

# NEW SOUTH WALES COMMUNITY RESILIENCE AND RESPONSE PLAN



Multicultural  
NSW

## AUTHORISATION

The New South Wales Community Resilience and Response Plan has been prepared to maintain and promote community harmony, build community resilience, and better equip the State to prevent, limit, withstand, respond to, and recover from situations that threaten community harmony and social cohesion in New South Wales.

The Plan is authorised in accordance with the provisions of Section 13f of *Multicultural NSW Act 2000* and supersedes the previous plan known as the New South Wales Community Relations Crisis Management Plan (CRCM Plan).

Approved

**Hakan Harman**

Chief Executive Officer

Multicultural NSW

Sponsor of the New South Wales  
Community Resilience and Response Plan  
(COMPLAN)

06/11/2017

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AMENDMENT LIST

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

**Megan Lancaster**  
Director, Community Engagement  
Multicultural NSW

No.	Amendment Changes	By	Date
1	Review and complete re-write of NSW Community Relations Crisis Management Plan (2006)	Multicultural NSW, in consultation with NSW agencies	2017



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# DEFINITIONS & ABBREVIATIONS

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## **COMPLAN**

The short name for the NSW Community Resilience & Response Plan.

## **COMPLAN Committee**

The committee responsible for the oversight and implementation of COMPLAN. COMPLAN includes details on the roles, responsibilities, membership (including designated COMPLAN Committee Chair) and management arrangements adopted by the COMPLAN Committee.

The purpose of the COMPLAN Committee is to provide a single coordination point for an integrated NSW Government approach to identifying, assessing, monitoring, treating, mitigating and otherwise managing community harmony risks in New South Wales, with the aim of maintaining, restoring, building and promoting community harmony.

## **Community Harmony**

The normal, peaceful state of relations that exists among people of different linguistic, religious and ancestral backgrounds in New South Wales.

## **Community Harmony Risk**

A concept used in this plan to describe the likelihood of harmful consequences for community harmony in New South Wales arising from any situation at the local, state, national or international level.

## **Community Resilience**

A concept used in this plan to describe the willingness and capacity of people from different linguistic, religious and ancestral backgrounds in New South Wales to work together to prevent, limit, withstand, respond to, and recover from situations that may threaten community harmony and to maintain, build and promote community harmony into the future.

## **Coordination**

Means the bringing together of agencies and individuals to achieve plan objectives, but does not include the control of agencies and individuals by direction.

## CRCM Plan

The short name for the NSW Community Relations Crisis Management Plan – the former plan that the COMPLAN supersedes.

## Crisis Policy Committee

The Crisis Policy Committee, headed by the NSW Premier, is responsible for the overall policy management following a terrorist incident including recovery policy.

## Cultural Diversity

The different linguistic, religious and ancestral backgrounds of the people of New South Wales.

## EOCON

Emergency Operations Controller (generic term used when level not specified, used in this document to refer to Regional or Local Emergency Operations Controller)

## EMPLAN

The New South Wales State Emergency Management Plan (EMPLAN) is issued under the authority of the Minister for Police and Emergency Services pursuant to the *State Emergency and Rescue Management Act 1989*.

## Plan Phases (PPRR)


COMPLAN operates across the four plan phases of preparedness, prevention, response and recovery (PPRR). These four phases are part of a continuum of activity and may coincide at any given point in real time. COMPLAN defines each phase as follows:

**Preparedness.** Includes arrangements, plans and activities to proactively build community resilience, maintain community harmony, and better equip the State to reduce the likelihood of harmful consequences for community harmony in New South Wales arising from any situation at the local, state, national or international level.

**Prevention.** Includes identifying, assessing and monitoring hazards, risks, or threats to community harmony, and identifying opportunities and taking proactive measures to reduce the likelihood of a situation arising that may have harmful consequences for community harmony.

**Response.** The process of responding to a situation that threatens community harmony, including specific measures to counter divisive influences, limit harmful consequences, and provide support and relief for affected persons and communities.

**Recovery.** Includes the process of restoring community harmony to its normal state after a situation that has negatively affected community harmony, and improving the conditions for community harmony in the future.



These plan phases are not intended to be related to or align with similar phases used in the Emergency Management context. However, the arrangements developed and outlined under each COMPLAN phase are available support emergency operations conducted in accordance with the State Emergency Management Plan (EMPLAN).

## **RAC**

Regional Advisory Council (Multicultural NSW)

## **SEOCON**

State Emergency Operations Controller

## **SERCON**

State Emergency Recovery Controller

## **SERM Act**

*State Emergency and Rescue Management Act (1989)*

## **Supporting Plan**

In this plan means a plan prepared by an agency/organisation/working group that describes the support to be provided to address its responsibilities in accordance with either COMPLAN or EMPLAN .

## **WSFA**

Welfare Services Functional Area.



# PART 1 – INTRODUCTION

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## BACKGROUND

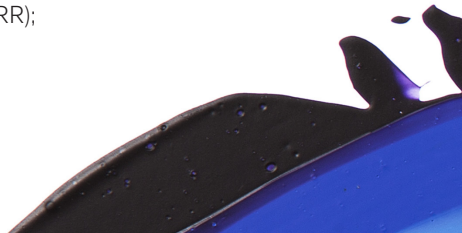
1. The NSW Community Resilience & Response Plan (COMPLAN) details the preparedness, prevention, response and recovery (PPRR) arrangements for a coordinated approach by NSW Government agencies and local government partners to managing and mitigating community harmony risks and improving conditions for community harmony within New South Wales.
2. COMPLAN is developed pursuant to section 13f of the *Multicultural NSW Act 2000*, which authorises Multicultural NSW to provide a single coordination point for integrated responses to issues associated with cultural diversity, and to assist in resolving issues associated with cultural diversity in New South Wales.
3. COMPLAN arises out of, and supersedes, the NSW Community Relations Crisis Management Plan (CRCM Plan). The CRCM Plan was promulgated in 2006 under the terms of reference of the Community Harmony Reference Group, established at the direction of the Premier in 2002 to promote community harmony in response to the Bali bombing and the then possible conflict in Iraq.
4. COMPLAN draws on a review of the CRCM Plan and historical lessons learned by NSW Government agencies from the Cronulla riots of December 2005, assaults on Indian international students in 2009, the violent protest in Sydney's Hyde Park in September 2012, and the Martin Place Siege of December 2014.
5. COMPLAN is a whole-of-government NSW plan supported by existing NSW Government agency plans, including agency Multicultural Plans, which promote social cohesion and community harmony. The arrangements developed and outlined in COMPLAN are available to support emergency operations conducted in accordance with the State Emergency Management Plan (see Activation).

## AIM

6. COMPLAN aims to maintain and promote community harmony, build community resilience, and better equip the State to prevent, limit, withstand, respond to, and recover from situations that threaten community harmony in New South Wales.

## OBJECTIVES

7. The objectives of the COMPLAN are:
  - A. To clearly define roles and responsibilities of NSW Government agencies and local government partners in managing and mitigating community harmony risks across all plan phases (PPRR);



- B. To facilitate coordination, cooperation and communication across NSW Government agencies and community stakeholders throughout each plan phase (PPRR).
- C. To identify resources available to agencies and communities to assist in implementing the COMPLAN and meeting community harmony objectives;
- D. To specify protocols and procedures to activate, implement, evaluate and amend the plan;
- E. To establish the COMPLAN Committee and to detail the management arrangements adopted by the COMPLAN Committee.

## SCOPE AND CONCEPT

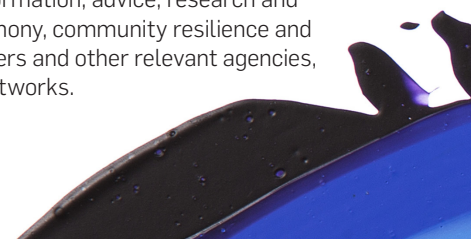
- 8. COMPLAN recognises, supports and builds upon the resilience and experience of the people of New South Wales in maintaining and promoting a peaceful, harmonious, multicultural society.
- 9. COMPLAN is a NSW Government plan that takes a proactive, responsive, coordinated and integrated approach to preventing, managing and mitigating community harmony risks and improving conditions for community harmony within New South Wales.
- 10. COMPLAN recognises that community harmony risks in New South Wales may be due to local, state, national or international incidents, situations, or events. COMPLAN further recognises that community harmony risks within New South Wales may themselves have local, state, national or international consequences. In this context, COMPLAN promotes consultation with all relevant or affected communities, government and non-government agencies in meeting plan objectives.
- 11. COMPLAN recognises the primary role of the community in maintaining community harmony. In this context, COMPLAN focuses on:
  - A. Supporting communities in their ongoing efforts to build, maintain and promote community harmony;
  - B. Providing a high-level communication channel between NSW Government and community to ensure an informed, effective and coordinated approach across all plan phases (PPRR);

- C. Engaging and empowering local communities to build community resilience, maintain and promote community harmony, and manage and mitigate community harmony risks;
  - D. Supporting communities and individuals directly affected by community harmony risks, threats or hazards.
12. COMPLAN recognises the vital role played by the media and public spokespersons in maintaining and promoting community harmony. In this context, COMPLAN includes a focus on effective media engagement, coordinated public communications and empowering credible public messengers to promote community harmony.

## PLAN PHASES

13. COMPLAN operates across the four plan phases of preparedness, prevention, response and recovery (PPRR). The four phases are part of a continuum of activity and may coincide at any given point in real time. However, each phase has its own specified objectives and responsibilities, as detailed below.

### Preparedness

14. Preparedness in this plan includes arrangements, plans and activities that proactively build community resilience and maintain community harmony. Preparedness better equips the State to reduce the likelihood of harmful consequences for community harmony in New South Wales arising from any situation at the local, state, national or international level.
15. Preparedness is part of the ongoing work of the COMPLAN Committee, during which the COMPLAN Committee will:
- A. Support each COMPLAN Committee member agency to ensure it has the capability, capacity, authority, and processes in place to fulfil its roles and responsibilities under COMPLAN.
  - B. Develop, test and implement a robust methodology for identifying and assessing community harmony risks.
  - C. Develop and approve any required supporting plans for COMPLAN including a media and social media supporting plan, that can be activated during any COMPLAN plan phase (PPRR).
  - D. Proactively develop, maintain and empower active, effective, aware and responsive community networks across New South Wales that can be mobilised in support of all plan phases (PPRR).
  - E. Be a forum for collecting and sharing information, advice, research and best practice relating to community harmony, community resilience and community harmony risks among members and other relevant agencies, stakeholders, experts and community networks.
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- F. Exercise, review and evaluate COMPLAN on a regular basis, and recommend any appropriate revisions to the plan and/or supporting plans to ensure COMPLAN remains effective, appropriate and responsive to developing trends.
- G. Provide an annual report to the Chief Executive Officer of Multicultural NSW detailing activities of the COMPLAN Committee over the previous twelve months. The Committee's annual report will inform the annual report by Multicultural NSW on the state of community relations in New South Wales, to be tabled by the Minister responsible for the *Multicultural NSW Act 2000* under Section 14 of the Act (see COMPLAN Committee – Reporting and Direction).

## Prevention

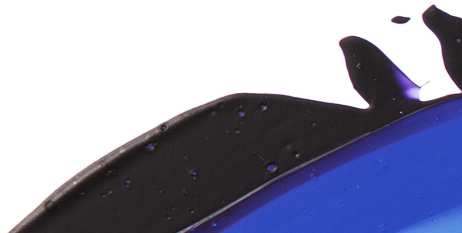
- 16. Prevention in this plan includes identifying, assessing and monitoring hazards, risks, or threats to community harmony, identifying opportunities and taking proactive measures to reduce the likelihood of a situation arising that may have harmful consequences for community harmony.
- 17. Prevention is part of the ongoing work of the COMPLAN Committee, during which the COMPLAN Committee will:
  - A. Monitor and share information relating to emerging local, state, national and international issues or events that may have harmful consequences for community harmony in New South Wales;
  - B. Provide channels for communication between communities and NSW Government, and between communities, to assist in identifying and mitigating community harmony risks;
  - C. Assess and recommend treatment for community harmony risks that have been identified through COMPLAN Committee members, NSW Government agencies and community networks;
  - D. Identify opportunities to engage communities to take proactive measures to prevent the escalation of issues and minimise harmful consequences for community harmony.

## Response

18. This phase occurs in response to a situation that threatens community harmony. The response phase includes specific measures to counter divisive influences, limit harmful consequences, and provide support and relief for affected persons and communities.
19. During the response phase the COMPLAN Committee will:
  - A. Coordinate a whole of NSW Government response to a situation that may have harmful consequences for community harmony;
  - B. Facilitate effective, coordinated engagement and communication with affected communities;
  - C. Assist and empower credible, authoritative messengers to develop, deliver and disseminate, through community networks and the media, effective messages to counter divisive influences, de-escalate actual or potential community tensions, and promote community harmony;
  - D. Support communities and individuals directly affected by community harmony risks, threats or hazards;
  - E. Disseminate relevant, accurate and timely information to member agencies and community stakeholders surrounding community harmony risks and NSW Government responses;
  - F. Maintain vigilance in monitoring and managing situations with the aim of de-escalating and preventing the further escalation of the situation, and minimising further harmful consequences for community harmony.

## Recovery

20. The recovery phase occurs after a situation has negatively affected community harmony and includes the process of restoring community harmony in the future.
21. During the recovery phase the COMPLAN Committee will:
  - A. Assess the short, medium and long term impacts of the situation on community harmony and the needs of affected communities;
  - B. Based on the needs assessment, develop a recovery action plan that:
    - i. is appropriate to the particular scale and nature of the situation, and adaptable to emerging community harmony needs;



- ii. addresses the ongoing needs of communities to restore community harmony, and strengthens existing community capabilities and capacity for recovery;
  - iii. provides the strategic direction and details actions required to facilitate successful recovery of community harmony at local, regional and/or state level.
- C. Conduct a de-briefing session to review and evaluate the effectiveness of actions taken by the COMPLAN Committee under all plan phases (PPRR) in relation to the situation;
- D. Provide a report to the Chief Executive Officer of Multicultural NSW detailing outcomes of the above steps and identifying opportunities to improve conditions for community harmony in the future, based on lessons learned.

## PART 2 – COORDINATION

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### ACTIVATION


#### Activation of COMPLAN

22. COMPLAN and the arrangements that it establishes become and remain active upon approval of this document by the NSW Government.

#### Activation of plan phases

23. The Preparedness and Prevention phases are part of the ongoing work of the COMPLAN Committee.
24. The COMPLAN Committee Chair may call the COMPLAN Committee to convene as required at any time in response to any actual or potential situation that may have harmful consequences for community harmony, or as directed by the Chief Executive Officer of Multicultural NSW or the Minister responsible for the *Multicultural NSW Act 2000*.
25. The COMPLAN Committee Chair can activate the Response and Recovery phases of the plan at any time in consultation with the COMPLAN Committee, the Chief Executive Officer of Multicultural NSW, and the Minister responsible for the *Multicultural NSW Act 2000*.

#### Implementation of COMPLAN to support the New South Wales State Emergency Management arrangements as outlined in EMPLAN

26. The plan phases (PPRR) of COMPLAN are not intended to be related to, or align with, similar phases used in the Emergency Management context. However, the arrangements developed and outlined in COMPLAN are available to support emergency operations conducted in accordance with the State Emergency Management Plan (EMPLAN).
  27. In circumstances where a community harmony risk is determined to be a consequence of an “emergency” as defined by the *State Emergency and Rescue Management Act (1989)*, the State Emergency Operations Controller (SECON) or State Emergency Recovery Controller (SERCON) may request Multicultural NSW or the COMPLAN Committee Chair to implement these arrangements to support Emergency Operations Controllers or SERCON.
  28. In circumstances where a community harmony risk is determined to be a consequence of a terrorist incident, the Premier or Minister responsible for the *Multicultural NSW Act 2000* may request Multicultural NSW to implement these arrangements to support the functions of the Crisis Policy Committee.
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## COMPLAN COMMITTEE – TERMS OF REFERENCE

### Purpose

29. The COMPLAN Committee is established under Section 13f of the *Multicultural NSW Act 2000* to implement COMPLAN across all plan phases (PPRR).
30. The COMPLAN Committee provides a single coordination point for an integrated NSW Government approach to identifying, assessing, monitoring, treating, mitigating and otherwise managing community harmony risks in New South Wales, with the aim of maintaining, restoring, building and promoting community harmony.

### COMPLAN Committee Membership

31. The Chief Executive Officer of Multicultural NSW appoints the COMPLAN Committee Chair, in consultation with the Minister responsible for the *Multicultural NSW Act 2000*. The founding COMPLAN Committee Chair is the Director of Community Engagement, Multicultural NSW.
32. The COMPLAN Committee comprises NSW Government agency representatives who have the delegated authority to act on behalf of their agency, including commitment of resources and activities on behalf of the agency.
33. COMPLAN Committee Members are appointed by agency heads from the following agencies and organisations:
  - Anti-Discrimination Board of New South Wales
  - Department of Education
  - Department of Family and Community Services
  - Local Government NSW
  - Multicultural NSW
  - NSW Health
  - NSW Police Force
  - Office of Emergency Management (Department of Justice)

34. Each member agency is to appoint a single representative to act on behalf of the agency as a COMPLAN Committee member. Agencies are to advise the COMPLAN Committee Chair in writing as soon as practicable as to any temporary or permanent replacement of a nominated Committee member.
35. The COMPLAN Committee Chair can appoint other agencies as members of the COMPLAN Committee as either permanent or temporary members.

### **Committee Advisers and Media Liaison Officers**

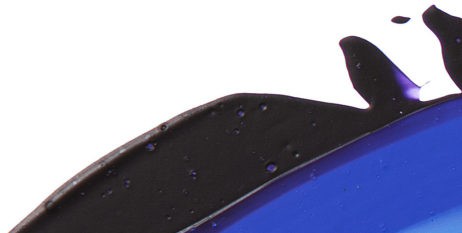
36. COMPLAN Committee members may nominate advisers to assist a Committee member or the Committee as required. The COMPLAN Committee Chair approves the attendance of nominated advisers at COMPLAN Committee meetings.
37. Each member agency shall nominate a Media Liaison Officer to support all media-related responsibilities detailed in COMPLAN, including the development of a supporting plan for media and social media (see Preparedness). A Media Liaison Officer may also be a COMPLAN Committee Member.

### **Committee Meetings and Administration**

38. The COMPLAN Committee will convene quarterly each year, and as directed by the COMPLAN Committee Chair, the Chief Executive Officer of Multicultural NSW or the Minister responsible for the *Multicultural NSW Act 2000*, as required at any time in response to any actual or potential situation that may have harmful consequences for community harmony (see Activation).
39. Multicultural NSW will provide secretariat services to the COMPLAN Committee including scheduling meetings, booking venues and arranging suitable facilities, developing agendas and workplans, taking and circulating minutes, circulating Committee papers and reports, and maintaining up-to-date Committee membership and adviser contact details.

### **Reporting and direction**

40. The COMPLAN Committee takes direction from the COMPLAN Committee Chair, the Chief Executive Officer of Multicultural NSW, the Minister responsible for the *Multicultural NSW Act 2000* and/or the Premier of New South Wales.
41. The COMPLAN Committee will provide an annual report to the Chief Executive officer of Multicultural NSW detailing activities of the COMPLAN Committee over the previous twelve months, including:
  - A. information on activities to increase the State's preparedness under COMPLAN (see Preparedness);



- B. information on the Committee's assessment and treatment of community harmony risks including, if relevant, outcomes of COMPLAN's activation in the Response or Recovery phases;
  - C. outcomes of any exercise, review or evaluation of COMPLAN, including recommendations for any appropriate revisions to the plan and/or supporting plans to ensure COMPLAN remains effective, appropriate and responsive to developing trends.
42. The Committee's annual report will inform the annual report by Multicultural NSW on the state of community relations in New South Wales, to be tabled by the Minister responsible for the *Multicultural NSW Act 2000* under Section 14 of the Act.

### **Working Groups and Supporting Plans**


43. The COMPLAN Committee may establish working groups and supporting plans as required.
44. The composition of working groups may include non-government representatives and advisers.
45. Working groups report to the COMPLAN Committee and the COMPLAN Committee approves all supporting plans.

# PART 3 – AGENCY ROLES, RESPONSIBILITIES AND RESOURCES

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COMPLAN member agencies have agreed to the following roles and responsibilities and identified the following resources to support the implementation of COMPLAN across all plan phases (PPRR).

## Multicultural NSW

- i. Act as Chair and Secretariat for the COMPLAN Committee.
  - ii. Maintain ongoing relationships with community leaders.
  - iii. Advocate for affected communities.
  - iv. Engage regional communities in the implementation of COMPLAN through the Multicultural NSW Regional Advisory Councils (RACs) or their nominated community partners.
  - v. Investigate and advise its Minister and the Premier on issues, needs and solutions relating to community resilience, community harmony and community harmony risks.
  - vi. Coordinate and facilitate cooperative arrangements between NSW Government agencies, organisations and communities to address community harmony issues.
  - vii. Implement appropriate consultative mechanisms with communities to identify issues, needs and solutions.
  - viii. Review, monitor and analyse social media activity and media coverage of local and international events that may impact on community harmony, and disseminate relevant media releases, articles or other information to relevant stakeholders.
  - ix. Help develop key messages for the Premier and Minister responsible for the *Multicultural NSW Act 2000* that promote community harmony in response to a situation affecting community harmony or relations.
  - x. Provide and promote a contact point for community members to report and refer concerns about incidents which may impact on community harmony.
  - xi. Maintain cooperative arrangements with relevant agencies from other Australian governments.
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- xii. Provide interpreting and translation services to support effective public information during the implementation of COMPLAN.
- xiii. During emergency operations, implement the arrangements established under COMPLAN to support EOCONs or SERCON including, where appropriate, convening the COMPLAN Committee.
- xiv. If required, implement the arrangements established under COMPLAN to support the Crisis Policy Committee.

## NSW Police Force

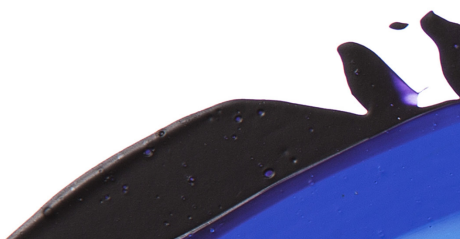
- i. Maintain public order and safety and implement emergency management plans.
- ii. Local Area Commander convenes meetings with existing and/or identified key community contacts to discuss community concerns regarding the crisis, maintain community harmony and address immediate community needs.
- iii. Commissioner convenes Police Multicultural Advisory Council to discuss crisis and activate collaboration and leadership in communities.
- iv. Increase high visibility policing and patrols at identified locations.
- v. Engage with ethnic community leaders to help assess current community trends and maintain strong relationships with those leaders and the community at large.
- vi. Proactive participation and initiation of community engagement processes that build community relationships, resilience and contribute to community harmony.
- vii. Monitor risks to community harmony and public safety through regular analysis of information and intelligence from a range of sources including key staff such as Multicultural and other liaison officers and the Bias/Hate Crimes Unit.
- viii. Frontline officers record, assess and respond to reports of harassment, vilification, bias/hate crimes or incidents.
- ix. Use accredited interpreters including AUSLAN in all instances where community/individuals with limited or no English, or hard of hearing request or a police officer needs one.

- x. Provide victim follow up and referrals to Victims Services and other appropriate agencies.
- xi. Develop a media and public information strategy on police activities concerning management of a community relations crisis if necessary.
- xii. Engage with ethnic media and ethnic non-government organisations to assist in spreading key messages on behalf of the NSW Police Force or NSW Government.
- xiii. Work with partner agencies to ensure community messaging is consistent.
- xiv. Provide specialist advice to communities regarding security and safety issues such as safety in the home, on public transport, etc. depending on the type of crisis at hand.
- xv. Investigate and take appropriate action for any offences against the law committed during such crises.
- xvi. Convene/attend community meetings and debriefs to reassure community.

## **Department of Family and Community Services**

- i. Engage with implementation of the COMPLAN through FACS district representation on Multicultural NSW Regional Advisory Councils
- ii. Implement relevant actions to support community harmony under the FACS Diversity Matters Cultural Diversity Framework
- iii. Undertake its responsibilities under the Welfare Services Functional Area Support Plan if it is activated in an emergency

## **Anti-Discrimination Board of NSW**

- i. Receive, investigate and conciliate complaints of harassment, discrimination and vilification.
  - ii. Inform and educate the people of NSW, employers and service providers about their rights and responsibilities under anti-discrimination law.
  - iii. Recommend legislative and policy reform to maximise protection of human rights and effectiveness of anti-discrimination law.
  - iv. Refer enquirers to other agencies that may be able to assist, such as Police or Multicultural NSW.
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## Department of Education

- i. Support NSW Government schools through policy and programs to promote harmony in a society comprising people from different linguistic, religious and ancestral backgrounds.
- ii. Strive to provide staff and students a working and learning environment free from disharmony, and racial discrimination, vilification and violence.
- iii. Support principals and senior officers to display sensitivity to those affected directly or indirectly by international conflict or community disharmony in NSW. This advice will remind principals to address incidents of racism in a timely and professional manner.
- iv. Advise principals to monitor and address reports and incidents of racism.
- v. Monitor trends and take action to address reports of serious incidents concerning violence or threats of violence against staff members or students, particularly those incidents that may result in conflict or community disharmony.
- vi. Where appropriate, convene a meeting of Executive Directors from the Public Schools divisions to review trends and discuss possible strategies to support schools.
- vii. Work in collaboration with other NSW Government departments to address issues concerning community relations.
- viii. Deliver services to non-government schools to promote positive social behaviour, provide support to vulnerable students and build strong links with parents, carers and school communities.
- ix. Have in place appropriate policies and procedures for the management of emergencies, incident reporting, post incident support services, communication protocols and recovery processes to support schools and workplace management recover from incidents.
- x. Have effective incident management and support systems in place to assist schools to manage the impact of anti-social and extremist behaviour on a school community.
- xi. Support local projects linking community based programs and projects that bring young people together to promote positive, creative and constructive discussion on local and global issues impacting on community harmony.

## NSW Health

NSW Health is a supporting agency and provides health services in accordance with the NSW Health Services Supporting Plan (HEALTHPLAN) to EMPLAN.

NSW Health is responsible for:

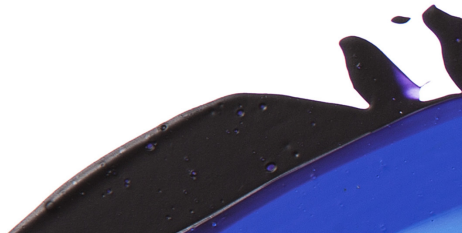
- i. Provision of ambulance services to the site of an incident or situation
- ii. Provision of definitive health care to injured people
- iii. Protecting the physical and mental health of the public
- iv. Provision of population health services to prevent, prepare for, respond to and recover from emergencies
- v. Provision of mental health services
- vi. Provision of public health messaging
- vii. The coordination of the whole of Health in response to an emergency situation

## Office of Emergency Management, Department of Justice

- i. Coordinates Welfare Services Functional Area through Welfare Services Functional Area Coordinator and the Disaster Welfare Services branch
- ii. Arranges coordination of support to impacted communities under the Welfare Services Supporting Plan, if activated by Emergency Operations Controller (EOCON) in an emergency event (i.e. WSFA has no role unless it's an emergency event as per definition)

## Local Government NSW

- i. Represent the interest of local government.
- ii. Provide input from councils on community harmony issues to Multicultural NSW.
- iii. Promote key messages and disseminate information to councils.
- iv. Cooperate with the NSW Government on community harmony issues.
- v. Support councils (where resources allow) to participate in the COMPLAN and incorporate the aims into councils' Community Strategic Plans.



## CHANGES TO THE PLAN

46. The roles and responsibilities outlined in this plan have been agreed to by the participating agencies. Should an agency's ability to carry out certain functions change, the plan should be amended accordingly.
47. Any COMPLAN Committee member may recommend changes to COMPLAN to the COMPLAN Committee for consideration. The COMPLAN Committee Chair will put forward recommendations endorsed by the COMPLAN Committee to the Chief Executive Officer of Multicultural NSW for approval.
48. The Chief Executive Officer of Multicultural NSW must approve any change to COMPLAN, in consultation with the Minister responsible for the *Multicultural NSW Act 2000*.

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