

Understanding the Standard for Disaster Management in Queensland Prompt Sheet: Accountabilities of Outcome 7



Capability integration

Capability integration involves entities building their capabilities together in a way that complements existing capability within the community. Capability integration is dependent on a shared understanding of the goals that guide the sector, and the ability to share and manage resources appropriately.

Outcome 7: Resources are prioritised and shared with those who need them, when they need them

This is about resource and information management: how entities understand and manage their own and each other's requirements, how these needs are coordinated and made available, and how sensitive data is kept secure. Please note that questions are intended to be used as prompts for entities to think about, not as a checklist. Indicators of this being applied to the prompt are in italics rather than as a checklist.

Essence

Entities are responsible for their own accountabilities and their availability.

Please note that the following questions are intended to be used as prompts for entities to think about, not as a checklist. Indicators of this being applied to the prompt are in italics rather than as a checklist.

- Entities have discussed other entities' resources, and their availability, with them
- Entities understand how resources can be accessed and integrated
- Entities know how resources can be accessed and integrated
- Roles and responsibilities have been identified, agreed to, and documented
- Entities know how to access other entities' resources such as how to access vehicle booking systems
- Entities know their role around how information and intelligence products are sourced and managed, and what responsibilities they have
- Approvals have been identified and agreed to, and is being used
- Entities have identified their roles and responsibilities in terms of resource management, and have documented them in internal plans and procedures
- Entities know which of their own resources other entities may require
- Entities have been authorised to carry out their delegated responsibilities
- Neighbouring local governments have an agreement to use each other's evacuation centres if their own are full
- Entities have the correct authority to obtain and manage data and information, such as being authorised to request certain information under legislation
- Individuals are delegated responsibility to manage certain resources by those with the authority to do so, such as an authorised officer
- What arrangements or processes are in place for monitoring the outcomes of decisions made around sharing and managing resources and resources?
- Entities have a process in place to report on the use of internal resources
- Management software that allows the number of available resources to be recorded, and individual resources are recorded
- Entities know where their authority to make and approve decisions about management of shared resources comes from
- Entities know how decisions recorded as they are made?
- Entities understand the structures in place to address decisions about the collection and storage of sensitive data
- Entities know how to report on the use of internal resources
- Entities know the types of capabilities that their modelling software can report on and how often it is likely to report on the use of internal resources?
- Entities have a process in place for monitoring and reporting on the management of physical resources, such as plant and equipment
- Entities make relevant sign-off procedures, and other documents and resources available to other entities
- There is a process in place that allows entities to report on the way they use information and resources and information based on?
- Has your entity engaged with other entities to help them to work together better, or to assist them with developing their own?

Opportunities for the provision of the job training are established and are being met

- Entities provide opportunities for their employees to manage and their resources acquire more during the training situations, are events, including the kinds of data that might need to be captured, and why
- Individuals are shown how to access and use their entity's disaster management resources by someone else who has done it before

Alternatives or backups are in place

- Are there alternative resources or equipment available that could be used to manage and share resources and information if the primary enablers fail or are not available?

Upskilling and cross training provide a reserve of personnel

- Entities train and inform individuals to be managed in the intelligence priorities that other entities share with them, so that if the person who is primarily responsible for this task is not available, someone else will be able to fill in

Continuous Improvement

Individuals are trained on how to manage resources where it is not their usual designated role, allowing them to be a backup for others

An established lessons management process is being undertaken

Enablers

- Does your entity have an established lessons management process in place that can include the management and sharing of resources and information?

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

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

- Entities have the identified capabilities that are sensitive to data, such as specialist software and share resources and information? Have those capabilities been aligned to the training required to develop them?

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

- The resources needed to perform a resource management role, such as the procedures to follow, are accessible to individuals performing the role

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

- Does your entity test the ways information is accessed, stored, and shared? Are they subscriptions or using news accounts that give it full access to news articles

Insights are included in the lessons management process

- Does your entity have insights about managing and sharing resources with other entities meet their needs, for example, in their resource management system that allow other entities' resources to be allocated

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

- Entities have tools that enable them to securely share data in a format that other entities can access
- Does your entity share the lessons it identifies about managing and sharing resources and information with other entities, and with the community when relevant?

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

- Entities set minimum requirements for the systems they store information and records in, such as the need to meet the requirements of the *Public Records Act 2002*, and they are being met

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

- The physical equipment needed to access and allocate resources meets minimum performance requirements, for example the computer hardware needed to use works and has access to the information based on insights gained through testing, exercises and operational activity?

Alternatives or backups are in place

- If entities are not able to borrow equipment from another entity under an existing resource-sharing arrangement or to share your good practice ideas

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- Entities can access information through other methods if the normal channel cannot provide it, for example a dataset may not be publicly available through a web search, but it might be available through an online portal

Continuous Improvement

An established lessons management process is being undertaken

- Entities include information about the way resources are prioritised in an established lessons management process
- Entities include a category for lessons about sharing information with other entities in the lessons management process

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

- Entities identify and document the capabilities needed to provide relevant information to other entities, and the training that facilitates those capabilities
- Individuals know what they need to be capable of doing in order to effectively perform a resource management role, and what training they could access to build those capabilities

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

- Entities perform tests on their information management system to ensure that it meets security requirements, and evaluate the results
- Entities participate in exercises that include and consider the resources they have access to, and what the capability limits are

Insights are included in a lessons management process

- Entities include observations and develop insights about their information requirements, and include them in the lessons management process
- Entities use the lessons management process to develop insights about the resources needed and their capability limits

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

- Entities share the lessons identified about their intelligence needs with other entities
- Entities discuss the lessons identified about resource sharing arrangements with other entities that form part of those arrangements

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

- Entities adapt the processes used to coordinate and allocate resources based on the insights gained during exercises and the potential improvements identified during debriefs
- Entities change the way they handle information based on experience gained during operational activity, for example they add a new categorisation or tag for incoming information when it is identified that this would be useful

Contact

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