

Understanding the Standard for Disaster Management in Queensland

Prompt Sheet: Accountabilities of Outcome 6

AP6

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 6: The community makes informed choices about disaster management, and acts on them

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 support the community to take appropriate actions?
- 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 supporting the community to take actions appropriate to them 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 to support the community in taking appropriate actions, 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 actions that the community takes with regard to disaster management, and the support that entities have given them?
- What arrangements or processes are in place for monitoring the effectiveness of the support that your entity is providing to the community?
- What arrangements or processes are in place for monitoring your community's level of awareness of their susceptibility to risks and willingness to act on their own behalf?

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

- Where are decisions made about ways to support the community in taking appropriate actions recorded? Are these decisions recorded as they are made?
- How are decisions about how the community is provided with support to act 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 support the community is taking appropriate actions based on?

The action or activity is based on relevant doctrine

- Which doctrine is the way that your entity supports the community to take actions appropriate to them based on?

Doctrine is agreed and shared between entities

- Is the doctrine that informs the way that your entity supports the community in taking actions appropriate to their circumstances agreed and shared between entities?

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

- Is common language used when providing the community with support to act?
- Is the language and terminology used when supporting the community in taking appropriate actions 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 the actions that your entity takes to support the community to take actions appropriate to them, been contacted?
- Have you developed a professional (and/or personal) relationship with the other entities/people that your entity works with to support the community's actions?

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

- Have the training needs related to providing the community with the support they need to take appropriate actions related to disaster management been identified and documented?
- Have the people responsible for supporting the community in taking appropriate actions 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 participate in supporting the community to act, where they haven't been before?
- Have additional personnel been trained on how and when to provide the community with support to take actions appropriate to them, 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 provide the support to the community 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 provide the support to the community that it is responsible for?
- Are there processes and procedures in place for how to use the equipment needed to provide support to the community, and are they being followed?

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

- Do the people who provide support to the community to take actions appropriate to them 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 providing the community with support to act on their own behalf 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 provide the community with support to take actions appropriate to them 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 provide support to the community to take actions appropriate to them if the primary enablers fail or are not available?
- Are you able to support the community 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 the ways that support is provided to the community?

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 support the community in taking actions appropriate to their circumstances? 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 provides support to the community to take appropriate actions on their own behalf regarding disaster management? Are they included in exercising?

Insights are included in a lessons management process

- Does your entity include insights about the actions it takes to support the community 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 providing support to the community to enable them to act on their own behalf 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 supports the community to act based on insights gained through testing, exercises and operational activity?

Contact

Contact us for more information or to share your good practice ideas:

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