

Why we keep making the same mistakes

Office of
Inspector-General Emergency
Management

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Director, Interoperability and Innovation

Partnering towards emergency management excellence

- Marshalling expertise
- Creating partnerships
- Boosting confidence
- Providing independent assurance and advice



Do we??

Sharing Responsibility, Accepting Accountability, Providing Assurance.

9/11 Arlington County AAR

- ICS and Unified Command
- Coordination and cooperation with supporting agencies
- An effective Emergency Management plan
- Employee Assistance programme
- Training exercises and shared experiences
- Control of self despatching
- Need for emergency operations centres
- Technical communications
- A standing logistics capacity
- Coordination with hospitals

- Fuel management
- Fire access
- Arial operations
- Emergency Services Bureau headquarters
- Incident command and control
- Vehicles and equipment
- Rural Fire Control Manual
- Training and development
- Relationships - fire and land management
- Scaling up
- Public education and information
- Evacuation policy
- A more unified and independent ES organisation



Nine lessons for turning crisis into Triumph

- Know what really matters
- Communicate well with all
- Take responsibility for preventing a crisis
- Plan, test your plans, and review them
- Build support networks for the crisis
- Balance the head and the heart
- Get teams to really work
- Find your champions
- Look for chances to turn crisis to advantage

Hurricane Katrina

- Manage expectations of government support
- Clear method of calling for assistance
- Evacuation in detail
- Triggers and off-the-shelf plans for aid
- Damage assessment teams
- The right communications and centres
- The right person in charge
- Use local knowledge
- Develop local resilience



PACSR

“Issues identified previously include:

- a lack of trained staff,
- deficiencies in technology (especially a singular event management platform),
- a lack of standard operating procedures, and
- deficiencies in the exercising of plans.”

Sharing Responsibility, Accepting Accountability, Providing Assurance.

What we do not do so well



...follow through

Sharing Responsibility, Accepting Accountability, Providing Assurance.

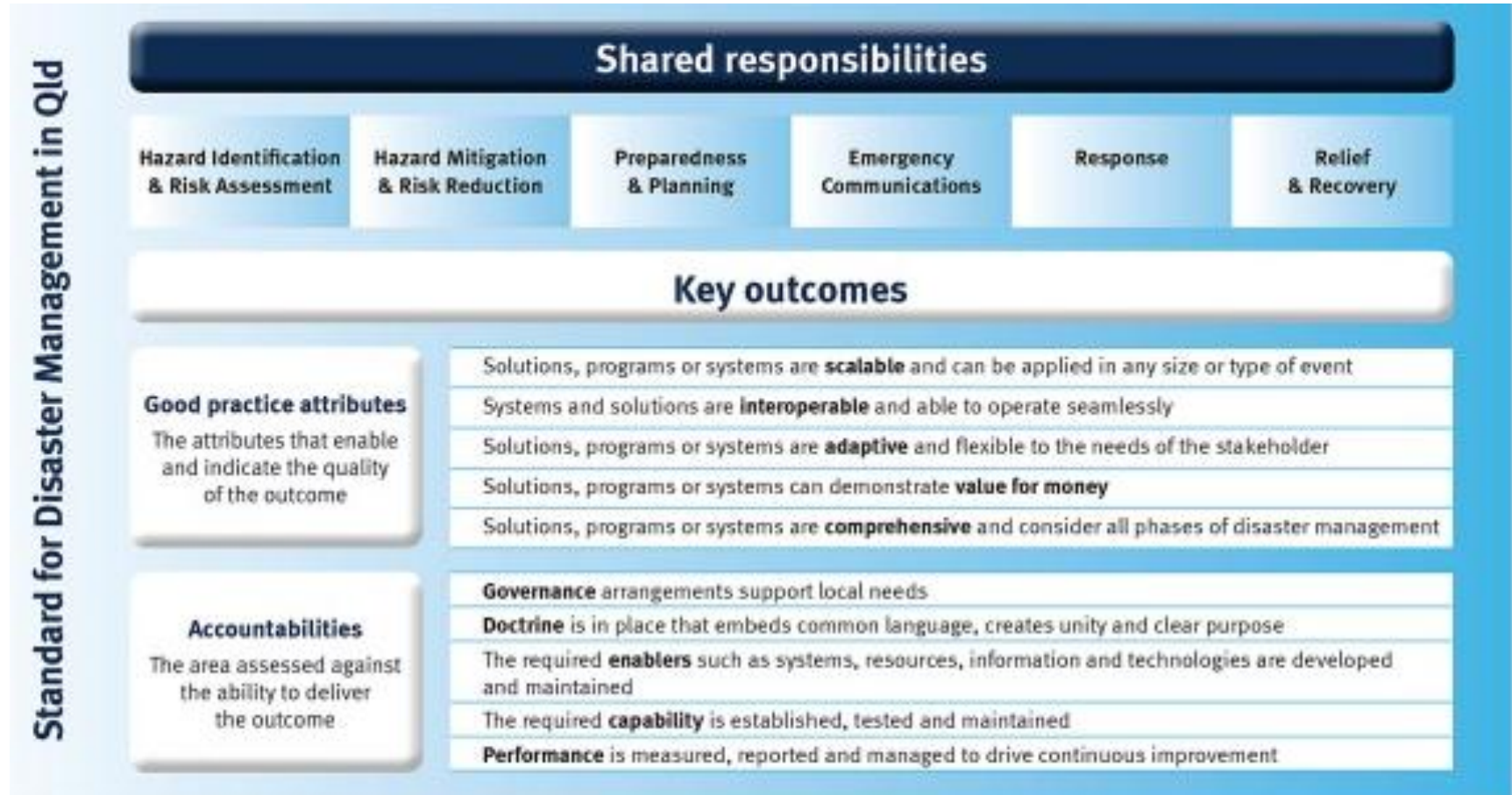
How we can do better

Standards...



Sharing Responsibility, Accepting Accountability, Providing Assurance.

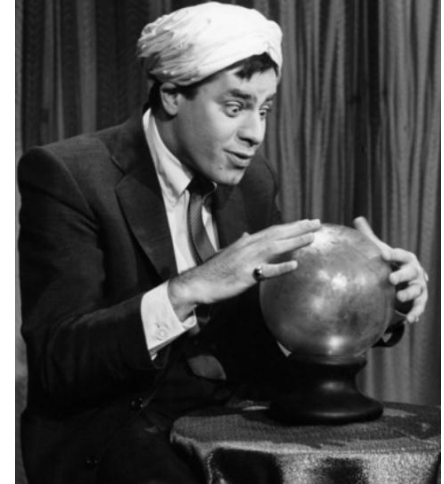
Queensland's 'program' standard



Sharing Responsibility, Accepting Accountability, Providing Assurance.

The next Royal Commission?

1. Insufficient regard to hazards and likely risk faced.
2. Planning process was inadequate.
3. Plans were not sufficiently communicated and tested.
4. Significant examples of poor communication.
5. Confused command and control arrangements.
6. Insufficient training to critical staff.
7. Need for more cooperation and collaboration.
8. Lack of accurate, timely and relevant information available.
9. Poor capability to exchange vital information.
10. insufficient public information and warnings.
11. Recovery was not well planned or documented.
12. Consideration of recovery needs were ill timed.
13. Blurred responsibility for recovery issues.



Iain Mackenzie 2015

Sharing Responsibility, Accepting Accountability, Providing Assurance.

Questions?

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