM X 2	HOME ISLAND – 0147 141 787 WEST ISLAND – 0147142 767
CKI Port	IRIDIUM X 1	(0011) 881 622 458 836
Cocos Islands Airport (Toll Global Logistics)	THURYAH	0405 599 961

Annex E – CKI VHF Radio System

COVERAGE

There are three repeater channels located on Cocos Island.

- Channel 20 is used for all marine and daily marine operations.
- Channel 24 is used by the Medical Clinics on Home Island and West Island.
- Channel 28 is used for all other operations.

All of the channels have good coverage around Home Island and West Island.

Channel 20 has the strongest repeater (a range of around 40NM) and is used for all ship and boating communications. It is the islands emergency boating channel and is monitored by the AFP, Customs, and Quarantine.

If in distress or need of assistance you can contact others by hailing them on Channel 20. The medical clinics can be contacted direct on Channel 24 if it is a medical emergency

AGENCIES WHICH HAVE VHF AND HF RADIOS

The following agencies have VHF and HF Radios:

ORGANISATION	TYPE	QUANTITY	
Administrator	N/A		
AFP	Base – Office Base – Vehicle Hand Held Secure Base – Office Aviation Base - Office	2 VHF, 1 HF 6 VHF 6 VHF 1 VHF 1 VHF	
CKI Airport	Base – Vehicle Hand Held	2 VHF 2 VHF	
CKI FESU	Home Island West Island	Hand Held Base	4 VHF, 4 HF 3 VHF, 1 HF
CKI Ports	Hand Held Base	2 VHF 2 VHF	
EOC	Home Island West Island	Base Station Hand Held Base Station (Shelter)	1 VHF
IOTA	Hand Held	3 VHF	
IOTHS	Home Island West Island	Base Station Hand Held Base Station Hand Held	1 VHF 3 VHF 1 VHF 3 VHF
PA	Hand Held – WI	VHF x 6, UHF x 6	
SOCKI	Hand Held – HI, WI	VHF x 10	
MRWA	Base – Residential Base - Vessel Hand Held	1 VHF 8 VHF	
Water Corporation	Not Advised		
RAAF	VHF Handheld	2 Marine VHF	

Annex F – Emergency Legislation

ORGANISATION	LEGISLATION
ADMINISTRATOR	<i>Emergency Management Ordinance (CI) (2012)</i>
ADFLO	<i>Commonwealth Government Disaster Response Plan (COMDISPLAN)</i>
CKI AIRPORT	<i>Civil Aviation Act 1988</i>
CKI PORTS	<i>Pollution of Waters by Oils and Noxious Substances Act 1987 (POWBONS)</i>
PA	<i>Environment Protection and Biodiversity Conservation Act 1999</i>