

Component 10: Cooperation and Coordination

Cooperation and coordination supports vertical command and horizontal control across agencies. One of the key principles of disaster management in Queensland is the all-agencies approach, which recognises that no single entity in isolation can prepare for and deal with all issues resulting from a disaster.

Cooperation and coordination help communities and disaster managers minimise the duplication of effort, and maximise expertise and functional capabilities to fill in gaps.

Cooperation is “the process of working or acting together for common interests and values based on agreement”. Coordination is the “way in which different organisations (public or private) or parts of the same organisation work or act together in order to achieve a common objective”
[ISO22320:2011](#)

Coordination is “the bringing together of elements to ensure an effective response, primarily concerned with the systematic acquisition and application of resources (organisation, manpower and equipment) in accordance with the requirements imposed by the threat or impact of an emergency. Coordination relates primarily to resources, and operates vertically, within an organisation, as a function of the authority to command, and horizontally, across organisations, as a function of the authority to control”.

[The Australian Emergency Management Glossary](#)

Key outcomes to be achieved under the Standard

No.	Key Outcomes
10.1	The delivery of disaster-related services, through all phases of events, is integrated across the sector and is responsive to community needs

Examples of Accountabilities in Practice

Governance

- ✓ There are strategies for cooperation and coordination that link command and control arrangements across stakeholders in a range of scenarios.
- ✓ Goals and expectations are agreed and clearly articulated
- ✓ Goals result in strategies and tactics coordinated with the controlling authority and supporting stakeholders
- ✓ Formal and informal relationships are established and maintained outside and during events
- ✓ Liaison officers participate in meetings and identify opportunities to integrate hazard-specific expertise

Doctrine

- ✓ Entities' policies and procedures are integrated using a common language
- ✓ Policies and procedures support the multi-agency and joint operational requirements of all stakeholders
- ✓ Roles and responsibilities, and hazard specific functions, are documented
- ✓ Standard operating procedures are consistent with Queensland's disaster management arrangements and guidelines

Enablers

- ✓ Incident management systems are interoperable and support the sharing of resources and information
- ✓ Systems and structures support formal and informal relationships

Performance

- ✓ Disaster management priorities are monitored and reviewed following exercises and events and consider local risk and community needs
- ✓ Lessons identified in exercises and events inform improvements

Capabilities

- ✓ People are trained according to the Queensland Disaster Management Training Framework
- ✓ People participate in single- and multi-agency training and exercises

Resources

The [Resources fact sheet](#) lists documents that can further assist you with your cooperation and coordination.

Contact IGEM

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

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