

July 2020 | No. 22

## *A word from Alistair*

There is no underestimating – the disaster management sector has experienced an incredibly busy start to 2020. Just seven months in, and 2020 has already shown us that we must not only expect the unexpected as disaster management practitioners, policy makers and researchers – but we must plan and prepare for the unexpected.

We know disaster events are becoming more frequent, more severe, more complex and we have seen events compounding on top of each other with the Australian bushfires leading straight into COVID-19 response in recent times. We are now effectively seeing a prolonged and almost continuous activation period for our entire sector with no real defined breaks between activations and events.

Many frontline disaster management personnel across most parts of the State have been activated since the Queensland bushfires commenced in September 2019 and have been operational right through storm and cyclone season, through COVID-19 and now straight into another bushfire season.

This extended level of activity can take its toll not only on our energy levels, but also on our ability to plan and prepare. Ongoing efforts to undertake disaster planning and exercising, and planning throughout the year, means we can maintain our focus on continuous improvement.

We've also seen the commencement of the Royal Commission into National Natural Disaster Arrangements, which has involved the collation and preparation of material and evidence for the Royal Commission for countless stakeholders across our sector, including this Office.

The Royal Commission is a great opportunity to shine a light on Queensland's disaster management arrangements – which are locally led, regionally coordinated, State facilitated, and Commonwealth supported.

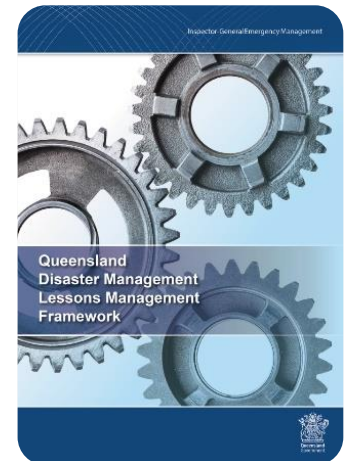
**Alistair Dawson APM**  
**Inspector-General Emergency Management**

## Lessons Management Framework

The Office has launched the sector's new Lessons Management Framework. The Framework was an outcome from the review of Tropical Cyclone Debbie, which recommended that Queensland develop a sector-wide lesson management program.

The development of the Lessons Management Framework included consultation and input from key representatives and practitioners from right across the disaster management sector through a series of workshops. These representatives, from state government, local government and the not-for-profit sector, to name just a few, have played a key role in supporting improvements to Queensland's disaster management system.

A copy is available from [www.igem.qld.gov.au](http://www.igem.qld.gov.au).



## New IGE M Strategic Plan launched



The Office has launched its [new Strategic Plan](#).

It outlines our vision 'Driving continuous improvement in emergency management'.

Included in the plan is our renewed purpose to 'enhance emergency management in Queensland through collaborative leadership, partnerships and innovation'.

The strategic plan will guide the strategic direction of our Office and it's work over the next four years and is available on our website.



## Disaster Management Plan assessments

Due to COVID-19 impacts on the disaster management system a refined process has been developed by the Office this year. The process involves providing electronic copies of plans and responses to the following questions using a collection tool:

- What are the three highest disaster management hazard risks in your area and what information has been sourced about them for the upcoming season?
- If bushfire is not described above, please complete for bushfire.
- For the hazard risks identified above, are there any information gaps that restrict your group's planning for the upcoming season? If so, please describe these information gaps?
- Please outline what changes have been made in disaster management planning or plans since your 2019-20 Disaster Management Plan Assessment and the reason for the change?

The Office has written to Local Disaster Management Groups and the Queensland Police Service to advise them of the new process.

## Customer Satisfaction Survey

Thank you to the many people from right across our amazing disaster management sector who participated in the Office's annual Customer Satisfaction Survey.

The survey is a great tool to help us refine the work we do with the sector to make sure we are reflecting the needs of our stakeholders.

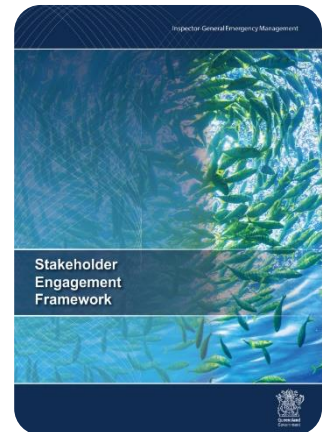
Kantar is now busily collating the results and we will be able to share these with you soon. Please stay tuned!

## New – Stakeholder Engagement Framework

IGEM believes that effective and meaningful stakeholder engagement is pivotal to building and maintaining trusted networks and legitimate relationships.

Such networks and relationships are required as the foundational step along the long-term, evolving journey to enacting and influencing sustained behavioural change and enduring partnerships.

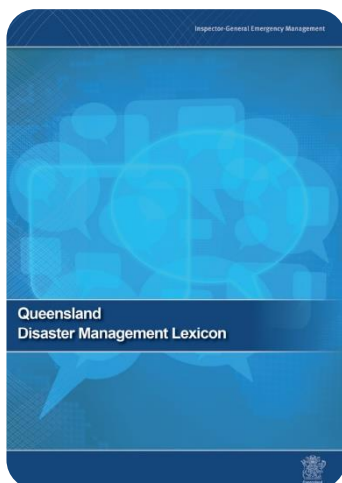
The Office undertook an internal review of the previous Stakeholder Engagement Framework, which has resulted in an [updated Framework](#) which can be found on our website.



## New – Queensland Disaster Management Lexicon

Through the development of the Emergency Management Assurance Framework and other sector activities, it was identified that there was a need for a common language, contextualised to Queensland's disaster management sector.

The [Queensland Disaster Management Lexicon](#) was developed to help establish a clear standard for common language within the sector, and it is now recognised as a Disaster Management Standard.



The Lexicon was developed in partnership with the Lexicon Working Group which included representation from Queensland Reconstruction Authority, Non-Government Organisations, councils, the Local Government Association of Queensland, Queensland Fire and Emergency Services, Queensland Police Service and the tertiary sector.

It is designed to be a 'living' document and will be reviewed by the Office as required. Requests to add or amend terms can be sent to the Office at [info@igem.qld.gov.au](mailto:info@igem.qld.gov.au).

## Queensland Resilience and Risk Reduction Fund 2019-20 – closes this month

The Queensland Government has launched a new \$13.2 million fund, the Queensland Resilience and Risk Reduction Fund comprising \$4.8 million from the Commonwealth Government and \$8.3 million from the Queensland Government.

Eligible applicants include local government bodies, Queensland Government departments and agencies, incorporated non-government organisations (including volunteer groups) and not-for-profit organisations.

The objective of the funding is to support delivery of disaster resilience and mitigation projects that align with the Queensland Strategy for Disaster Resilience objectives, are cost effective and evidence based, and address state risk priorities such as those identified in the Queensland State Natural Hazard Risk Assessment 2017.

Applications are made via the Queensland Reconstruction Authority and close Wednesday 22 July 2020 - <https://www.qra.qld.gov.au/QRRRF>.

## Upcoming event – Lessons Management Webinar on 28 July

Make sure you check out the new free Lessons Management webinar series, launched by AFAC and AIDR!

The first webinar on 28 July will bring together Australia's two Inspectors-General of Emergency Management, from Queensland and Victoria, to share our experiences on reviewing the most recent bushfire events and comparing them with previous reviews.

[Tune in](#) to join this great new webinar, including an interactive Q&A session.

**Lessons Management webinar series**

### Learning lessons from recent Australian bushfire seasons

Tuesday 28 July 2020 | 11.00am - 12.00pm (AEST)

**REGISTRATIONS OPEN NOW**

[aidr.org.au/events](https://aidr.org.au/events) | [afac.com.au/events](https://afac.com.au/events)

**Guest speakers**

**ALISTAIR DAWSON**  
Inspector-General Emergency Management QLD

**TONY PEARCE**  
Inspector-General for Emergency Management VIC

**afac** Australian Institute for Disaster Resilience