Getting to know the Standard for Disaster Management in Queensland
Info Sheet: Indicators of Outcome 9a

II9a

Operations
Operations are the activities undertaken by entities during response, relief and recovery for a specific event, including activities to mitigate and prepare for the impacts of that event.

Outcome 9a: Response operations minimise the negative impacts of an event on the community and provide the support needed for recovery

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

Response operations

Response operations are coordinated
- The different entities involved in response to an event coordinate their activities with each other to ensure that roles, responsibilities and actions are understood and there are no gaps
- Entities coordinate response operations internally to ensure that resources are deployed as needed and responsibilities are being fulfilled

Response operations are timely and reflect the urgency of the situation
- Entities respond to events with speed and resources that reflect how significant the impacts are, and how quickly they need to be addressed in order to manage the situation effectively
- The number and type of personnel and equipment an entity deploys to an event reflect a number of variables, including the severity of the incident, the weather conditions, the risk to life, property and the environment, and the likelihood of the incident escalating

Response operations are informed by plans
- Entities base the way that they conduct response operations on disaster management plans
- Response operations in relation to referable dams are conducted according to the Emergency Action Plan and the communication and response plans developed by entities with associated roles

Response operations are risk-based and based on evidence
- Entities prioritise operations responding to an immediate risk to life, over operations where this risk does not exist
- Entities initiate tsunami response operations based on evidence and advice provided by the [Australian Tsunami Warning System](), confirmed by the Bureau of Meteorology, Geoscience Australia and the Department of Home Affairs

Response operations are based on community needs
- Response operations prioritise the things that the community values or needs in order to survive, such as the industry or natural area that the community is built around

Response operations are conducted, led and coordinated by the appropriate entities
- Multi-agency response operations related to a local-level event are coordinated by the local disaster coordinator on behalf of the local disaster management group

- Response operations for the containment and eradication of emergency animal and plant diseases and pests are led by the Department of Agriculture and Fisheries
- The Department of Environment and Science leads firefighting response on national parks, conservation parks and state forests, where there is no threat to life or property

Entities

Entities conduct response operations that start at the right time

- The evacuation of at-risk communities is conducted prior to the community being impacted
- Queensland Health and the relevant hospital and health services begin messaging to at-risk individuals, and prepare for additional health admissions for heat-related illnesses prior to the impacts of a predicted heatwave

Entities conduct response operations that support the transition between response, relief and recovery

- Entities consider what will need to happen in order for relief and recovery to occur in relation to an event, and facilitate these needs through response operations
- Entities conducting response operations engage in consistent, open, two-way communication with those providing relief and recovery efforts, to ensure that operations are conducive to positive community outcomes

Entities conduct response operations that incorporate the functions of recovery

- Entities consider environmental impacts and how the environment can be supported to recover when deciding how to conduct response operations
- Mandatory evacuation orders provide enough details for the community to understand why the evacuation is necessary and what they need to do, lessening the human and social impacts of being required to evacuate

Entities conduct response operations that support the activities initiated by the community

- Rural fire brigades assist landholders with bushfire response operations they are conducting on their properties
- Entities assist members of the community who are moving livestock in response to an event by sourcing vehicles that can transport large numbers of livestock

Entities conduct response operations that minimise the likelihood of unintended consequences impacting the community

- Entities deployed to a different location to respond an event coordinate with the local disaster coordination centre, to ensure that the accommodation that they use does not impact on housing that is intended for evacuees
- Entities implement evacuation routes that direct the community away from the likely future impact area of the hazard, minimising the potential that evacuees will need to be relocated

Entities conduct response operations that improve the community's ability to cope with future events

- Entities include community members such as landholders in their response operations, giving them an opportunity to learn technical skills that they can apply themselves in future events
- Entities include volunteers and volunteering agencies in response operations

Contact

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