

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

II10

### 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

**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**

### Relief operations

#### Relief operations are coordinated

- Opening an evacuation centre is coordinated with the need to evacuate, so that the evacuation centre is established, and evacuation centre personnel are inducted, prior to evacuees arriving

#### Relief operations are timely and reflect the urgency of the situation

- Personnel trained in psychological first aid are deployed as first responders to a mass casualty event
- Immediate shelter is provided to communities who become isolated from the place where they are staying due to an event

#### Relief operations are informed by plans

- Evacuation centre management is informed by an evacuation centre management sub-plan
- Cyclone shelters are opened and managed according to the management plan for that shelter

#### Relief operations are risk-based and based on evidence

- Evacuation centre locations are chosen based on the likelihood that they will be safe from ongoing impacts of the event
- Psychological first aid is administered as part of immediate relief, based on evidence that it can contribute to an individual's ability to recover and build resilience

#### Relief operations are based on community needs

- Entities meet the immediate food, water and sheltering needs of community members who have been impacted by an event
- Cyclone shelters are made available to community members whose residences are not capable of withstanding an imminent cyclone
- Evacuation centres are accessible to people with disability, such as people who use wheelchairs

#### Relief operations are conducted, led and coordinated by the appropriate entities

- Evacuation centres are established by local governments
- Psychological first aid is provided by trained personnel, such as trained volunteers from the Australian Red Cross

## Entities

### Entities conduct relief operations that start at the right time

- Evacuation centres are opened pre-emptively when an event is likely to create the need for individuals to evacuate
- Psychological first aid is offered and provided to community members and responding entities at the earliest opportunity during an event
- Hospital and health services provide electrolyte replenishing supplements to people who are vulnerable to heat illnesses, such as those with existing chronic illness, at the start of a heatwave

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

- The provision of immediate shelter supports the community to cope with the initial impacts of an event, enabling them to transition towards recovery
- Entities establish evacuation centres on or near sites where community recovery hubs can be co-located, providing those impacted with easy access to resources that support the recovery process

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

- Entities source the food and water provided to community members as immediate relief from local providers, which contributes to local economic recovery
- The provision of psychological first aid during relief contributes to the human and social recovery of the community

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

- Immediate sheltering options are provided to communities who self-evacuate
- Entities supply bottled water to community organisations who are providing an air-conditioned refuge to vulnerable members of the community during a heatwave

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

- Entities provide the community with bottled water during immediate relief, so that they do not rely on tap water that may have been contaminated by the event
- Entities source the equipment and resources used in evacuation centres from local suppliers, to support and sustain the recovery of the local economy

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

- Psychological first aid provided during relief teaches individuals important skills that help them to cope with future events

## Contact

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