

## Getting to know the Standard for Disaster Management in Queensland Info Sheet: Indicators of Outcome 12

II12

### 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

**Please note: the following are examples only and should be used to inform understanding of how Indicators might be interpreted for individuals circumstances rather than as a checklist**

### Entities

#### Entities work within internal agency structures

- Entities follow their internal incident control chain of command when managing an incident as part of a wider disaster event
- Individuals working for a hospital and health service during a heatwave event work within the management structure of their entity

#### Entities work together within cross-agency arrangements

- The additional resource or support needs that are outside the role of the primary agency at local-level events are coordinated and fulfilled through the local disaster coordination centre
- State departments and agencies provide support to other entities according to the arrangements detailed in the [Queensland State Disaster Management Plan](#)

#### Entities implement disaster management systems and processes that coordinate with their normal business processes

- Local governments use the same system to register traffic control measures for maintenance and roadworks as they use for closing roads due to flooding
- The State Emergency Service uses the same system for allocating volunteers to assist lost bushwalkers as it uses to allocate personnel to severe storm response

#### Entities understand the information requirements of other entities

- The state disaster coordination centre knows what information local disaster management groups need to be provided before, during, and after an event
- Entities know what information they need to provide for daily briefings to others during an event

#### Entities have a formally assigned, accessible point of contact

- Entities that are on disaster management groups have formally assigned an individual to be the member, have designated a deputy member, and have provided current contact details for both
- Entities assign liaison officers to disaster coordination centres

### Entities work in partnership with community groups and leaders

- Local governments work with disability support groups within their local government area to provide customised education and information, and work together to plan for disasters
- State agencies work with local government and Traditional Owners and Custodians to develop and implement land management practices

## Decisions

### Entities make decisions based on risk

- During an event, entities make the decision to act based on documented trigger points around the risk posed by potential impacts
- Entities decide to collaborate on projects based on an identified risk that they can address together

### Entities make decisions based on a recognised and documented process

- Entities use a flow chart of the possible choices to make simple decisions
- Entities make decisions based on their responsibilities as identified in the [Queensland State Disaster Management Plan](#)
- Entities use a recognised methodology to guide their decision-making process, such as that described in the Australian Institute for Disaster Resilience's [Incident Management Handbook](#)

### Entities make decisions based on the best available intelligence

- Decisions around future planning for disaster management are based on intelligence informed by the most recent scientifically validated information about climate change
- Entities make decisions about how to respond to an unfolding event that are based on intelligence products that were developed by individuals with expertise, from current, accurate information

### Entities make decisions based on the capability and capacity of all relevant entities

- District disaster management groups make the decision to escalate requests for assistance to the State Disaster Management Group based on their knowledge that the capability and capacity of entities within the disaster district has been exceeded
- Entities on a disaster management group collaboratively decide the way that multi-agency operations will be conducted and supported, based on the available capability and capacity of all entities

### Entities make decisions based on the positive impact they will make to community outcomes

- Entities choose to work together and build strong partnerships, which enable operations to be coordinated more smoothly
- During events, entities plan to prioritise the protection of facilities or areas that the community has identified as important, to enable a more positive outcome for the community

## Contact

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