

Understanding the Standard for Disaster Management in Queensland

Prompt Sheet: Accountabilities of Outcome 9

AP9

Operations

Operations are the activities undertaken by entities during response, relief and recovery for a specific event, including activities to mitigate and prepare for the impacts of that event.

Outcome 9: Response operations minimise the negative impacts of an event on the community and provide the support needed for recovery

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 role or responsibility to conduct response operations?
- 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 conducting response operations 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 when conducting response operations, 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 decisions made about and during response operations?
- What arrangements or processes are in place for monitoring the outcomes of decisions made about and during response operations?

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

- Where are decisions about response operations recorded? Are these decisions recorded as they are made?
- How are decisions about response operations 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 for conducting response operations based on?

The action or activity is based on relevant doctrine

- Which doctrine is the way that your entity conducts response operations and activities based on?

Doctrine is agreed and shared between entities

- Is the doctrine that informs the way that your entity conducts response operations agreed and shared between entities?

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

- Is common language used about and when conducting response operations?
- Is the language and terminology used about and when conducting response operations 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 conducting response operations together with your entity been contacted?
- Have you developed a professional (and/or personal) relationship with the other entities/people that your entity works with when conducting response operations?

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

- Have the training needs related to conducting response operations been identified and documented?
- Have the people in your entity who are responsible for conducting response operations successfully completed the necessary training?

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

- Are other personnel in your entity given opportunities to be involved in response operations, where they haven't been before?
- Have additional personnel been trained on how to conduct response operations, 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 which response operations your entity is responsible for, and how to conduct them?

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 conduct the response operations that it is responsible for?
- Are there processes and procedures in place for the equipment that your entity uses when conducting response operations, and are they being followed?

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

- Do the people in your entity who are involved in conducting response operations have access to the enabling equipment that allows them to do so?

Enablers meet the needs and requirements of all relevant entities

- Do the enablers that your entity has in place to assist with conducting response operations 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 uses when conducting response operations 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 conduct response operations if the primary enablers fail or are not available?
- Are response operations able to be conducted 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 response operations?

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 conduct response operations? 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 conducts response operations? Are they included in exercising?

Insights are included in a lessons management process

- Does your entity include insights about the way that response operations are conducted 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 conducting response operations 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 conducts response operations 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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