

Getting to know the Standard for Disaster Management in Queensland Info Sheet: Accountabilities of Outcome 2

AI2

Managing Risk

The management of risk is fundamental to making the community safer. Risks need to be identified for both natural and human-caused hazards. Entities have a shared responsibility to work together with their community to develop integrated strategies to manage these risks.

Outcome 2: Risk is managed to reduce the impact of disasters on the community

This is about hazard mitigation and risk reduction activities: how they are informed and prioritised, how entities understand hazards and embed mitigation into normal operations, and how the community understands and acts in relation to their risks.

Examples of applying the Accountabilities to Outcome 2

Please note: the following are examples only and should be used to inform understanding of how the Accountabilities might be applied to individual circumstances rather than as a checklist

Governance

Roles and responsibilities have been identified, agreed to, and documented

- Entities know which mitigation activities they are responsible for
- Individuals know whose role it is to conduct hazard mitigation activities
- The community's role in reducing their own risks is documented

Entities have been authorised to carry out their delegated responsibilities

- Entities have been authorised to conduct risk reduction activities, for example they have the proper authority to clear fire breaks
- The authority for entities to conduct hazard mitigation activities is given in legislation

The authorising environment for decisions and approvals has been identified and agreed to, and is being utilised

- Entities know where their authority to make decisions about hazard mitigation comes from
- Approval to conduct risk reduction activities is given by an entity who is authorised to do so

Arrangements are in place for reporting on and monitoring the outcomes of decisions and actions

- Entities have a process for reporting on the risk reduction activities that they conduct
- Entities have a process for monitoring the impact of their risk reduction activities

Decisions are recorded as they are made, and their implementation is monitored

- Entities record decisions about how to mitigate against the impacts of hazards in a decision register
- The decisions entities make about how to conduct risk reduction activities are monitored

Doctrine

Roles and responsibilities are based on relevant doctrine

- The responsibility for entities to conduct risk reduction activities is based on doctrine such as the [Disaster Management Act 2003](#) or the [Queensland State Disaster Management Plan](#)
- The role of individuals in conducting hazard mitigation activities is based on doctrine such as disaster management plans or procedures for that hazard

The action or activity is based on relevant doctrine

- The way that entities conduct risk reduction activities is based on internal procedures
- The types of hazard mitigation activities that entities conduct are based on policy

Doctrine is agreed and shared between entities

- The doctrine that determines the appropriate ways to reduce a risk is agreed between the entities involved with mitigating that risk

Common language is being used, and terminology is agreed and consistent with doctrine

- The terminology used to discuss hazards and risks with others is consistent with sector-specific doctrine such as the [Queensland Disaster Management Lexicon](#) and the [Australian Disaster Resilience Glossary](#)
- When information is provided to the community about their hazards and the associated risks, entities use plain English and avoid technical terms and uncommon acronyms where possible

People

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

- Entities are part of a formal network of different entities that are involved in helping to reduce risk such as an area fire management group
- Entities maintain good relationships with the individuals and entities they work with when mitigating the impacts of hazards, such as others on their disaster management group

Training requirements are documented, and the necessary skills and knowledge are being met

- Entities conduct training on how to perform the risk reduction measures they are responsible for
- Entities document the training requirements for conducting risk reduction activities

Opportunities are provided for on-the-job training and development

- Entities improve others' understanding by showing them how to conduct risk reduction activities
- Entities provide opportunities for personnel to learn more about risk reduction

Upskilling and cross-training provide a reserve of personnel

- Entities train more than one individual on how to perform risk reduction activities

Enablers

Enablers are in place, are fit for purpose, and are being used in line with agreed protocols

- Entities have the right tools, machines or equipment to conduct risk reduction activities
- Entities have suitable resources to determine the appropriate hazard mitigation activities, for example entities have a flood study that can be used to inform decisions about infrastructure

Enablers are accessible to the relevant entities, including the community if necessary

- The community has access to a hazard assessment for their area, enabling them to undertake their own risk reduction activities
- Entities have access to modelling software that assists in prioritising risk reduction activities

Enablers meet the needs and requirements of all relevant entities

- The tools that entities use to conduct risk reduction activities work the way they need them to
- The risk assessment entities use to inform risk reduction activities is up to date

Benchmarks for the performance of enablers have been established and are being met

- The tools entities use to conduct risk reduction activities meet the minimum performance requirements set for them
- The software entities use to prioritise risk reduction activities works the way it is expected to

Alternatives or backups are in place

- Individuals have access to replacement tools if the ones they use break or aren't accessible, for example a computer with access to the software needed can be borrowed if theirs breaks
- Entities can access alternative equipment to conduct risk reduction activities; this might be either another version of the same tool, or a different tool that could achieve a similar outcome

Continuous Improvement

An established lessons management process is being undertaken

- Entities have a lessons management process that can include mitigation and risk reduction activities
- Entities include risk reduction activities their lessons management process

The capabilities required have been identified, documented, and aligned to recognised and accepted training methodology

- The capabilities needed in order to conduct risk reduction activities have been documented and align to recognised training
- Entities have identified the capabilities needed to conduct mitigation and risk reduction activities, and the training that builds those capabilities

A variety of exercising and testing methods are being conducted and evaluated

- Entities consider and include the mitigation measures in place when conducting an exercise
- Entities use modelling to test their mitigation measures against different scenarios, such as how different flooding scenarios might impact dam infrastructure or bridges

Insights are included in a lessons management process

- Entities develop insights about mitigation and risk reduction activities through their lessons management process

Lessons identified are shared with other entities, and with the community when relevant

- Entities share lessons identified about risk reduction practices with other entities
- Entities share lessons identified about potential improvements in the risk reduction activities that can be taken by individuals with the community

Improvements are made based on insights gained through testing, exercises and operational activity

- Entities adapt and improve the way that mitigation activities are conducted based on how successful they were during operational activity
- Entities update internal procedures related to conducting risk reduction activities based on insights developed during exercises

Contact

Contact us for more information or to share your good practice ideas:

info@igem.qld.gov.au

www.igem.qld.gov.au