

Ampol Kurnell Emergency Management, Community Working Group

Meeting minutes – meeting 2

2 August 2022



Project	Ampol Kurnell Emergency Management, Community Working Group (CWG)	Date	2 August 2022
Venue	Ampol Fuel Terminal, 2 Solander Street, Kurnell Training Facility – SOB meeting room 7	Time	6.30pm-8:00pm
Purpose	Meeting 2 CWG		
Attendees	<i>Isabelle Moss, Chair (WSP)</i> <i>Lyn Atkin, resident</i> <i>Reina Gaunt, resident</i> <i>Robyn Heagney, resident</i> <i>Sarah-Jo Lobwein, resident</i> <i>Jeff Potauaine, resident</i> <i>Rob Stanley-Jones, resident & President, Kurnell Progress and Precinct Residents' Association – arrived late</i> <i>Craig Middleton, Superintendent/Commander Sutherland Shire Police Area Command</i> <i>Trent Lawrence, Superintendent, Zone Commander Georges River, Fire and Rescue NSW</i> <i>Cameron Wade, OPO L3 District Services Coordinator, Illawarra/Sutherland NSW Rural Fire Service</i> <i>David Peninton, National Operations Manager, Ampol</i> <i>Rod Rutledge, Group Process Safety and Environment Manager, Ampol</i> <i>Helen Stanley, Community Relations, Ampol</i> <i>Ella Burgess, CWG secretariat (WSP)</i>	Apologies	<i>Cr Leanne Farmer, Sutherland Shire Council</i> <i>John Gonzalez, Chief Inspector, NSW State Emergency Service</i>
	----- <i>Observer</i> <i>Daniel Scully, Community Relations, Ampol</i>		

Item	Actions/notes
Welcome to the CWG <ul style="list-style-type: none"> - The meeting commenced at 6:33pm. - The chair welcomed all and gave an Acknowledgement of Country. - David Peninton from Ampol gave an overview of the site safety procedures in case of an emergency. - The Chair welcomed new members from the community and emergency services. - The Chair noted the newly appointed community relations manager for Kurnell, Daniel as an observer. - The Chair noted apologies from Cr Leanne Farmer and noted a late notice from Rob Stanley Jones. - The Chair gave a recap of the last meeting and noted that today is about Ampol’s emergency preparedness. There are two main areas - communication and scenarios. Today’s topic will be communications with 5 options available. The purpose of today is to discuss and debate the merits of each option within Ampol’s scope. 	
Community communication options <p>Rod gave a recap of the initial meeting and what is relevant to the communications topic for today, including key learnings from the 7 April incident and the lessons learnt from the 4 July incident.</p> <p>Rod outlined the 5 options, their function and their strengths and weaknesses.</p> <p>Option 1 – telephone tree</p> <ul style="list-style-type: none"> - Considered to be aged, the concept is to reach out to two or three key community members who then spread the word. The key residents then cascade the information to others in the community. 	

- Negatives around needing to maintain the names and contact details of those key residents. The message can also change as the message is disseminated amongst the group.

Option 2- social media

- Richard Baker organised the communications via social media during the 4 July weather event. Ampol media personnel posted updates on the Kurnell Incident Response Facebook Group.
- Positives – easily accessible to most people.
- Negatives – only available to those who have social media, some of the key messaging can be drowned out on a social media platform, it may not always be easy for people to find the key message from Ampol, it is necessary to have a code of conduct, Facebook is not trusted.

Option 3 – SMS/email/voice – push messaging by Ampol

- This is used at the Ampol Lytton refinery. The platform is used for messaging various groups such as community groups/stakeholders, emergency team members etc.
- Positives – it can be efficient as it has pre-formatted messages eg. a false alarm, messages can be agreed with emergency services to ensure Ampol does not recommend unauthorised action by the community outside of the Ampol perimeter, it can be tested routinely.
- Negatives – people must opt-in, maintaining the database of contacts is difficult.

Option 4 – community siren

- A loud siren is positioned on poles throughout the community to alert everyone to something occurring on site at Ampol. Currently the siren on site is used to notify workers that they need to muster. If this was to be adopted for the community, it would need to be considered how to implement the emergency siren in the community including further sirens distributed throughout the community.
- Negatives - not everyone may hear it, may be too loud for some, it needs to be designed to be heard by all community members.
- Community CWG members discussed how it could potentially work. A classification level of incidents was suggested, with the community siren only alerting at certain levels.

Option 5 – dedicated Ampol website ‘click button’ for emergency information for people to obtain information

- Positives – Ampol could post detailed information to reduce community distress.
- Negatives – Uploading content to the website takes time and may not be efficient, infrequent use reduces effectiveness.

Discussion: review and debate each option

Option 1 – telephone tree

- A community CWG member questioned who would be on the telephone tree and if all those on the tree would only be Kurnell residents.
- A community CWG member noted there would be a lot of pressure on two people to action initially.
- A community CWG member suggested the primary school has a role in the tree. The option should not be discounted as there are older people who don't get SMS's and don't have internet. In the past, some residents on Captain Cook Drive have assisted the elderly.
- A community CWG member questioned how to implement it, such as a team, house to house for the elderly etc. It would also be difficult to account for all residents in Kurnell.
- The Chair noted the telephone tree is now bottom of the list of options.

Option 2- social media

- It was noted that for the 1-4 July event, Ampol posted on the incident response Facebook page. The current admin no longer wants to run the community Facebook page.
- A community CWG member suggested a new Facebook group that Ampol runs and coordinates, however turning commenting off may mean the post is lost due to the way the algorithm works.
- A community CWG member suggested that an Ampol run Facebook group could be limited to Ampol postings with commenting turned off.

- A community CWG member noted that some in the community would be concerned if Ampol took over the Facebook group. Responses would be needed when questions were asked in the group.
- The Chair noted the challenge with Facebook of other topics being visible before an emergency.
- Helen explained that Ampol wanted to answer every question posted in the group, without it leading to endless debates. Not all questions have answers.
- There was a general view that a Facebook page may have a place in Ampol's communication strategy but not necessarily for emergency communications.

Option 3 – SMS/email/voice – 'Whispir'

- Rod noted the system is already well adopted within Ampol, it doesn't require the corporate comms manager to construct a message at the time of an emergency. Pre-formatted messages for certain event types are prepared and sent by facility staff at the time of an emergency. This reduces the time to issue the message. The messaging can also be tested routinely with the community.
- David noted maintaining an up to date list as people move in and out will be the hardest. Advertising reminders in the local paper etc. will help. Being listed to receive Whispir messaging would need to be by 'opting-in' and community members would need to notify Ampol of changes.
- A community CWG member suggested the messaging could have different levels of severity.
- Rod explained that Ampol cannot take on the role of emergency services, the aim is to get something out quickly to alert the community. Ampol is not authorised to issue community evacuation orders etc.
- David explained that Whispir can do exactly the same as what Ampol did in the communication for the rain event in July.
- Rod advised that in instances where the incident requires an evacuation, 000 is called, followed by notifications to others. In the case of the July incident, a pre-formatted notification forewarning an extreme weather event was prepared for emergency services and the community. The intent was that this would be sent 2-3 hours in advance. Various scenarios can be pre-formatted.
- Trent (FRNSW) advised that the messaging from Ampol should not be confused with messaging from emergency services. Advice from emergency services should be followed at all times.
- Craig (LEOCON) confirmed that any evacuation decision is made by the combat agency. There are detailed Emergency Plans and processes dedicated to how emergency services communicate for any emergency depending on the scale. If it's known Ampol can communicate with the community, it can be requested that Ampol push out actions via Whispir.
- Craig advised that the challenge of notifying anyone within the vicinity of an emergency is an issue no matter where it occurs, it depends on the level of the emergency etc. Ampol is communicating things that are happening at Ampol. Communications at the time of an emergency impacting the community goes beyond just Ampol communicating what is happening at its facility.
- Rod confirmed that the push messaging via Whispir has a role in reducing community concern (eg when siren is sounded for an onsite incident) as well as at the time of an incident that may impact offsite.
- Rod indicated that where an onsite incident results in potential offsite impacts that efficiently communicating the nature of the incident to '000' was a priority as was updating emergency services whilst enroute. This is particularly, important where emergency services may need to initiate evacuation of some sections of the community. Rod had met with FRNSW Comms section to confirm the most efficient method of doing this.

Option 4 – community siren

- Rod recognised that the onsite siren has been utilised by the community, however he is not an advocate for the siren.
- A community CWG member was concerned that members of the community would be upset if the siren was tested in the middle of the community. The siren would be best used as a notification that something was occurring onsite. The siren could alert those who set their phones to do not disturb when they go to bed, but it has the potential to create anxiety.
- David noted that the lesson learnt from the fires in September 2017 was that after the siren sounded, people congregated at the terminal entrance roadways to see what was going on.

- Rod explained that the current design of the siren would have to be substantially modified if its purpose was expanded to notify each community member. Its current purpose is to look after the staff and prompt for mustering of personnel.
- A community CWG member suggested there needs to be community education about the siren and its history and its role now. The siren could indirectly inform the community that there is an incident onsite, prompting the community to go to the website, check phones for Whispir messaging etc.
- Helen noted that the consensus was to keep the Ampol siren.

Option 5 – Ampol website

- A community CWG member questioned how quickly the website could be updated with information.
- Helen advised there is no ability to update the website with alerts, however there is currently a project to build a new website and this would be a part of the project but it will take time. The website would be static information on procedures and a news update section. For those who could hear the siren, Whispir could be enacted and more information posted on social media.

Summary

The Chair noted that discussion thus far indicated;

- Whispir appears to be the preferred option for appropriate community notification
- Social media (eg Ampol Facebook page) could be used to provide more information and to answer questions from the community etc
- Ampol siren should not change
- Ampol website is in the works
- telephone tree is the least preferred option.

Future agenda items and topics

- Taken on notice – a request for Ampol to participate in another forum for the emergency services.
- A community CWG member requested consideration for 2 additional muster points for the community. The Chair noted that muster points beyond the perimeter of Ampol are not within the scope of this CWG.
- Craig explained that there are state, regional and local emergency management plans that are updated regularly and exercised. The local emergency management committee is run by the Sutherland shire and plans are discussed regularly. There is a structure behind emergency management, depending on the type and scale of the emergency and other factors; e.g. who the combat agency is etc. Plans for Kurnell specific scenarios are somewhat counter-productive as response plans and skills are directed to responding to a broad range of event types. From a local communication perspective, those first few hours are always chaotic in an emergency.
- A community CWG member questioned who was in charge of emergency management in the April incident. The emergency information they were receiving was from outside of Kurnell, from residents' partners etc working in other agencies who were getting information and letting everyone know what to do.
- A community CWG member suggested that if Whispir was in place at the time of the April event that they would have been better informed.
- Rod pointed out that in the first meeting it was made clear that the emergency service's response to the incident would not be dissected in these meetings. There are two points that Ampol considers relevant to improving the efficiency of community communications and action; communicating effectively with emergency services and the community messaging.

Action for the group: speak to people in the community and come back at the next meeting with thoughts and feedback given what has been heard today, specifically reaching out to the elderly to see what works best for them.

Action for the group: speak to people in the community and come back at the next meeting with thoughts and feedback given what has been heard today, specifically reaching out to the elderly to see what works best for them.

- A community CWG member suggested applying the Whispir option to the timeline from the night of 7 April.

- David instead suggested applying it to 1-4 July as on the Thursday night there was precedent about the weather event, therefore there would have potentially been Whispir messaging from the Friday morning.
-

Wrap up

- The next meeting will be focussed on working through the preferred options, discussing how that would work and getting feedback. If there are any further thoughts that are on topic, please send them through to ampolcwg@wsp.com.
 - The next meeting is tentatively set for 13 September.
 - The meeting closed at 8pm.
-