

IGEM *Connect*

Inspector-General Emergency Management

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Welcome to the latest edition of IGEM Connect.

As summer draws to a close we have again seen a season of quite diverse experiences. Parts of the state have experienced unusual high temperatures with some areas of the south dealing with heatwaves and recording their highest average temperatures for January. Rainfall has also varied with the north and west recording higher than average rainfall leading to significant flooding while falls in the southeast were below average. It is this diversity and unpredictability that demands the adaptability and preparedness that underpins all disaster management work.

Such capability has recently been reflected in the Mackay Review. It was with great pleasure in January that I released the findings of the [Mackay District Disaster Review](#). The review found that as a combined District, Mackay is well placed to manage the expected range of hazards.

The review also identified key areas of excellence in disaster management practice, in particular noting the leadership, expertise and commitment across Isaac, Whitsundays and Mackay that led to this achievement as a district. As the body responsible for reviewing and assessing the effectiveness of disaster management in Queensland it was immensely encouraging and rewarding to see the outcomes of this review.



Making the Standard part of everyday departmental business

Increasingly I have been heartened by the feedback I have received from a number of state agencies that are applying the Standard for Disaster Management in Queensland ([the Standard](#)) within their departments. Most recently I caught up with Clive Cook from Department of National Parks, Sport and Recreation (DNPSR) who has embarked on a process to utilise the Standard to provide an internal level of assurance as they embed best practice into the development of the Departments' Disaster Management Plan.

As the Executive Director, Office of the Director General, DNPSR Clive's role includes oversight of disaster management (DM), business continuity planning (BCP) and security. A key piece of work Clive has been leading is to embed the development of their DM plan with the department's BCP and regional operational planning processes. The intent is to mainstream DM as business as usual and strengthen their internal disaster management governance arrangements. At the central office level Clive has also used the Prioritisation Tool to test how well he's applied the Standard.

Given the increasing use of the Standard and [Prioritisation Tool](#) by state agencies, my office is beginning work to explore how these tools can be modified for use at a state level. I look forward to sharing progress on these activities in future editions.

DMO Forum - Mackay - 8-10 May 2017

Building on the success of last year's Disaster Management Officer's (DMO) Network Forum, this year my office will partner with the Local Government Association of Queensland's (LGAQ) to host the DMO Network Forum in conjunction with the LGAQ Disaster Management Conference. The 2017 DMO Network Forum will be held in Mackay from May 8-10 while the LGAQ DM Conference will be held from May 9-11.

Both events will be hosted in the same venue, providing respective delegates with enhanced networking and development opportunities. A working group from the DMO Network is currently working alongside IGEM staff to develop the forum content and process. Further information on the DMO Network Forum will be provided over the next few weeks. For more information on the LGAQ DM Conference refer to the LGAQ [conference website](#).

Research into Best Practice Emergency Supply



I am pleased to let you know that the Best Practice Emergency Supply Research Paper and accompanying Griffith University report were finalised in late 2016 following a positive consultation process. The research paper considers lessons from international best practice and outlines guiding principles to help improve the function of emergency supply in Queensland. The activity generated a lot of interest across the sector culminating in Griffith University giving a briefing to key stakeholders in December.

A video of the briefing, the Best Practice Emergency Supply research paper and the Griffith University report is available via the IGEM stakeholder portal as a Good Practice Observation. For further information please [contact my office](#).

State Plan Review update

A key legislative obligation of my office is to review and assess the effectiveness of disaster management in the State, including the review of the State Disaster Management Plan (the State Plan). To meet this obligation the Office is currently reviewing the State Plans' alignment with legislated provisions under the *Disaster Management Act (2003)* through the lens of the Standard and the disaster management guidelines. Good practice in disaster management planning from other jurisdictions will also be considered.

My staff are working with State agencies and State, district and local disaster management groups to gain a deeper understanding of the effectiveness of the State Plan through submissions and focus groups. The Office will be working closely with the working group tasked with re-crafting the State Plan in 2017.

Customer Satisfaction Survey

By now some of you should have received a link inviting you to participate in our annual customer satisfaction survey. The customer satisfaction survey is one of the key methods we use to seek feedback from our stakeholders. This information is then used to drive our own internal service improvement and ensure we stay customer focussed.

This year we engaged Kantar Public, an independent market research company, to conduct the survey. It should take approximately 10 minutes to complete and can be accessed on your computer or mobile devices. The survey link is available until Monday 27 February 2017.

As a valued stakeholder, I encourage you to complete the survey to help us identify how we can better support you.

Strategic Plan

In the coming weeks we will be refreshing our Strategic Plan for 2017-2021. This work is key to the Office of the IGEM understanding and achieving excellence in emergency management. We will continue to engage with our stakeholders to improve our service and ensure that our activities remain contemporary and relevant to Queensland's emergency management sector. Watch out for an update in my next newsletter.

Research Framework progressing strongly

There continues to be strong interest in the development of the Queensland Research Framework for disaster management currently being led by my Office. New connections have already been forged between universities and local governments exploring frontline issues such as social media during disasters. The community of practice is also growing and we will soon be bringing the Governance Group together to examine research opportunities across the State. Remember we are looking for input from you to help us develop the Research Framework, please [contact my office](#) for more information.

Evacuation Review

We are in the early stages of reviewing the State's evacuation management arrangements. This review will assess the extent to which arrangements reflect the Standard, best practice, and are scalable for a mass evacuation event. The work will also cover the extent to which the legislative authority to initiate evacuations is clear, as well as the capacity for adapting plans to events. Between now and March, my office will engage in detail with a sample of local governments and districts as well as other key stakeholders. If you would like to contribute to this review, please contact [Mike Shapland](#).

Final comments

The next edition of IGEM Connect will feature some exciting work that has been happening in the Office. As part of an ongoing relationship with Queensland University of Technology my Office has been hosting an intern student who has done some remarkable work on the use of immersive technologies for public engagement. As her internship finishes in February we will feature her project in the next edition of IGEM Connect.

Nominations for the IGEM International Women's Day (IWD) Award have closed. This is the first year IGEM has hosted its own award with a specific focus on recognising those championing issues of access, equity and support for women in the DM sector. I look forward to presenting the inaugural award at the IWD event in Brisbane on March 8.

As many of you are aware the Office also moved late last year. The move into 1 William St has already seen greater opportunities for cross over with departments and stakeholders key to the work of disaster management.

Finally I would like to thank all those who took the time to provide their valuable feedback on the draft lexicon definitions. With the questionnaire now closed we are busy analysing the feedback. The final questionnaire results and feedback, along with options for how the Lexicon work can be incorporated into Queensland's disaster management arrangements, will inform the on-going work of the Lexicon working group and IGEM Advisory Panel in 2017.

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