MARCH 2021

Key Tasks Cognitive Aid

PURPOSE

This tool is designed as a prompt to help regional and state-level incident and emergency management teams. It ensures they are undertaking tasks important to effective performance, especially when under stress, fatigue or pressure. It is a cognitive aid, providing a checklist of key tasks that need to be completed during an emergency.

USING THE AID

The checklist is reasonably high level and is divided into five phases of incident management that are common to regional control centres (RCC) and state control centres (SCC).

The actual tasks required in each phase, and the order that they are undertaken, will differ between centres, depending on jurisdictional arrangements, agency protocols and hazard type. It is likely that managers will work through each phase several times in a cyclical manner.

READINESS PHASE

Preparing for the likely escalation of incidents

- [ ] Understand what resources[1] are available for incident(s) vs. those likely to be required
- [ ] Reviewed the current and forecast weather conditions
- [ ] Reviewed relevant intelligence (e.g. planned community or other events)
- [ ] Reviewed the incidents currently underway and their respective status
- [ ] Identified the potential risks to the community
- [ ] Reviewed any precautions or restrictions in place (e.g. fire bans, road closures)
- [ ] Checked for existing information relevant to likely incidents (e.g. preaction review)
- [ ] Ensured the control centre:
  - [ ] is suitably resourced (e.g. activation level, staffing and facilities)
  - [ ] is organised (e.g. personnel know their roles and are working in them)
  - [ ] is suitably configured (e.g. no significant constraints to information flow or collaboration)
- [ ] Ensured adequate liaison and coordination is occurring with the internal (e.g. other regions or state) and external parties (e.g. other agencies)
- [ ] Issued Chief Officer's or Commissioner's intent

1 Note: resources might include SCC/RCCs/ICCs, general and specialist response resources (e.g. swiftwater rescue, HAZMAT, heavy rescue, urban search and rescue), aviation (available and on standby), other agencies such as police, fire, SES, local government, health, environmental protection, agriculture, Bureau of Meteorology, Australian Defence Force and utilities (gas, electricity, water, sewage), communications, fire towers, control centre food supplies and backup power.

ESCALATION PHASE

Responding to escalating incident activity

- [ ] Reviewed the resources available for incident(s) versus those likely to be required (i.e. gap analysis)
- [ ] Reviewed the forecast weather conditions and other relevant intelligence
- [ ] Reviewed the incidents currently underway and their respective status
- [ ] Reviewed the potential risks to the community and identified the likely consequences
- [ ] Ensured the control centre:
  - [ ] is suitably resourced (e.g. activation level, staffing and facilities)
  - [ ] is organised (e.g. personnel know their roles and are working in them)
  - [ ] is suitably configured (e.g. no significant constraints to information flow or collaboration)
- [ ] RCC – Ensure adequate liaison is occurring with the ICs in terms of the resourcing needs for their IMT, the incident or other support required
- [ ] Ensured adequate liaison and coordination is occurring with internal parties (e.g. state and other regions)
- [ ] Ensured adequate liaison and coordination is occurring with external parties (e.g. other agencies, media) who we need to work with or keep informed

COORDINATION PHASE

Coordination of resourcing and the response to the incidents

- ☐ Understand what is happening (e.g. prediction, situation reports, IMT reports, broader regional/ state intelligence)
- ☐ RCC – Understand the resourcing needs for incidents and liaise with SCC or other regions
- ☐ RCC – Review trajectory and options developed by the IMT and consider implications, success and risk
- ☐ Identified the likely risks and impacts posed by the incidents as well as by the response to the incidents
- ☐ Implementing consequence management
- ☐ Assure warnings and public information is accurate and being provided in a timely manner
- ☐ Implemented a clear plan to coordinate, allocate, and procure resources (addressing any shortfalls)
- ☐ Ensured the control centre is adequately resourced, operating effectively (i.e. meeting task requirements) and is being appropriately briefed
- ☐ Updating the SCC, Chief Officer or Commissioner with situation reports
- ☐ Ensured adequate liaison and coordination is occurring with the internal (e.g. state and regions) and external parties (e.g. other agencies, media)
- ☐ SCC – Arrangements been made for any incident related investigations (e.g. arson, workplace health and safety, environment)
- ☐ Ensured workplace health and safety and wellbeing concerns are being adequately addressed (e.g. fatigue management)
- ☐ Review the plan in place to resolve the incidents and for de-escalation of the incidents
- ☐ Ensured appropriate support is provided for planning community recovery and rehabilitation activities (e.g. share intelligence of the impact of incidents with other agencies)
- ☐ Ensured the collection of information required for a possible post-incident report or inquiry

DE-ESCALATION PHASE

Scaling back activities to match the requirements of current incidents

- ☐ Identified what level of activation is required to support the incidents in play
- ☐ The control centre been appropriately reconfigured for the reducing workload
- ☐ Ensured the control centre is operating effectively
- ☐ Assure warnings and public information is accurate and being provided in a timely manner
- ☐ Adequate liaison is occurring with the internal and external parties who we need to maintain dialogue with or otherwise keep informed
- ☐ Ensured coordination with community recovery and rehabilitation activities
- ☐ Ensured appropriate postincident recovery (and rehabilitation) activities are planned for agency personnel (e.g. fatigue and stress management, injuries)
- ☐ Debriefs planned

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TERMINATION OR CLOSE THE RCC PHASE

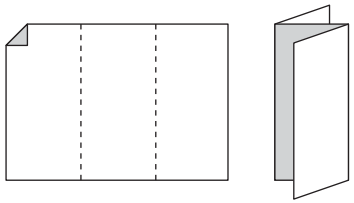
Termination of SCC and RCC operations

- ☐ The appropriate debriefing for control centre staff has been completed
- ☐ All required administration activities been completed
- ☐ All other parties been informed that the control centre has been stood down or in the case of the SCC returned to standard operational duties

CLEAR FORM

TIP

If you've printed this out, you might find it easier to focus on each phase by folding along the dotted line and creating a concertina-fold.



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