

## Understanding the Standard for Disaster Management in Queensland

### Prompt Sheet: Indicators of Outcome 9a

IP9a

### 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

The following questions are intended to be used as prompts for entities to think about how the Indicators of this Outcome might apply to their own circumstances.

### Response operations

Response operations are coordinated

- How does your entity ensure that the operations that it conducts during response are coordinated, both with internal operations and those conducted by other entities?

Response operations are timely and reflect the urgency of the situation

- Does your entity conduct response operations that are timely?
- Do the response operations that your entity conducts reflect the urgency of the situation?

Response operations are informed by plans

- Are your entity's response operations informed by plans?
- Does your entity use disaster management plans during response operations?

Response operations are risk-based and based on evidence

- Are the response operations that your entity conducts based on risk?
- Does your entity use evidence as a basis for its response operations?

Response operations are based on community needs

- How does your entity determine what the community's needs are during response?
- Does your entity base response operations on the community's needs?

Response operations are conducted, led and coordinated by the appropriate entities

- What are the response operations that your entity is responsible for conducting, leading and/or coordinating?
- Are the response operations that your entity is involved in conducted, led and coordinated by the appropriate entities with that role or responsibility?

### Entities

Entities conduct response operations that start at the right time

- How does your entity determine the right time to begin response operations?
- What triggers or criteria does your entity consider to decide when to begin response operations?
- Does your entity start its response operations at the right time?

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

- Does your entity consider the transition between response, relief and recovery when conducting response operations?
- How does your entity ensure that response operations support this transition?

### Entities conduct response operations that incorporate the functions of recovery

- Does your entity consider the functions of recovery when conducting response operations?
- How does your entity incorporate the functions of recovery into response operations?

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

- How does your entity determine the response operations that the community initiates?
- How do your entity's response operations support the activities that the community initiates?

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

- Does your entity consider the unintended consequences, outcomes or impacts, both positive and negative, of the response operations that they conduct?
- How does your entity minimise the likelihood that response operations will have unintended negative impacts on the community?

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

- Does your entity consider ways that response operations might improve the community's ability to cope with future events?
- What measures does your entity implement through its response operations to improve the community's ability to cope with future events?

## Contact

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

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