



NSW SES & PHN

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Public Information, Community Capability

www.ses.nsw.gov.au

NSW SES



NSW State Emergency Service (SES) is an emergency and rescue service dedicated to assisting the community.

We are a volunteer-based organisation that provides emergency assistance to the people of NSW 24 hours a day, seven days a week, 365 days a year.

There are more than 10,000 volunteers across the state that make this possible.

NSW SES Volunteers come from all walks of life, bringing with them many different skills, interests and backgrounds.

They are united by the purpose of supporting their communities in times of need.

Enacted in 1955



NSW SES Legislated Combat Agency Roles

-  NSW SES Legislated Combat Agency Roles
-  Core Capabilities
-  Enabling

NSW SES



- While our major responsibilities are for flood and storm emergencies, NSW SES also provides the majority of general rescue effort in the rural parts of the state.
- This includes:
 - Road accident rescue
 - Vertical rescue
 - Bush search and rescue
 - Evidence searches (both metropolitan and rural) and other forms of specialist rescue that may be required due to local threats.
 - Volunteers in a number of isolated communities have been trained as Community First Responders by the Ambulance Service of NSW. The organisation's trained rescuers also support the full-time emergency services during major disasters.
- 2022 was our most engaging year to date

2022 IN REVIEW



80,494

REQUESTS FOR ASSISTANCE

A photograph showing a flooded industrial facility. In the foreground, there is a large body of water reflecting the sky. In the background, a dark, flooded interior of a building is visible, with several animals (possibly cows) standing in the water. The building's walls are made of corrugated metal. To the right, there is a white rectangular structure, possibly a tank or container, partially submerged in the water.

67,000

ANIMAL RESCUES



3,818

FLOOD RESCUES



2,853

RESUPPLY MISSIONS



628

MEDICAL RESUPPLY MISSIONS

A nighttime emergency scene on a wet road. A fire truck with flashing blue and red lights is the central focus. Several cars are parked around, including a white sedan on the left and a white SUV on the right. A person in a yellow helmet is visible in the foreground. The wet pavement reflects the lights.

575

ROAD CRASH RESCUES



30

VERTICAL RESCUES



2,000,000
Sandbags

Community Capability

KNOW AND ACCEPT THEIR RISK



An empowered community knows and accepts their local risk. We work in partnership with our communities through various activities and programs like public flood hot spot tours to help community members understand their local risks.

CAPABILITY AND CAPACITY

Communities have a range of existing skills, knowledge and capability that they gain through their jobs & life experiences. We work with communities through activities such as community workshops to map & identify strengths and weaknesses so that we can better work together during times of need.



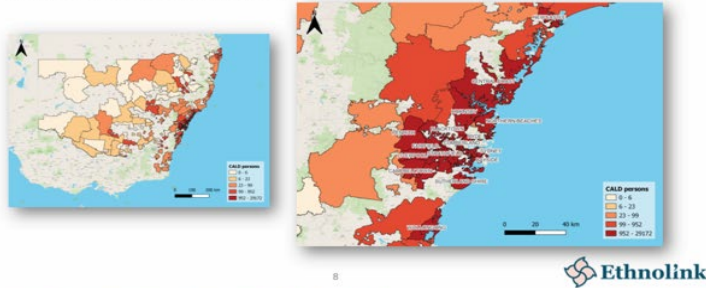
PRACTICAL SKILLS

A resilient community will own the problem it is faced with. We work with the community to give them practical skills and resources to look after themselves during disasters. This can be achieved by teaching them a practical skill through workshops like Get Ready Girl or partnering with the volunteer experience team to implement an alternative volunteering option.

CALD COMMUNITIES PROJECT

Locating vulnerable CALD communities

The heat map on the left represents the number of CALD persons for each LGA in NSW that intersects with a flood extent. Zooming in, we can identify particular LGAs along the coast where there are significantly higher numbers of CALD persons.



CALD Communities in NSW

- ✓ 29% NSW residents born overseas
- ✓ Reside in locations with high risk profiles
- ✓ Often have less access to formal (Govt) support post disasters
- ✓ Often utilise different communications channels

CALD COMMUNITIES PROJECT

Jointly funded Australian Government & NSW Government National Partnership Agreement on Disaster Risk Reduction

Managed by Reconstruction Authority NSW \$1.03 Million over 2 years

Scope:

Current NSW SES Communications

- >95% of communications are:
- Written or spoken in English
 - Delivered through traditional communication channels
 - Developed/delivered by non-CALD personnel
 - Have limited reach and impact with CALD communities

PROJECT PROGRESS

- Project Officer onboarded
- Established project governance regime
- UoW partnership to review priority CALD groups and develop monitoring & evaluation framework
- Gap analysis of existing NSW SES in-language CALD communication materials

Measurement, Evaluation & Learning (MEL) Dashboards



Creating safer, more resilient communities

- BECAUSE** the less prepared individuals & communities are the greater the impact of an emergency
- We** support them to plan, prepare, respond & recover from emergencies
- So** they are more resilient and there is reduced risk to loss of life, serious physical or psychological injury & damage to property

MEL Framework & Visualisations

Measure inputs and outcomes against the Program Logic Provides consistent data to report to multiple stakeholders

Collect & Display data across the three pillars

Our Organisation Pillar

Inputs, Activities and Outputs

What are we doing?
How many people are doing it?
How much are we spending on it (time and money)?

Structure and Culture

What is our organisational structure?
How are we focused on Community Engagement?

Funding

How are our activities funded?
Is the funding sustainable?

Our Community Pillar

Community Profile

What is the community profile (demographics, vulnerability, English Second Language)?

What is the inherent risk profile for this community (flood, storm, tsunami)?

Community Resilience

What is our current assessment of the level of resilience?

NSW SES Relationship

What is the nature/quality of our relationships with this community

Our Impact Pillar

Outcome Measurement

What outcomes are we collecting data on in the community

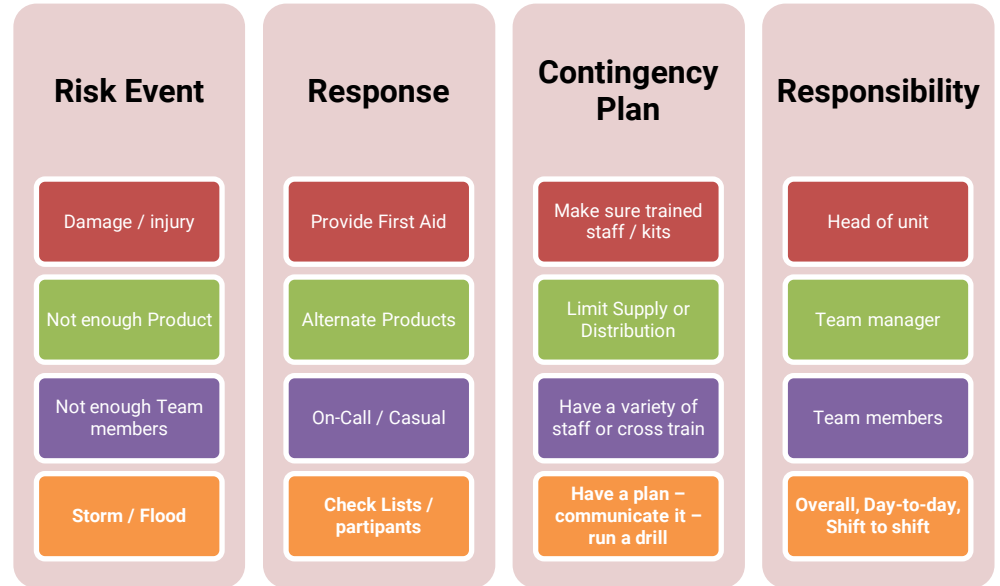
Impact

What is the community perception of our activities (awareness, knowledge, trust, resilience)?

How does all this relate to you

- You have a unique business
 - What are your natural risks?
 - Storms, Riverine Floods, Flash Floods, Tsunami's (Land/Marine)
 - What are your human enacted risks?
 - Transportation, Roads, Buildings, Distance
 - What is in your circle of control?
 - Knowledge, Information, Your response
 - What is not?
 - Environment,
 - How can you lead your organisation/team through the challenge you face?

PPRR Model



AWS

AWS



Low level flooding expected
OR – flood threat easing, still some hazards



Rural roads cut
Pre-evacuations



Major roads impacted
Isolations
Evacuations
Over-floor flooding

AWS



Advice

Stay informed
Monitor conditions
Reduced threat: return with caution

Flood watch
Minor flood bulletin



Watch & Act

Prepare to evacuate
Prepare to Isolate
Avoid the area
Do Not Enter flood water

Moderate flood bulletin
Major flood bulletin
Evacuation Warning



Emergency Warning

Evacuate before [time]
Evacuate now
Shelter now
Move to higher Ground

Evacuation Order

AWS



Riverine Flood, Dam Failure & Tsunami

2022



Flash Flood

2024

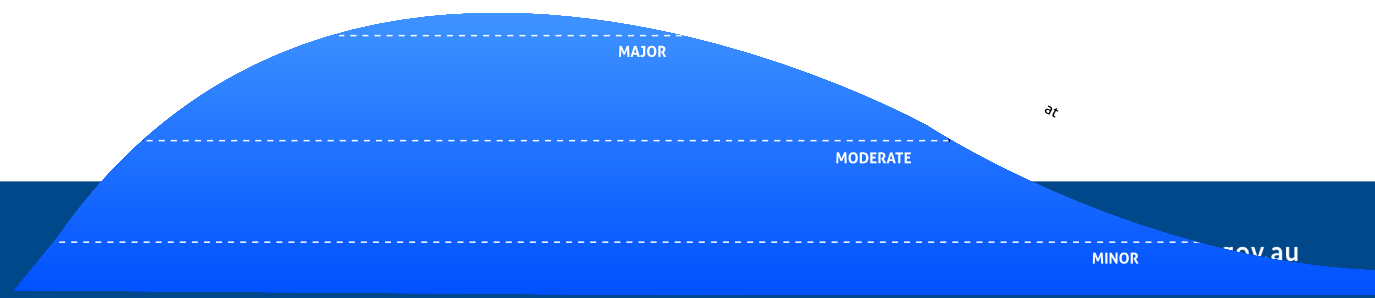


Storm

2023/2024

Queensland: Nov 2023

AWS



or

gov.au

AWS

Flooded community



Advice

Stay Informed



Watch & Act

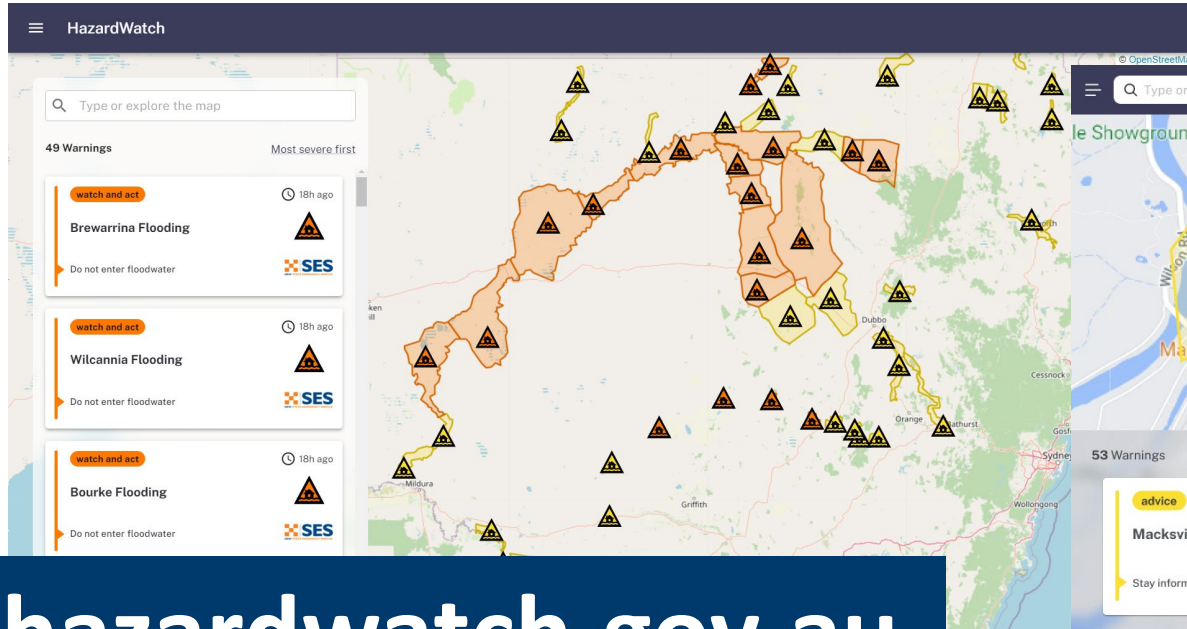
Do Not Enter Floodwater



Advice

Monitor Conditions

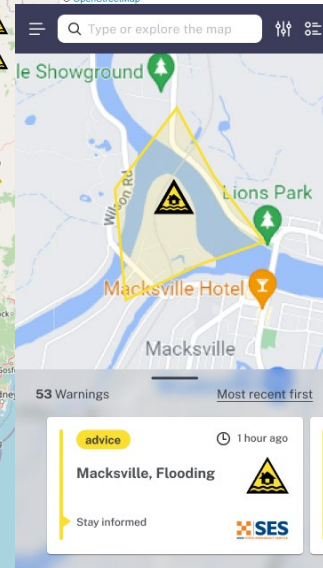
HazardWatch



HazardWatch

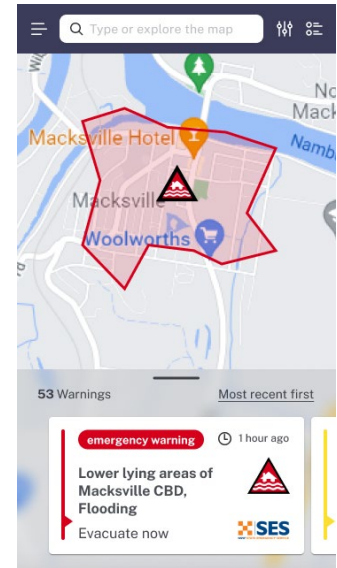
49 Warnings Most severe first

- watch and act** 18h ago
Brewarrina Flooding
Do not enter floodwater
- watch and act** 18h ago
Wilcannia Flooding
Do not enter floodwater
- watch and act** 18h ago
Bourke Flooding
Do not enter floodwater



53 Warnings Most recent first

- advice** 1 hour ago
Macksville, Flooding
Stay informed

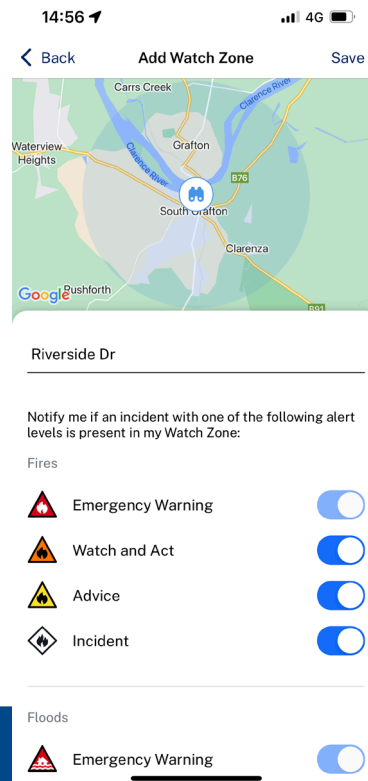
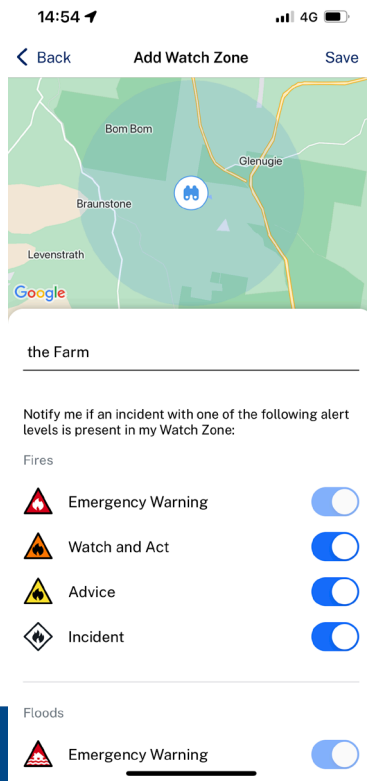
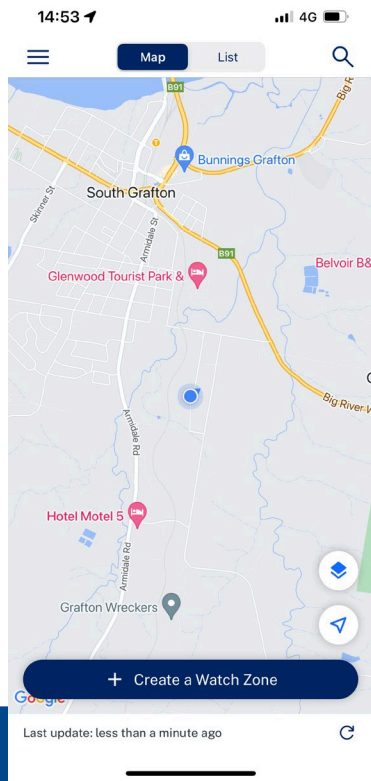


53 Warnings Most recent first

- emergency warning** 1 hour ago
Lower lying areas of Macksville CBD, Flooding
Evacuate now

hazardwatch.gov.au

Hazards near me



Information

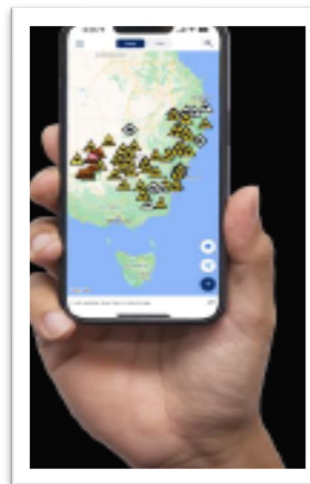


- GEMS
- Flood Plans
- HazardWatch/Hazard Publisher

Key Messages

- Hazards Near Me NSW is your official and trusted source of emergency information.
- The app shows information and warnings for bush fires and floods in NSW. Over time, more hazards and information will be added to the app.
- Hazards Near Me NSW shows information directly from our emergency services.
- By setting a watch zone, you can get notifications about incidents in your area.
- By setting up a user account, you can get the same information across all your devices.
- If you already have Fires Near Me NSW on your device, update your app.
- Or you can search for Hazards Near Me NSW in your app store.

Hazards Near Me NSW is your official and trusted source of emergency information, showing information and warnings directly from our emergency services.



Contact Information



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