

crisis response

Restoring Public Services in the
Immediate Aftermath of a Disaster



Shared Responsibility: Roles and Responsibilities in Emergency Management

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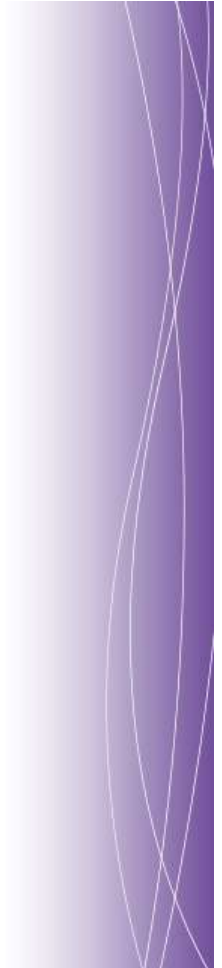
Office of State Security and Emergency Coordination

Department of the Premier and Cabinet



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Shared Responsibility – Roles and Responsibilities in Emergency Management





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Overview

- Appreciate the breadth of emergencies and emergency management arrangements – reflecting on past experience
- Review emergency response and recovery arrangements
- Shared responsibility – organisational and personal roles in emergency management
- Future directions – State Preparedness Reports and the National Strategy for Disaster Resilience



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What is an emergency and is it the same as a crisis?

- Bush fire, flood, cyclone, storm tsunami, structure fire, terrorist act, pandemic, oil spill, infrastructure failure, air crash, hazardous materials, maritime rescue
- An explosion and fire followed by a gas shortage – but is it an emergency? (Varanus Island)
- Slowly emerging emergency (Esperance)
- Responding to incidents offshore (Ashmore Reef)



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Historical Data – Insured Losses

Event	Date	Estimated Insured Losses (2011 \$)
Parkerville Bush Fire	January 2014	\$23 million
Margaret River Bush Fire	November 2011	\$53.5 million
Perth Hills Bush Fire	February 2011	\$35 million
Perth Hail Storm	March 2010	\$1,019 million
Varanus Island Gas Supply Disruption	June 2008	\$279 million
South East Queensland Floods	December 2010/January 2011	\$2,388 million
Newcastle Earthquake	December 1989	\$3,240 million
Cyclone Tracy	December 1974	\$4,090 million

Source: Insurance Council of Australia



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Context – Core State Objectives

- **PEOPLE:** protect lives and wellbeing
- **ECONOMY:** maintain and grow the State's productive capacity
- **INFRASTRUCTURE:** maintain key infrastructure such as transport and utilities
- **SOCIETY:** maintain public order, safety, sanitation, education, health, culture
- **GOVERNANCE:** maintaining public administration, democracy, rule of law
- **ENVIRONMENT:** protect ecosystem and biodiversity

Source: State Emergency Management Committee



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Response, Relief and Recovery Arrangements

- What is in place?
 - Plans detailing roles and responsibilities
 - Clear policies about who is in charge of the response
 - Command, control and coordination arrangements
 - State Emergency Coordinator
 - State Emergency Coordination Group
 - State Disaster Council
- Scalable response and recovery arrangements

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Response, Relief and Recovery Arrangements

Principles

- **Continuity** – Response to emergencies should be grounded in the existing functions of organisations and familiar ways of working, albeit often delivered at a greater tempo, on a larger scale, and in more testing circumstances
- **Proportionality** – Any response to a crisis should be calibrated to the magnitude and nature of the incident.



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Response, Relief and Recovery Arrangements

- How do we know whether the plans and policies will work?
 - Some plans are used relatively regularly, albeit mostly for straightforward incidents
 - Exercises are held regularly- ranging from desktop discussions to simulations to full scale deployment exercises
 - CHOGM 2011 provided an opportunity to test many plans
 - Counter-terrorism exercises provide opportunities to test capability



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Response, Relief and Recovery Arrangements

➤ What is changing?

▪ **Threats**

- More natural disasters requiring response and recovery
- Cyber threat – deliberate attacks with community-wide consequences

▪ **Vulnerabilities**

- More settlements in risky environments
- Increasing reliance on telecommunications, electricity etc.
- Ageing volunteer workforce



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Recent Recovery Operations

➤ Parkerville bush fire

- A significant number of homes destroyed or damaged but little damage to public infrastructure other than the electricity network
- Some complexity created by public debate about the cause

➤ Margaret River bush fire

- A significant number of homes destroyed or damaged with damage to water and electricity distribution systems
- Significant environmental damage
- Complexity created by attribution of blame to the Government
- Potential for impact on tourism and the wine industry



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Recovery operation when there was no “emergency”

Esperance lead contamination

- Clean-up costs of over \$25 million
- More than 30 people had elevated lead levels in their blood
- 2,320 homes and businesses were tested
- 1,775 needed to be cleaned
- 5 years from beginning to end



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Shared Responsibility – Organisation Responsibilities

- Make sure your organisation understands the emergency risks it faces, treats those risks, and has a business continuity plan
- Consider how your organisation engages with the community and how it will assess the impact of emergencies on that community and the implications for your business
- Consider how your organisation may be able to assist in the response, relief and recovery phases of emergencies – including access to data of all kinds, including land information, and information about vulnerable people and businesses



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Shared Responsibility – Your Personal Responsibility

- Be aware of the natural hazards and other risks you face
- Have insurance (to treat residual risk) and review it regularly
- Be prepared to survive without power or assistance for 72 hours
- Understand your dependencies and interdependencies
- Think about volunteering



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The State's Preparedness

- State Emergency Management Committee's Annual Preparedness Report
- The 2013 report includes the following finding:

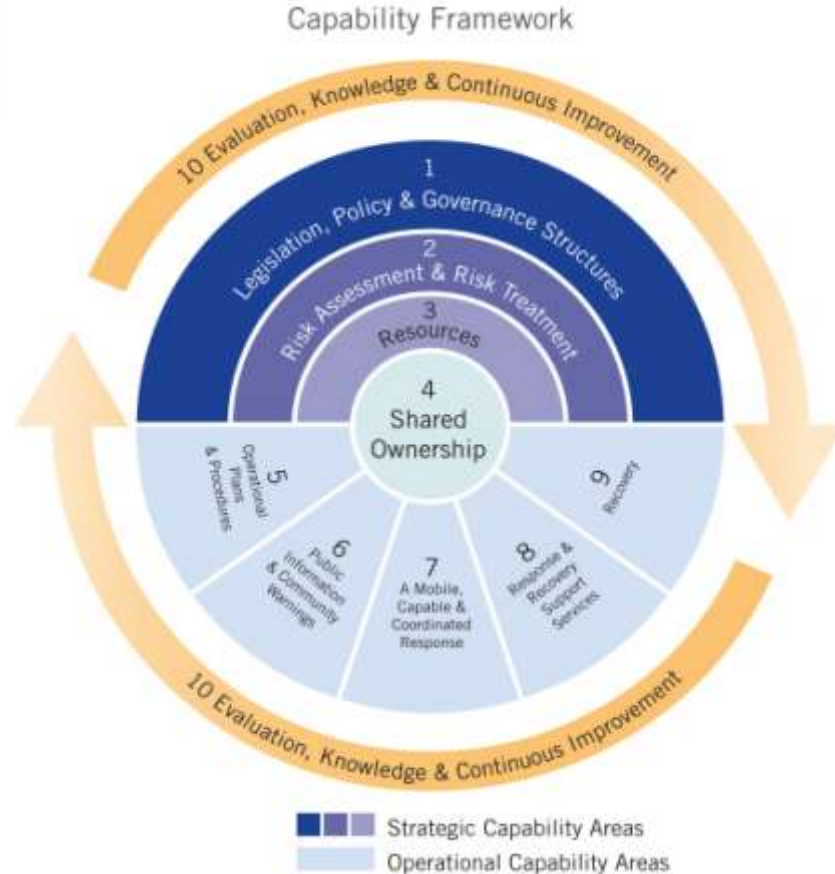
"Attraction, retention and training of volunteers and continual communication and assessment of their ready responder status have been highlighted as requiring monitoring and further work.

Two-way engagement with the community as a whole about preparedness and shared responsibility was also identified as being of marked importance, particularly amongst the more vulnerable groups (for example, Culturally and Linguistically Diverse (CaLD) community members, people with disabilities, the elderly and children)."



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The Capability Framework





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The National Strategy for Disaster Resilience

- Some of the themes include:
 - Leading change and coordinating effort
 - Understand risks
 - Communicate with and educate people about risks
 - Partnering with those who effect change
 - Empowering individuals and communities to exercise choice and take responsibility
 - Reducing risks in the built environment
 - Supporting capabilities for disaster resilience



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The Challenges

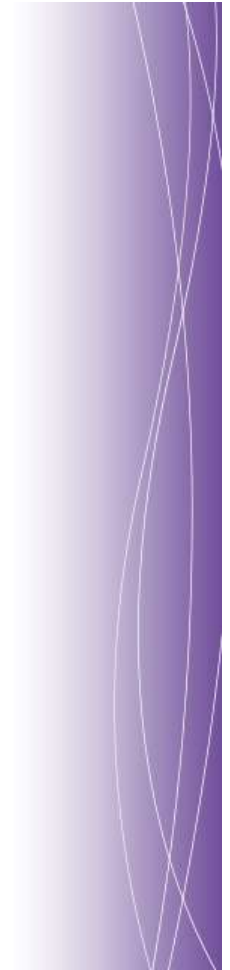
- Making risk information more readily available
- Land use planning decisions and dealing with planning legacies
- Building standards
- Dealing with expectations for instant availability of information (aligning capability with expectations – Emergency Alert)



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'The way he tells it ...'

Relationships after Black Saturday



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Conference Themes



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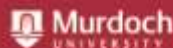


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