Getting to know the Standard for Disaster Management in Queensland
Info Sheet: Accountabilities of Outcome 1

AI1

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 1: There is a shared understanding of risks for all relevant hazards
This is about risk assessments: the process to develop them, who is involved, what is included and considered, and what the risk assessment is used for.

Examples of applying the Accountabilities to Outcome 1
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 whose role and responsibility it is to develop their risk assessment
- Entities who should be involved in the risk assessment process are aware of their involvement and responsibilities, and it is documented

Entities have been authorised to carry out their delegated responsibilities
- Entities delegate individuals with the authority needed to develop the risk assessment
- When undertaking a risk assessment on behalf of a group, the other members know which entity will be conducting it, and the chair has authorised it

The authorising environment for decisions and approvals has been identified and agreed to, and is being utilised
- Entities know who is authorised to make decisions about the risk assessment
- Entities know who is authorised to approve the risk assessment

Arrangements are in place for reporting on and monitoring the outcomes of decisions and actions
- There is a process for reporting on changes to the risk assessment
- The need to regularly update the risk assessment is monitored

Decisions are recorded as they are made, and their implementation is monitored
- Entities record the decision to make changes to the risk assessment in a decision register
- Entities monitor updates to the risk assessment to ensure that they add value

Doctrine

Roles and responsibilities are based on relevant doctrine

- The requirement for entities to have an updated risk assessment is based on doctrine such as the *Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline*
- The roles of individuals in developing or updating the risk assessment is based on doctrine such as internal procedures and role descriptions

The action or activity is based on relevant doctrine

- The need for entities to develop a risk assessment is based on doctrine such as the *Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline*
- Entities have internal procedures that state that a risk assessment is required

Doctrine is agreed and shared between entities

- If undertaking a risk assessment on behalf of a group, all entities of that group have access to and agree on the doctrine that determines that it should be developed

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

- The language used in the risk assessment is consistent with sector-specific doctrine such as the *Queensland Disaster Management Lexicon* and the *Disaster Management Act 2003*
- When consulting with a group about the risk assessment, entities check that everyone understands the language being used, and agree to define key words consistently

People

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

- Entities are in contact with other entities that are involved in developing the risk assessment
- Individuals have a professional relationship with others who are involved in updating the risk assessment, and it helps to enable success in the project

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

- Entities have conducted training on how to undertake a risk assessment
- The knowledge and training required in order to conduct a risk assessment has been documented

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

- Individuals are given the opportunity to be involved in the risk assessment process, where they haven't been before

Upskilling and cross-training provide a reserve of personnel

- Additional personnel are trained on when and how the risk assessment needs to be reviewed
- More than one person has been trained on how to access the risk assessment

Enablers

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

- Entities have a risk management system that helps to successfully keep track of and prioritise the risks identified in the risk assessment
- Individuals have access to a computer with internet access that can help to facilitate development or updating the risk assessment

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

- Entities have access to a risk management system or program

- Entities have access to the doctrine needed to complete a risk assessment such as *ISO 31000 Risk Management* or the *Queensland Emergency Risk Management Framework*

Enablers meet the needs and requirements of all relevant entities

- Entities' risk management systems are designed to work in a way that meets specific identified needs, and they do
- Entities have the means to make the risk assessment available to those who need it, for example it can be loaded to a website for access by other entities or the community

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

- Entities determine the minimum requirements of their risk management system before it is implemented or purchased
- The computer that individuals have access to for the purpose of updating the risk assessment works the way that they expect it to

Alternatives or backups are in place

- Individuals could access a different computer to update the risk assessment with if theirs stopped working properly
- The risk assessment can be accessed in more than one way, for example through an intranet, via the website, and in hard copy

Continuous Improvement

An established lessons management process is being undertaken

- Entities have a lessons management process that can include the risk assessment process

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

- Entities know which skills are needed to undertake or update the risk assessment
- The capabilities needed to complete the risk assessment align to training such as a module in the *Queensland Disaster Management Training Framework*

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

- The risk assessment is used to inform an annual exercise

Insights are included in a lessons management process

- Entities gather insights about the process to update the risk assessment, and include them in a lessons management program
- Insights about using the risk assessment are developed through the lessons management program

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

- Entities share lessons that they identify about the risk assessment process with other entities
- Individuals share lessons that they identify about updating the risk assessment with colleagues

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

- The risk assessment is updated based insights gained during operations
- The risk assessment process is updated based on lessons identified while conducting it

Contact

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