Standard for Disaster Management in Queensland
Accountabilities overview factsheet

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Accountabilities

The accountabilities provide structure for the delivery of outcomes and indicators. They consider what an entity is accountable for under legislation and accepted good disaster management practice. The accountabilities are also a mechanism to frame what the Office of the Inspector-General Emergency Management may consider in evidencing the achievement of the outcomes.

The five accountabilities are:

- Governance
- Doctrine
- People
- Enablers
- Continuous improvement.

Each of these accountabilities has specific criteria that must be met to ensure a level of rigour around the delivery of outcomes

Governance

Governance refers to how entities administer their disaster management responsibilities and ensure decision making is appropriate, clear and consistent.

- Roles and responsibilities have been identified, agreed to, and documented.
- Entities have been authorised to carry out their delegated responsibilities.
- The authorising environment for decisions and approvals has been identified and agreed to, and is being utilised.
- Arrangements are in place for reporting on and monitoring the outcomes of decisions and actions.
- Decisions are recorded as they are made, and their implementation is monitored.

Doctrine

Doctrine refers to the ideas, strategies and guiding principles contained in the documents that guide disaster management. These align with legislation, reflect good practice, and include guidelines, policies, plans and procedures.

- Roles and responsibilities are based on relevant doctrine.
- The action or activity is based on relevant doctrine.
- Doctrine is agreed and shared between entities.
- Common language being used, and terminology is agreed and consistent with doctrine.

People

People refers to the relationships and networks, training, skills and experience that enable the individuals who undertake disaster management to do so effectively.

- Enabling networks and relationships between individuals and entities, both formal and informal, have been established and maintained.

- Training requirements are documented, and the necessary skills and knowledge are being met.
- Opportunities are provided for on-the-job training and development.
- Upskilling and cross-training provide a reserve of personnel.

Enablers

Enablers refer to the resources that assist entities in undertaking disaster management activities. This includes both the physical equipment and assets, and the systems, data and technologies.

- Enablers are in place, are fit for purpose, and are being used in line with agreed protocols.
- Enablers are accessible to the relevant entities, including the community if necessary.
- Enablers meet the needs and requirements of all relevant entities.
- Benchmarks for the performance of enablers have been established and are being met
- Alternatives or backups are in place.

Continuous improvement

Continuous improvement refers to how entities monitor, evaluate, measure and improve disaster management activities.

- An established lessons management process is being undertaken.
- The capabilities required have been identified, documented, and aligned to recognised and accepted training methodology.
- A variety of exercising and testing methods are being conducted and evaluated.
- Insights are included in a lessons management process.
- Lessons identified are shared with other entities, and with the community when relevant.
- Improvements are made based on insights gained through testing, exercises and operational activity.