

Understanding the Standard for Disaster Management in Queensland Prompt Sheet: Accountabilities of Outcome 12

AP12

Collaboration and coordination

Collaboration and coordination refers to how entities consider an integrated approach, and work together to promote a positive environment within the disaster management sector across all phases of disaster management. It includes the ways in which they show leadership and commitment to the principles behind disaster management.

Outcome 12: Entities proactively work together in a cooperative environment to achieve better results for the community

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

Governance

Roles and responsibilities have been identified, agreed to, and documented

- Which entities have a role or responsibility to work cooperatively together with others within disaster management, either internally or with other entities?
- Have these entities agreed to perform these roles? Where is it documented?

Entities have been authorised to carry out their delegated responsibilities

- Do the entities involved in disaster management activities or tasks that are being performed cooperatively together with others have the authority they need to do so?

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

- What is the authorising environment that is in place for entities that are performing activities or tasks in cooperation with others, and are decisions and approvals being made in the way agreed to?

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

- What is the process for reporting on the decisions made when working cooperatively together with others, both internally and external to your entity?
- What arrangements or processes are in place for monitoring the outcomes of decisions made when working cooperatively together with others, both internally and external to your entity?

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

- Where are decisions made when working cooperatively together with others, both internally and external to your entity, recorded? Are these decisions recorded as they are made?
- How are decisions made when working cooperatively together with others, both internally and external to your entity, monitored? Does this monitoring help to ensure that the decisions result in the intended outcomes?

Doctrine

Roles and responsibilities are based on relevant doctrine

- Which doctrine is your entity's role and responsibilities for working cooperatively together with others, both internally and external to your entity, based on?

The action or activity is based on relevant doctrine

- Which doctrine is the way that your entity works cooperatively together with others, both internally and external to your entity, based on?

Doctrine is agreed and shared between entities

- Is the doctrine that informs the way that your entity works cooperatively together with others, both internally and external to your entity, agreed and shared between entities?

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

- Is common language used when working cooperatively together with others, both internally and external to your entity?
- Is the language and terminology used when working cooperatively together with others, both internally and external to your entity, consistent with the relevant doctrine?

People

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

- Have the other entities that work cooperatively together with your entity been contacted?
- Have you developed a professional (and/or personal) relationship with the other entities/people that your entity works cooperatively together with, both internally and external to your entity?

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

- Have the training needs related to the work that your entity performs cooperatively together with others, both internally and external to your entity, been identified and documented?
- Have the people in your entity who are responsible for performing work cooperatively with others, both internally and external to your entity, successfully completed the necessary training?

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

- Are other personnel in your entity given opportunities to work cooperatively together with others, both internally and external to your entity, where they haven't been before?
- Have additional personnel been trained on the work that your entity performs cooperatively with others, where they are not primarily responsible?

Upskilling and cross-training provide a reserve of personnel

- Do multiple personnel in your entity, other than those whose primary role it is, know which work your entity performs cooperatively with others, both internally and externally, and how it is performed?

Enablers

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

- Does your entity have all of the equipment that it needs in order to work cooperatively together with others, both internally and external to your entity?
- Are there processes and procedures in place for the equipment that your entity uses when working cooperatively together with others, and are they being followed?

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

- Do the people in your entity who perform work cooperatively together with others have access to the enabling equipment that allows them to do so?

Enablers meet the needs and requirements of all relevant entities

- Do the enablers that your entity has in place to assist with working cooperatively together with others work the way they are intended to, and do they meet your entity's needs?

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

- Do the enablers that your entity uses when working cooperatively together with others meet the minimum requirements that your entity has set for them?

Alternatives or backups are in place

- Are there alternative resources or equipment available that could be used when working cooperatively together with others, if the primary enablers fail or are not available?
- Is work that is being performed cooperatively together with others able to be done from a different location or in a different way, should the primary method fail or not be accessible?

Continuous Improvement

An established lessons management process is being undertaken

- Does your entity have an established lessons management process in place that can include work that is performed cooperatively together with others, both internally and external to your entity?

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

- Has your entity identified the capabilities that it needs in its workforce to successfully work cooperatively together with others, both internally and external to your entity? Have those capabilities been aligned to the training required to develop them?

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

- Does your entity test the ways that it works cooperatively together with others, both internally and external to your entity? Are they included in exercising?

Insights are included in a lessons management process

- Does your entity include insights about the way that work is performed cooperatively together with others, both internally and externally, in its lessons management process?

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

- Does your entity share the lessons it identifies about working cooperatively with others, with other entities, and with the community when relevant?

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

- Does your entity make improvements to the way that it works cooperatively together with others based on insights gained through testing, exercises and operational activity?

Contact

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