

Getting to know the Standard for Disaster Management in Queensland Info Sheet: Accountabilities of Outcome 10

AI10

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 10: Relief operations minimise the negative impacts of an event on the community and provide the support needed for recovery

This is about relief operations: the attributes that they have, the needs they meet, and the way that entities conduct them.

Examples of applying the Accountabilities to Outcome 10

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 roles performed by entities during relief operations are agreed to and documented
- Entities know what their responsibilities are when undertaking relief operations

Entities have been authorised to carry out their delegated responsibilities

- Entities authorise personnel to perform the responsibilities allocated to them during disaster relief operations
- Entities have the authority to carry out relief operations, for example it is one of their responsibilities under the [Queensland State Disaster Management Plan](#)

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

- Individuals know who in their entity has the authority to decide which actions they should perform to provide relief during disaster operations
- Entities understand which decisions related to the provision of relief during disaster operations need to be approved by another entity, and which decisions can be made under their own authority

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

- There is a process for entities to record the actions they take when providing relief during disaster operations
- Entities have a process in place for monitoring the results of the decisions they make about the provision of relief

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

- Entities record the decisions they make about how relief is going to be provided, and monitor them to ensure that they are carried out that way in practice

- Entities keep a log of the decisions they make when conducting relief operations, such as keeping an action register when operating an evacuation centre, and review these decisions to ensure that they achieve the intended results

Doctrine

Roles and responsibilities are based on relevant doctrine

- The role that entities have to conduct relief operations is based on doctrine such as the [Queensland State Disaster Management Plan](#)
- The responsibility to conduct relief operations related to individuals' roles are based on relevant doctrine such as disaster management sub-plans or associated procedures

The action or activity is based on relevant doctrine

- The actions performed by entities when providing relief during disaster operations are based on relevant doctrine, for example immediate relief funding is provided and administered according to the [Queensland Disaster Relief and Recovery Guidelines](#)
- The way individuals conduct relief activities as part of their role is based on relevant doctrine, for example the way that psychological first aid is provided aligns to the Australian Red Cross's [Psychological First Aid: Supporting people affected by disaster in Australia](#)

Doctrine is agreed and shared between entities

- The doctrine that entities base relief operations on, such as the [Queensland State Disaster Management Plan](#) and the [Queensland Disaster Relief and Recovery Guidelines](#), has been agreed to and shared between the entities involved

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

- Entities use terminology related to relief in a way that is consistent with relevant doctrine such as the [Queensland Disaster Management Lexicon](#)
- When discussing relief operations with others, entities uses terminology and language that is widely understood in the sector, and avoid internal jargon and acronyms

People

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

- Entities build relationships with other entities that perform relief operations, which enable them to access assistance or advice from others when performing their role
- Entities establish formal contact with other entities to enable relief to be provided effectively

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

- Entities know which training is needed to perform certain roles during relief operations, and this is documented
- Entities complete a training needs assessment for the roles they are responsible for regarding provision of relief, and ensure that the personnel performing those roles have met the required training, skills and knowledge

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

- Entities enable personnel to further develop their skills while providing relief during disaster operations, by pairing individuals with less experience with those who are very experienced to facilitate on-the-job development opportunities
- Entities give personnel the opportunity to learn about different roles during relief operations

Upskilling and cross-training provide a reserve of personnel

- Entities train more than one individual in each role that they are responsible for during relief operations, providing backups if needed
- Individuals in the same workgroup cross-train in each other's relief roles, so that they can assist each other or provide additional capacity if needed

Enablers

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

- Entities have the resources needed to conduct relief operations
- The tools used by entities to perform relief operations are fit for purpose, for example the tools used to register people arriving at an evacuation centre are suitable for the circumstances

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

- Individuals can access the tools, such as procedures and equipment, that they use to perform their role during relief operations
- Entities give external personnel who are assisting in inter-agency relief operations access to the tools and systems, such as logins to the software being used, that they need to perform their role

Enablers meet the needs and requirements of all relevant entities

- The tools used by entities when conducting relief operations meet their needs, for example guidelines and procedures give instructions that are relevant to the role they apply to
- Entities have equipment that meets their needs and helps to facilitate provision of relief, such as vehicles with enough seats to transport a whole relief team to the site where they are needed

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

- Entities establish minimum requirements for the tools used during relief operations, and their tools meet those requirements when being used

Alternatives or backups are in place

- Entities can access alternative tools if the primary tools used to conduct relief operations fail to work, for example if the laptop being used to register occupants in an evacuation centre cannot connect to the internet, paper forms can be used instead

Continuous Improvement

An established lessons management process is being undertaken

- Entities have a lessons management process that can include activities that they conduct during relief operations
- Entities include the actions they take when conducting relief operations in their lessons management process

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

- Entities identify the capabilities needed to fulfil their role during relief operations, and the training that those capabilities aligns to
- The things that individuals need to be capable of when conducting relief operations have been identified and documented as part of their role description or work processes

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

- Entities include scenarios that focus on relief operations in exercises, and they form part of the exercise debrief
- Entities test the procedures associated with relief roles during business-as-usual, and discover ways that they could be improved

Insights are included in a lessons management process

- Entities include observations made by personnel performing relief roles in the lessons management process, to help to develop insights
- Entities include observations made when conducting relief operations in the lessons management process, and uses them to develop insights and identify lessons

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

- Entities share the lessons they identify about the way relief operations are conducted with other entities, so that others can identify whether these lessons might also apply to them
- Entities share the lessons they identify about the way that relief is provided with the community where relevant, to assist with community-led relief efforts

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

- Entities make improvements to the way relief operations are conducted based on the insights and lessons identified while undertaking relief operations
- Entities adjust and improve the way they deliver relief based on the results of event and exercise debriefs

Contact

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

info@igem.qld.gov.au

www.igem.qld.gov.au