

Getting to know the Standard for Disaster Management in Queensland Info Sheet: Accountabilities of Outcome 3

AI3

Planning and plans

Planning involves many steps. It should result in entities working with their community to prioritise how their collective and collaborative efforts will reduce the impact of disasters on the community. Plans document these efforts, identify interdependencies, roles and responsibilities, and provide guidance on how to undertake disaster management. The planning process results in a shared understanding of the efforts required to reduce the risk to the community.

Outcome 3: There is a shared understanding of how the impact of disasters will be managed and coordinated

This is about the planning process: how the planning process is embedded into core business and coordinated between different entities, how it enables a shared understanding of roles, capabilities and capacities, and how the community is included.

Examples of applying the Accountabilities to Outcome 3

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 consider the relevant doctrine and consult with stakeholders to identify their roles and responsibilities in the planning process
- Entities know their own role and responsibilities in the planning process

Entities have been authorised to carry out their delegated responsibilities

- All members of disaster management groups are involved in the disaster management plan review process
- All members of disaster management groups have the authority to accept and approve planning actions on behalf of their entities

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

- Residual risk identified within the planning process is communicated to the relevant entity to address any issues

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

- Entities understand that the effectiveness of their disaster management plan is to be reviewed on an annual basis according to the [Disaster Management Act 2003](#)

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

- Disaster management planning decisions are recorded in disaster management group minutes and shared with the group

Doctrine

Roles and responsibilities are based on relevant doctrine

- Planning is aligned to the requirements of the [Disaster Management Act 2003](#), the [Queensland State Disaster Management Plan](#) and the [Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline](#)

The action or activity is based on relevant doctrine

- The disaster management planning process is based on appropriate doctrine such as the [Queensland Emergency Risk Management Framework](#) risk assessment
- The planning process is based on an all-hazards approach as outlined in the [Queensland State Disaster Management Plan](#)

Doctrine is agreed and shared between entities

- Entities incorporate relevant plans from across the disaster management sector when undertaking the planning process
- Planning at the local level is done in conjunction with the disaster district

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

- Terminology specific to a particular entity is understood by all stakeholders in the planning process
- The planning process considers the need for plans to be translated into different languages to ensure they are accessible to culturally and linguistically diverse communities
- The planning process adopts the definitions for terminology used in the [Australian Disaster Resilience Glossary](#) and the [Queensland Disaster Management Lexicon](#)

People

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

- The planning process includes collaboration with community leaders and members from identified community groups, including Traditional Owners and Custodians
- As part of the planning process, entities develop a stakeholder list to record contact details for identified vulnerable sites, such as aged care facilities

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

- Entities know which of the training modules in the [Queensland Disaster Management Training Framework](#) to complete to help inform the planning process
- As part of the planning process, entities consider the training needs that may arise and develop a training program to facilitate them
- The planning process includes appropriately qualified technical experts when conducting hazard-specific, operational or functional planning

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

- Entities give personnel the opportunity to complete [Queensland Disaster Management Training Framework](#) Module One: Queensland Disaster Management Arrangements
- Entities invite individuals from outside the disaster management unit to participate in the disaster management planning process

Upskilling and cross-training provide a reserve of personnel

- As part of the planning process, a roster of personnel is maintained to record relevant training and participation in exercises, and for fatigue management during events
- The planning process considers a succession plan to address staff absences and turnover

Enablers

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

- During the planning process, entities establish a social media or online presence to act as a trusted source of information for disaster management
- Entities use research during the planning process to ensure appropriate mechanisms are being used to engage stakeholders and/or the community

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

- Entities have an online platform such as a disaster management dashboard available on their website with real-time information for the community
- Entities plan for community resources to be available in a number of languages relevant to culturally and linguistically diverse members of their community

Enablers meet the needs and requirements of all relevant entities

- Entities include the [Disability-Inclusive Disaster Risk Reduction Framework and Toolkit](#) in the planning process and make it available to stakeholders on their website
- Channels of communication to tourists and seasonal workers are included in the planning process

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

- Entities ensure new communication channels are tested prior to implementation to ensure they meet minimum requirements
- The requirements in the business continuity plan form a benchmark for disaster management planning to build upon

Alternatives or backups are in place

- Planning for disaster management considers a contingency for public warnings to tourists and visitors who may not be signed up to local alert systems
- If members of a disaster management group's planning committee are not able to meet in person, they have access to alternative online methods of meeting and communicating

Continuous Improvement

An established lessons management process is being undertaken

- Lessons are identified through after-action reviews and recorded in a central location so they can be addressed in future planning processes
- Entities establish a process for employees to record observations about the planning process in a central location

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

- Entities develop a capability framework to accompany their disaster management planning roles and responsibilities

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

- Disaster management groups hold an annual discussion exercise to identify gaps in planning
- The planning process is regularly tested to make sure that it is effective

Insights are included in a lessons management process

- Insights from previous planning processes and after-action reviews are included in the disaster management planning process

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

- Relevant lessons identified during the planning process are shared through community forums

- Lessons identified about the planning process are shared with other entities through the annual plan assessment process

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

- The implementation of lessons identified about the planning process is tested through exercises to ensure lessons are embedded into future practices
- The planning process is continuously improved through lessons identified from exercises, operations or knowledge sharing

Contact

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