

Understanding the Standard for Disaster Management in Queensland

Prompt Sheet: Accountabilities of Outcome 5

AP5

Community engagement

The community is central to disaster management. Community engagement entails actively involving the community in managing their risk. It involves collaboratively planning how the community's collective efforts will contribute to their safety. Community engagement builds local capability, capacity and community self-reliance. This allows entities to focus their efforts where they are needed most.

Outcome 5: Entities proactively and openly engage with communities

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 responsibility to distribute communications and perform engagement activities? Have they agreed to perform this role? Where is it documented?

Entities have been authorised to carry out their delegated responsibilities

- Do the entities involved in distributing communications and performing engagement have the authority they need to do so?
- Have the individuals who have been delegated responsibility to distribute communications or perform engagement activities on behalf of their entity been authorised 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 distributing communications and performing engagement activities, 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 distribution of communications and the engagement activities conducted?
- What arrangements or processes are in place for monitoring the effectiveness of the communications and engagement conducted?

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

- Where are decisions made about communications and engagement activities recorded? Are these decisions recorded as they are made?
- How are decisions about communications and engagement activities 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 to distribute communications and perform engagement activities based on?

The action or activity is based on relevant doctrine

- Which doctrine is the way that your entity develops and distributes communications and performs engagement activities based on?

Doctrine is agreed and shared between entities

- Is the doctrine that informs the way that communications are developed and distributed and engagement activities are performed, agreed and shared between entities?

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

- Is common language used in communications and engagement?
- Is the language and terminology used in communications and engagement 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 are involved in developing and distributing communications and performing engagement activities been contacted?
- Have you developed a professional (and/or personal) relationship with the other entities/people that your entity distributes communications or performs engagement activities to or with?

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

- Have the training needs related to distributing communications and performing engagement activities been identified and documented?
- Have the people responsible for distributing communications and performing engagement activities successfully completed the identified training as needed?

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

- Are other personnel in your entity given opportunities to develop and distribute communications and perform engagement activities, where they haven't been before?
- Have additional personnel been trained on how and when to develop and distribute communications and perform engagement activities, 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 how to develop and distribute the communications and perform the engagement activities that your entity is responsible for?

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 develop and distribute the communications and perform the engagement activities that it is responsible for?
- Are there processes and procedures in place for how to use the equipment needed to develop and distribute communications and perform engagement activities, and are they being followed?

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

- Do the people who develop and distribute communications and perform engagement activities have access to the enabling equipment that allows them to perform their duties?

Enablers meet the needs and requirements of all relevant entities

- Do the enablers that your entity has in place to assist with developing and distributing communications and performing engagement activities 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 has in place to develop and distribute communications and perform engagement activities 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 to develop and distribute communications and perform engagement activities if the primary enablers fail or are not available?
- Are you able to develop and distribute communications and perform engagement activities 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 communications and engagement activities?

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 develop and distribute communications and perform engagement activities? 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 communications and engagement activities that it is responsible for? Are they included in exercising?

Insights are included in a lessons management process

- Does your entity include insights about communications and engagement activities 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 communications and engagement activities 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 communications and engagement activities based on insights gained through testing, exercises and operational activity?

Contact

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