

Getting to know the Standard for Disaster Management in Queensland Info Sheet: Accountabilities of Outcome 4

AI4

Planning and Plans

Planning involves many steps. It should result in entities working with their community to prioritise how their collective and collaborative efforts will reduce the impact of disasters on the community. Plans document these efforts, identify interdependencies, roles and responsibilities, and provide guidance on how to undertake disaster management. The planning process results in a shared understanding of the efforts required to reduce the risk to the community.

Outcome 4: Plans outline and detail how the impact of disasters on the community will be reduced

This is about disaster management plans: the things that they are informed by, what they consider, and the needs they identify and meet.

Examples of applying the Accountabilities to Outcome 4

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

- The disaster management plan clearly identifies all roles and outlines their responsibilities
- The roles and responsibilities that have been documented in the disaster management plan have been agreed to by the relevant entities

Entities have been authorised to carry out their delegated responsibilities

- The responsibility for an entity to develop a hazard-specific plan is identified in the [Queensland State Disaster Management Plan](#)
- Individuals are authorised to perform the tasks that they are responsible for under their entity's disaster management plan

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

- The disaster management plan outlines Queensland's disaster management arrangements and identifies the entity's place in them
- Entities have documented the process for the making and approval of decisions in the disaster management plan

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

- The entity has a documented process for reporting on and monitoring decisions and actions that are made in accordance with plans
- The disaster management plan explains how entities will monitor and report on the outcome of decisions

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

- Changes made to the disaster management plan are managed through version control
- Disaster management plans are reviewed regularly by the disaster management group and changes are recorded in and monitored through group meeting minutes

Doctrine

Roles and responsibilities are based on relevant doctrine

- The disaster management plan acknowledges the relevant legislative instruments and associated documents that determine the entity's delegated responsibilities
- The roles and responsibilities in the disaster management plan are drawn from relevant doctrine such as the [Disaster Management Act 2003](#) or the [Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline](#)

The action or activity is based on relevant doctrine

- The disaster management plan acknowledges the State Disaster Management Group's [Strategic Policy Framework](#) for disaster management for the state
- The disaster management plan is developed based on relevant doctrine such as that outlined in the [Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline](#)

Doctrine is agreed and shared between entities

- The disaster management plan reflects the shared doctrine used by all entities in the disaster management group
- Disaster management plans are developed and reviewed in collaboration with all relevant stakeholders

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

- The language and terminology used in disaster management plans is consistent with the [Queensland Disaster Management Lexicon](#)
- The disaster management plan is written in plain language that can be easily understood by community members

People

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

- Entities establish relationships with the other entities identified in their disaster management plan as having related roles or responsibilities
- Relevant entities and their contact details are listed in the disaster management plan

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

- The training requirements, such as the modules of the [Queensland Disaster Management Training Framework](#) that are mandatory or recommended for key disaster management and operational roles, are documented in the disaster management plan
- Entities have documented and provided training for roles that are included in disaster management plans

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

- Entities include the disaster management plan in induction packs for new employees, either in hard copy or via a link to access it online
- Individuals are aware of the training opportunities available for taking on the disaster management roles in their entity's disaster management plan

Upskilling and cross-training provide a reserve of personnel

- More than one person has been identified to receive the training needed to perform the roles identified in the disaster management plan
- Entities deliver training for the roles identified in the disaster management plan in partnership with relevant stakeholders from the community, such as representatives from community groups

Enablers

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

- Entities have the tools needed to develop disaster management plans, such as access to a computer with word processing software

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

- Entities make disaster management plans available to the community in various ways, such as digitally through a website, or making printed versions available at customer service counters
- Entities have ways of making internal disaster management plans available to other relevant entities, such as through a secure online file transfer system

Enablers meet the needs and requirements of all relevant entities

- Entities make disaster management plans available in multiple languages, and accessible through assisted technologies on request, depending on the community's needs
- Entities make disaster management plans available to others in a way that meets their needs, such as making hard copies available in areas without consistent internet access

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

- The technology used by entities to make disaster management plans available is tested with the community to determine their expectations and needs
- The tools used by entities to develop plans work in the way they are intended to, for example entities use cloud-based word processing software that is intended to allow multiple users to edit a document at the same time, and it does

Alternatives or backups are in place

- Hard copies of the disaster management plans are available on request, or in case the digital copies cannot be accessed
- Entities consider using cloud-based technology for backing up plans and software

Continuous Improvement

An established lessons management process is being undertaken

- The lessons identified during and after events or exercises are captured and inform future disaster management plans
- Entities record observations about their disaster management plan in the lessons management system

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

- Entities know which training, skills and information are needed in order to write an effective disaster management plan
- Entities develop a training program based on a training needs analysis for all roles identified in the disaster management plan

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

- The disaster management plan states how it will be exercised or tested, and how often
- The disaster management group evaluates the way that the disaster management plan is tested

Insights are included in a lessons management process

- Entities collect observations and develops insights regarding the disaster management plan
- Entities use insights about the disaster management plan to identify lessons about things that worked well, and improvements that could be made

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

- The lessons identified about the plan are considered and addressed during the annual disaster management plan review
- The lessons entities identify about the disaster management plan are shared with other relevant entities, such as disaster management group members

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

- Records are kept from exercises and after-action reviews which are then used as an evidence base when reviewing the disaster management plan
- Entities ensure all projects include an evaluation component where insights can be collected to inform future plans

Contact

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