

Glossary of Terms

Term/Acronym	Description
Section 149 Certificates	A section 149 Certificate is issued under Section 149(2) and 149(5) of the Environmental Planning and Assessment Act 1979. The 149 certificate provides information about planning controls or constraints affecting a particular piece of land. A certificate must be requested on the purchase and sale of a property under Conveyancing Act 1919.
After Action Reviews (AAR)	An after action review (AAR) is a structured review or de-brief process for analysing what happened, why it happened, and how it can be done better by the participants and those responsible for the project or event
Agencies	A government agency with a role to play in preparing for, responding to or recovering from disasters or emergencies.
Amalgamation	The processes involved in the merger of two or more local governments.
Asset Management	Is the coordinated activity of an organisation to realise value from assets. It enables an organisation to examine the need for, and performance of, assets and asset systems at different levels.
Broad-scale emergencies	An emergency or event that overlaps multiple local and regional boundaries requiring a coordinated multi organisational response.
Business Continuity	Business Continuity (BC) is defined as the capability of the organisation to continue delivery of products or services at acceptable predefined levels following a disruptive incident.
Capability	Measure of the ability of an organisation, person, system to achieve its objectives, specifically in relation to its overall mission.
Capacity	Measure of the ability of an organisation, person, system to maintain its ability to deliver its overall mission.
Community	A community is generally defined by location, shared experience, or function and can consist of residents, groups and businesses.
Community Service Announcements	A community service announcement, is a message in the public interest disseminated without charge, with the objective of raising awareness, changing public attitudes and behavior towards a social issue.
Community Strategic Plan	The Community Strategic Plan represents the highest level of strategic planning undertaken by a local council. The Plan identifies the main priorities and aspirations for the future of the local government area established under Section s402 of the NSW Local Government Act.

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	All other plans developed by the council as part of the Integrated Planning and Reporting framework must reflect and support the implementation of the Community Strategic Plan.
Cost Centres	The main function of a cost centre is to track expenses. Cost centres provide metrics relevant to internal reporting.
Council or Local Council	Is the local government (also known as local councils) responsible for providing services to meet the needs of the community. The range of services provided by local council is in direct response to the needs and priorities of their local community.
Critical Business Requirements	Business requirements that are critical activities of an organisation or entity that must be performed to meet the organisational objectives and responsibilities.
Delivery Program	The Delivery Program is a statement of commitment to the community from each newly elected council and details the principal activities to be undertaken by the council to implement strategies established by the Community Strategic Plan established under Section 404(1)– (5) of the NSW Local Government Act)
Disaster	A serious disruption to community life which threatens or causes death or injury in that community and/or damage to property which is beyond the day-to- day capacity of the prescribed statutory authorities and which requires special mobilisation and organisation of resources other than those normally available to those authorities.
Early Warning Advisory Services	Early warning alerts or announcement for residents and visitors of a local area to provide advance warning of severe weather or other public safety events to help prepare and protect people and property.
Elected Council	The elected representatives (councillors) of a local council. An elected council sets the overall direction for the council through long-term planning and decision making.
Emergency	An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response.
Emergency Evacuation Centres (EEC)	An evacuation centre is defined as a centre which provides affected people with basic human needs including accommodation, food and water.
Emergency Management	The organisation and management of resources for dealing with all aspects of emergencies. Emergency management involves the plans, structures and arrangements which are established to bring together the normal endeavours of government, voluntary and private agencies in a comprehensive and coordinated way to deal with the whole spectrum of emergency needs including prevention, preparedness, response and recovery.

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Emergency Management Operating System (EMOS)	The Emergency Management Operations System (EMOS) has been developed to assist Emergency Operations Centres (EOC) to collect, collate, react to and disseminate operational information during times of emergency.
Emergency Operations Centres (EOC)	A facility established to control and coordinate the response and support to an incident or emergency.
Emergency Planning Process	The collective and collaborative efforts by which agreements are reached and documented between people and organisations to meet their communities' emergency management needs.
Emergency Risk Assessments	Is the process of understanding and analysing risks and hazards in order to produce a range of treatment options to minimise the impact or, if possible, eliminate the resulting risk.
Emergency Risk Management	Emergency Risk Management is a systematic process of identifying, analysing, assessing, treating and mitigating risk to people, property and the environment.
Exercise / Exercising	A controlled, objective-driven activity used for testing, practising or evaluating processes or capabilities.
Extreme events	The consequences that define 'extreme' events are usually related to significant community impact, reputation and financial impact or loss of life. These types of 'extreme event' risks usually require a significant and coordinated response across council(s) and with external parties including government agencies, major suppliers and contractors.
Fire and Rescue	In relation to Fire Districts, prescribed in the Fire Brigades Act, 1989 (as amended), is the designated Combat Agency for taking all practicable measures for preventing and extinguishing fires and protecting and saving life and property in case of fire.
Grant Funding	Funds or products disbursed by one party, often a government department, corporation, foundation or trust, to a recipient, often (but not always) a non-profit entity, educational institution, business or an individual.
Hazard	A potential or existing condition that may cause harm to people or damage / loss to property or the environment. An intrinsic capacity associated with an agent or process capable of causing harm.
Hazard Consequence Management Guides (CMGs)	A Consequence Management Guide (CMG) is a hazard specific document which provides agreed emergency management arrangements in a 'checklist' concept. This is particularly useful during the initial stages of an emergency and provides for easy reference. A CMG should be developed for each hazard identified in the emergency risk management process. Generally, a CMG should be completed for any risks identified as Medium and above however this remains at the discretion of the Local Emergency Management Committee.

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Hazard Identification	The process of recognising a hazard exists and defining its characteristics.
Hazard Mapping	The process of establishing geographically where and to what extent particular phenomena are likely to pose a threat to people, property, infrastructure, and economic activities. Hazard mapping represents the result of hazard assessment on a map.
Hazard Assessments	Evaluating and ranking potential hazards by their estimated frequency and intensity, and determining a margin of safety.
Incident	A localised event, either accidental or deliberate, which may result in death or injury, or damage to property, which requires a normal response from an agency, or agencies.
Induction Program	An induction program is the process used to welcome new employees, contractors or visitors to the organisation and/or, prepare staff for their new role.
Internal Audit	Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organisation's operations. It helps an organisation accomplish its objectives by bringing a systematic disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.
Interoperability	Ability of systems, personnel, and equipment to provide and receive functionality, data, information and/or services to and from other systems, personnel, and equipment, between both public and private agencies, departments, and other organisations, in a manner enabling them to operate effectively together.
Land Use Planning	Discipline which seeks to order and regulate land use in an efficient and ethical way, thus preventing land-use conflicts. Local Governments use land-use planning to manage the development of land within their jurisdictions. In NSW land use planning is governed by the Environmental Planning and Assessment Act 1979
Local Emergency Management Committee (LEMC)	The committee constituted under the State Emergency and Rescue Management Act, 1989 for each local government area, and is responsible for the preparation of plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the local government area (Local EMPLAN) for which it is constituted. In the exercise of its functions, any such Committee is responsible to the relevant Region Emergency Management Committee.
Local Emergency Management Officer (LEMO)	Is the principle executive officer of the LEMC. Local councils appoint a LEMO to act as the organisation's coordinator for responding to emergency events within the local government area. At a minimum, the position undertakes the roles of:

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	<ul style="list-style-type: none"> • being the council's liaison officer for disaster planning with other emergency services such as police, fire brigades and state emergency services • coordinating the review of procedures for responding to emergencies • maintaining an effective communication network with all emergency response agencies • ensuring that resources are available to respond to emergencies including management of council's Emergency Operations Centre (EOC).
Local Emergency Management Plan (Local EMPLAN or EMPlan or LEMP)	The Local EMPLAN provides a framework for planning that can be used by LEMC members and Emergency Operation Centre personnel to inform decision making during an emergency event.
Local Environment Plans (LEP)	Local Environmental Plans (LEPs) guide planning decisions for local government areas. They do this through zoning and development controls, which provide a framework for the way land can be used. LEPs are the main planning tool to shape the future of communities and also ensure local development is done appropriately.
Local Government Area	An area within the meaning of the Local Government Act 1993 and includes a combined local government area as referred to in section 27 of the State Emergency and Rescue Management Act, 1989 (as amended).
Memorandum of Understanding (MOU)	A Memorandum Of Understanding (MOU) establishes a framework for the collaboration between two organisations and expresses the common goals or vision of the parties to the MOU.
Metrics	Standards of measurement by which efficiency, performance, progress, or quality of a plan, process, or product can be assessed.
Mitigation	Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on society and environment.
Mutual Aid Agreement (MAA)	Mutual Aid Agreement (MAA) means a written agreement between agencies, organizations, or jurisdictions to lend assistance across jurisdictional boundaries. It agrees to assist by furnishing personnel, equipment, and expertise in a specified manner at requisite time.
National Strategy for Disaster Resilience (NSDR)	A whole-of-nation resilience-based approach to disaster management, which recognises that a national, coordinated and cooperative effort is needed to enhance Australia's capacity to withstand and recover from emergencies and disasters.
Natural Disaster Relief and Recovery Arrangements (NDRRA)	Natural Disaster Relief and Recovery Arrangements (NDRRA) is a joint NSW and Australian Government program that provides a number of relief measures to deliver financial

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	assistance to NSW communities following natural disaster events.
Office of Emergency Management (OEM)	The Office of Emergency Management (OEM) is part of the NSW Department of Justice. The Ministry provides a single source of advice and coordination in the Police and Emergency Services portfolio. The Ministry is responsible for the development and coordination of law enforcement and emergency management policy and advice to the Minister for Police and Emergency Services. The Ministry is also responsible for the coordination of recovery functions including disaster welfare services.
Operational Plan	Supporting the Council Delivery Program is an annual Operational Plan. It spells out the details of the Program – the individual projects and activities that will be undertaken each year to achieve the commitments made in the Delivery Program.
Home or Household emergency plans	A Home or Household emergency plan ensures families know what to do during and after an emergency (storm, flood, fire, bushfire).
Position Descriptions	A guide that is developed to outline general tasks, or functions, and responsibilities of a position.
PPRR	The Prevention, Preparedness, Response and Recovery (PPRR) model is a comprehensive approach to risk management. This model has been used by Australian emergency management agencies for many years.
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	Measures to eliminate or reduce the incidence or severity of emergencies.
Readiness	See preparedness.
Recovery	In relation to an emergency includes the process of returning an affected community to its proper level of functioning after an emergency.
Region Emergency Management Committee (REMC)	The committee constituted under the State Emergency and Rescue Management Act, 1989 (as amended), which at Region level is responsible for preparing plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the Region for which it is constituted. In the exercise of its functions, any such Committee is responsible to the State Emergency Management Committee.

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Region Emergency Management Officer (REMO)	Provides executive support for each REMC and the Regional Emergency Operations Controller (REOCON) in the region concerned.
REOCON	Regional Emergency Operations Controller.
Resilience	The capacity of a system, community or society potentially exposed to threats, vulnerabilities and hazards to respond, by resisting or changing in order to reach and maintain an optimum level of functioning and structure.
Resources	Materials, staff, funding and other assets that can be drawn on by a person or organisation in order to function effectively.
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.
Risk Assessment	The process used to determine risk management priorities by evaluating and comparing the level of risk against predetermined standards, target risk levels or other criteria.
Risk Management	The systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.
Risk Reduction	A selective application of appropriate techniques and management principles to reduce either likelihood of an occurrence and/or its consequences.
Role Cards	A guide to define roles and responsibilities and functions for specific positions.
Rural Fire Service (RFS)	NSW largest volunteer fire service providing fire and emergency services to 95% of NSW communities.
Self-reliance	Relying on oneself or one's own efforts, abilities and knowledge rather than those exerted or supplied by other people, organisations or agencies.
Senior Staff	Staff within Local Government that are senior managers or directors reporting to the General Manager of the Council.
Stakeholders	Stakeholder refers to, 'an individual, group, or organization, who may affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of a project, change of business practice or introduction of a new business practice'
State Emergency Services (SES)	NSW State Emergency Service (SES) is an emergency and rescue service dedicated to assisting the community. It is a volunteer-based organisation that provides emergency assistance to the people of NSW.

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Training	Organised activity aimed at imparting information and/or instructions to improve the recipient's performance or to help him or her attain a required level of knowledge or skill.
Volunteer	Volunteering is time willingly given for the common good and without financial gain. Formal Volunteering: Formal volunteering is an activity which takes place through not for profit organisations or projects and is undertaken which is of benefit to the community and the volunteer.
Vulnerability	The degree of susceptibility and resilience of the community and environment to hazards.
Vulnerable groups	Categories of displaced persons with special needs, variously defined to include: unaccompanied minors, the elderly, the mentally and physically disabled, victims of physical abuse or violence and pregnant women, single mothers of young babies and children.

Sources:

Manual 3 – Australian Emergency Management Glossary

<https://www.aidr.org.au/media/1430/manual-3-australian-emergency-management-glossary.pdf>

NSW State Emergency Management Plan – Annexure 9 Definitions

https://www.emergency.nsw.gov.au/media/admin/262/_/7a9tjyhcxjh44kw8c8/EMPLAN_20121201.pdf

Emergency Management Health Check Report Stage 1 – Glossary/Acronyms

<http://www.sydneycoastalcouncils.com.au/sites/default/files/EM-Project-Report-September-2014.pdf>

NSW State Emergency Services

ses.nsw.gov.au

NSW Planning & Environment

planning.nsw.gov.au

NSW Office of Emergency Management

emergency.nsw.gov.au

International Professional Practice Framework (IPPF) 2009, The Institute of Internal Auditors

www.iaa.org.au

ISO 22301:2012 – International Business Continuity Standard

ISO 55000:2014 – Asset Management

ISO 31000:2009 – Risk Management