

EMERGENCY PRECINCT COMMUNICATION AND COORDINATION GUIDE

Purpose

This guide supports neighbouring buildings to share timely, relevant information during incidents, improving situational awareness and enabling more coordinated decision-making. It focuses on simple, practical agreements that can be applied in real time.

When to Notify Neighbours

Notify neighbouring buildings when an incident may:

- Impact access, safety or operations beyond your site
 - (e.g. road closures, restricted entry points)
- Affect shared spaces or surrounding areas
 - (e.g. lobbies, car parks, public interfaces, adjoining buildings)
- Require coordinated action
 - (e.g. evacuation, lockdown decisions, managing the movement of large numbers of people)
- Cause disruption to nearby buildings
 - (e.g. floodwater spread, power outages, smoke, security incidents)
- Create uncertainty across the precinct
 - (e.g. visible emergency response, alarms or unclear situations)

What to Share

Keep information clear, concise and focused on what others need to know:

- Situation and location: What is happening and where?
- Response and impacts: What actions are being taken and what impacts are expected?
- Information status: What is known, unknown or still developing?
- Required actions: What others need to do or be aware of
- Updates and changes: What has changed since the last communication
- Two-way communication: How neighbouring buildings can provide updates or request information
- Additional considerations: Any impacts on occupants, including those who may require additional assistance

Who to Notify

Scenario	Who Should Be Notified
Immediate Risk (e.g. lockdown, fire spread)	Adjacent buildings
Local Disruption (e.g. power outage, internal system failure)	Nearby / potentially affected buildings
Broader Precinct Impact	Wider precinct contacts

How to Communicate

Method	When to Use
Phone	Urgent, time-critical situations
SMS / Messaging	Quick alerts or updates
Email	Follow-up or non-urgent updates

Timing of Communication

- **Early notification** – as soon as an issue is identified
- **Ongoing updates** – as the situation changes
- **Final update** – when the situation is resolved or stabilised

Practical Agreements

Method	Yes / No	Notes
Key contact points are identified and shared	☐	
Preferred communication methods are agreed	☐	
Triggers for notification are understood	☐	
Decision-making responsibilities and authority are understood	☐	
Expectations are realistic (e.g. what can be shared/provided?)	☐	

Limitations and Expectations

- Information may be incomplete or evolving
- Emergency services may not immediately share details
- Decisions may need to be made with limited visibility
- Communication should consider accessibility and clarity for all occupants, including those who may require additional assistance
- Communication should align with emergency services instructions where known