



# Project Update for Workshop Participants



## HELPING LOCAL GOVERNMENT BETTER PREPARE FOR EMERGENCIES AND DISASTERS

Introducing an Emergency Management Readiness Tool for NSW Councils

[Review the Health Check Tool Kit NOW](#) 

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# Stakeholder Engagement

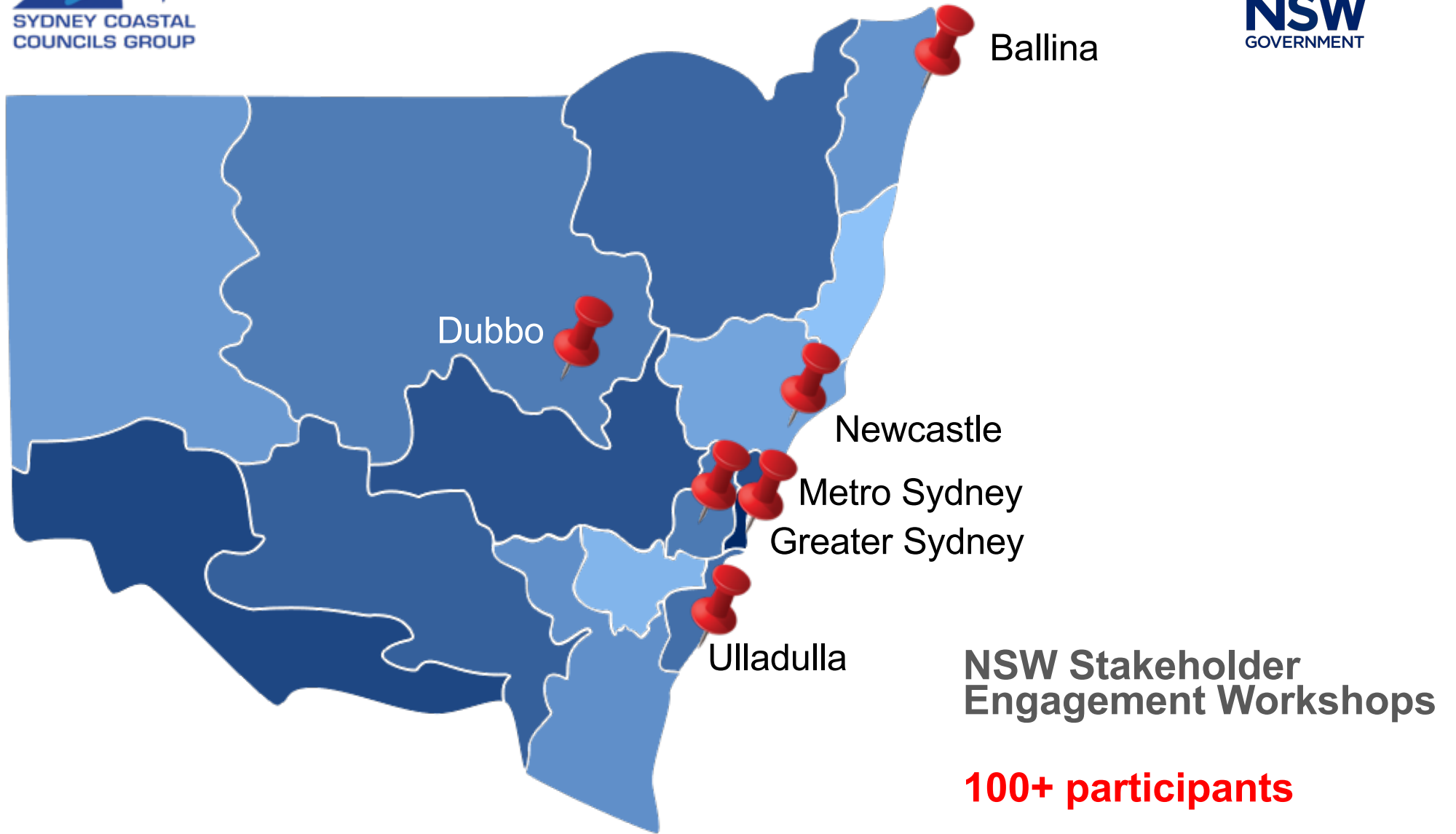
A wide audience was engaged to ensure the project captured the requirements of those that would either use the Health Check Tool or be influenced by it. These included:

- The original Project Advisory Committee
- Office of Emergency Management (OEM)
- NSW Police Force Emergency Management Unit (EMU)
- REMOs and LEMOs
- And more than 80+ local government stakeholders across the state through one-on-one meetings and facilitated workshops.



# STAKEHOLDER WORKSHOP REVIEW








“As a council in transition this is hugely valuable right now”

# Key Workshop Observations

- Strong appetite for the tool amongst attendees
- Early interest in cross-council collaborations
- Desire to engage multiple council stakeholders in the Health Check process
- Identified improvements to the prototype
- Interest in the longer-term view for the tool and potential for scalability




“Councils will be now able to establish a baseline and benchmark on emergency management preparedness”



# Opportunities / Benefits of the Tool raised by workshop participants

- 1) Allows for continuous improvement
- 2) Elevates the EM conversation to the GM / Executive level
- 3) Alignment with Internal Auditing requirements
- 4) Creates a baseline from which to measure improvement
- 5) Validation of EM planning and capability
- 6) Business case for funding and resources
- 7) Drive stakeholder engagement and collaboration on EM
- 8) Fit for purpose / user friendly



“This is a great way to ‘visualise’  
our capability”

# Potential challenges to implementation identified by Participants

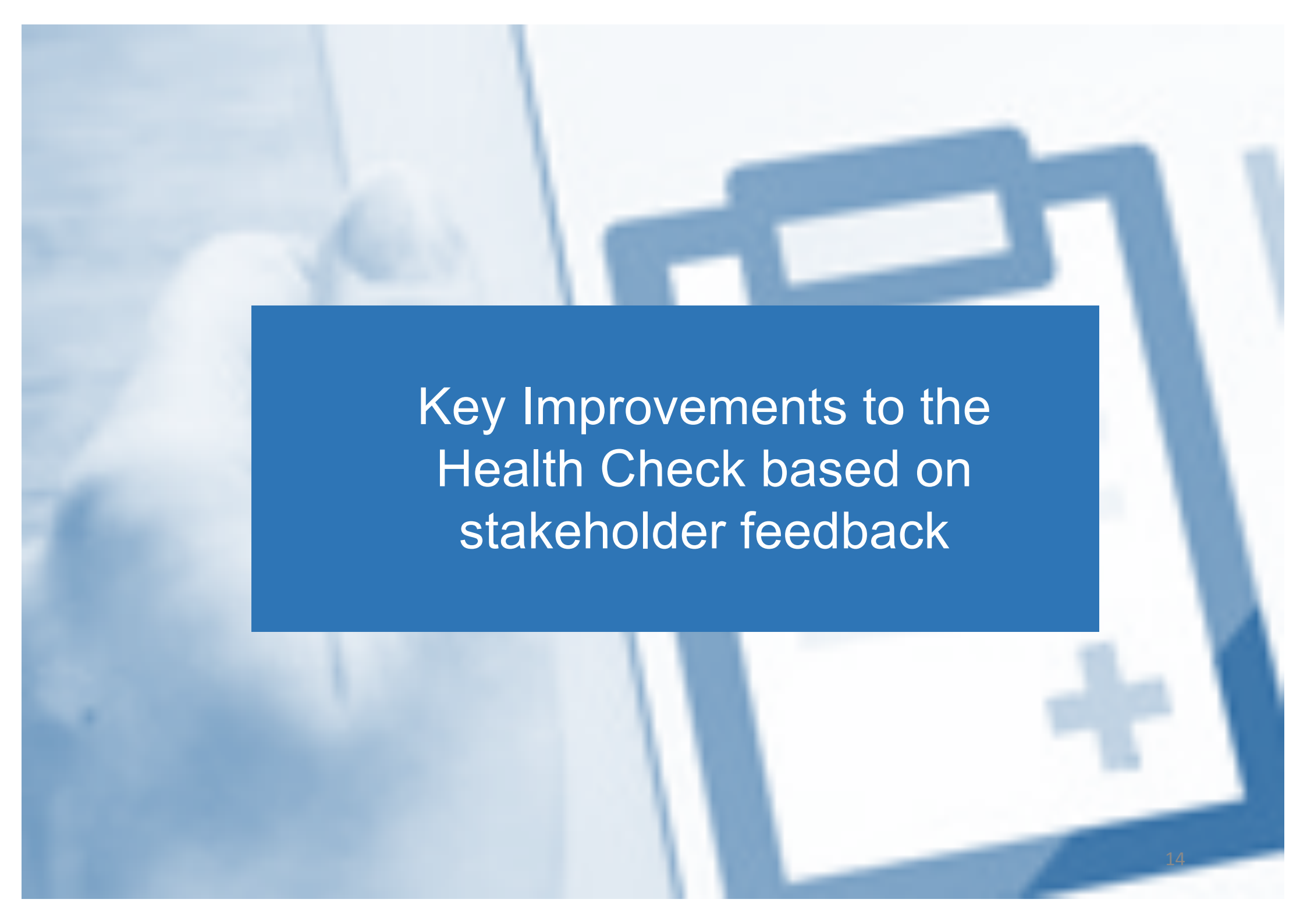
- 1) Executive buy-in
- 2) Resources to complete (time, budget, people)
- 3) Demonstrating the 'why'
- 4) Not mandatory
- 5) Concerns on visibility/use of information gathered

## Revisions to the Tool suggested

- Include comments / free text box for each response
- Provide more specific metrics for each response
- Provide an indication of what a '5' looks like
- Allow for recording of contributors to responses
- Include improvement actions with the Report
- Only have 1 question per page, not multiples
- Have an offline version of the Tool to be completed by multiple stakeholders and discussed in a group workshop / meeting
- Allow for reports to be downloaded in PDF and Word

# Other ideas from workshop feedback

- 1) Create a Resilience Award around the Health Check
- 2) OEM to develop a LEMO Guideline for Councils
- 3) Grant funding should be more than 12 months
- 4) REMC's to be the platform for sharing best practice across regions – encourage participation by senior Council stakeholders

The background of the slide is a light blue, blurred image of a clipboard. The clipboard has a white sheet of paper with a checklist and a large blue cross symbol, resembling a medical or health-related document. The text is centered on a dark blue rectangular box.

## Key Improvements to the Health Check based on stakeholder feedback



Welcome to the Emergency Readiness and Resilience Assessment. Please enter your authenticator you have been supplied below to begin the assessment

Authenticator

Save & continue >>

Unique Council Authentication ID allows for secure access to the Health Check



## Getting started

Please refer to the [Health Check Toolkit](#) before starting, take your time to review the questions, and ensure collaboration with relevant stakeholders prior to completion of the Health Check.

**Please indicate the names and roles of the contributors to the completion of this Health Check for your Council:**

Tom Smith, General Manager  
Jenny Jones, Risk Manager  
Thomas Paul, Local Emergency Management Officer  
Harry Grimes, Director Infrastructure and Planning  
Susan McLeod, Community Engagement Manager

Provision for recording of contributors to the Health Check responses



## QUESTION 1 – RISK MANAGEMENT

1.1

A consistent approach is taken in dealing with risk across all activities and in assessing the potential impacts of hazards.

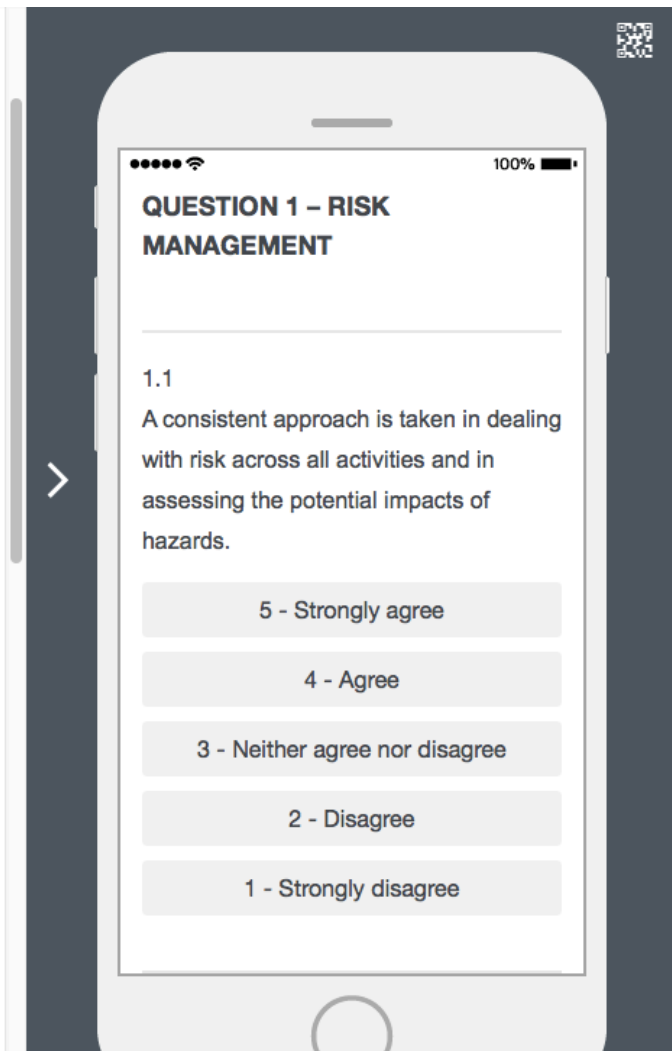
5 - Strongly agree	4 - Agree	3 - Neither agree nor disagree	2 - Disagree	1 - Strongly disagree
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### What does better practice look like:

The AS/NZS ISO 31000:2009 Risk Management framework is consistently applied across the organisation. It is not just about avoiding and minimising losses, but also about dealing positively with opportunities.

The National Emergency Risk Assessment Guidelines (NERAG) are used to assess emergency-related risks from all hazards thereby enabling the consistent application of emergency-related risk assessment practices.

These risk management practices underpin and inform decision-making with regards to Emergency Management, Business Continuity, Asset Management and Land Use Planning across Council.



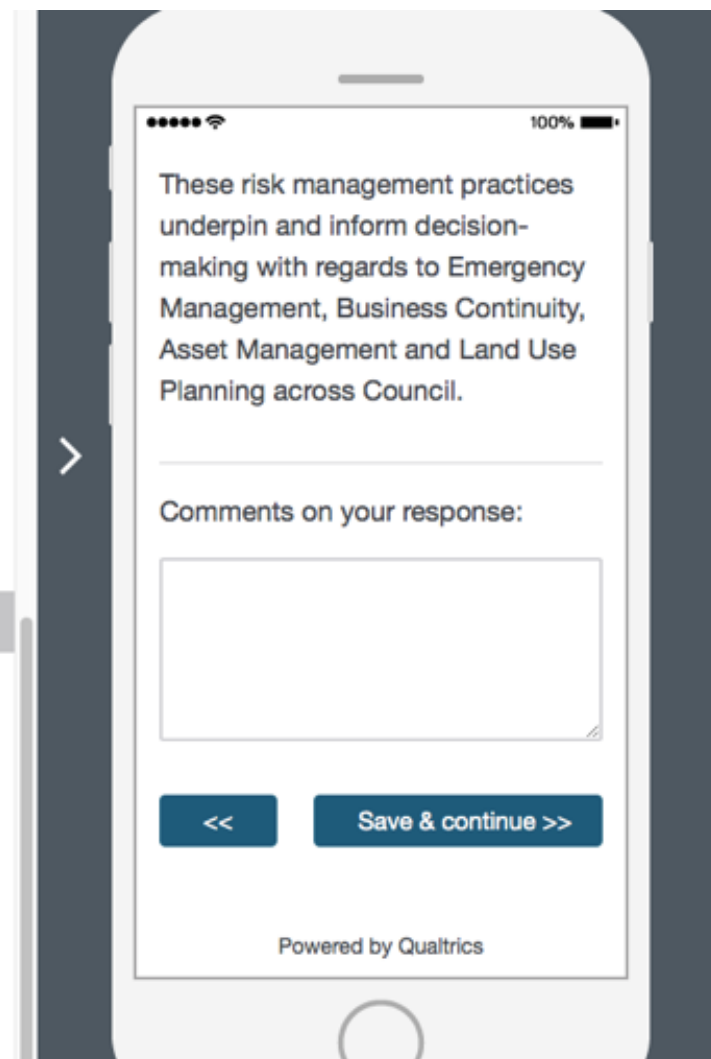
Indication of ‘what better practice looks like’ to assist with question responses

Comments on your response:

<<

Save & continue >>

Powered by Qualtrics



Allowance for 'free text' comments  
on each response



4.3

The current EMPlan templates and guidelines provided by NSW Government have been implemented.

5 - EMPlan is complete, 'endorsed' and current

4 - EMPlan is complete and has been 'endorsed' by the REMC

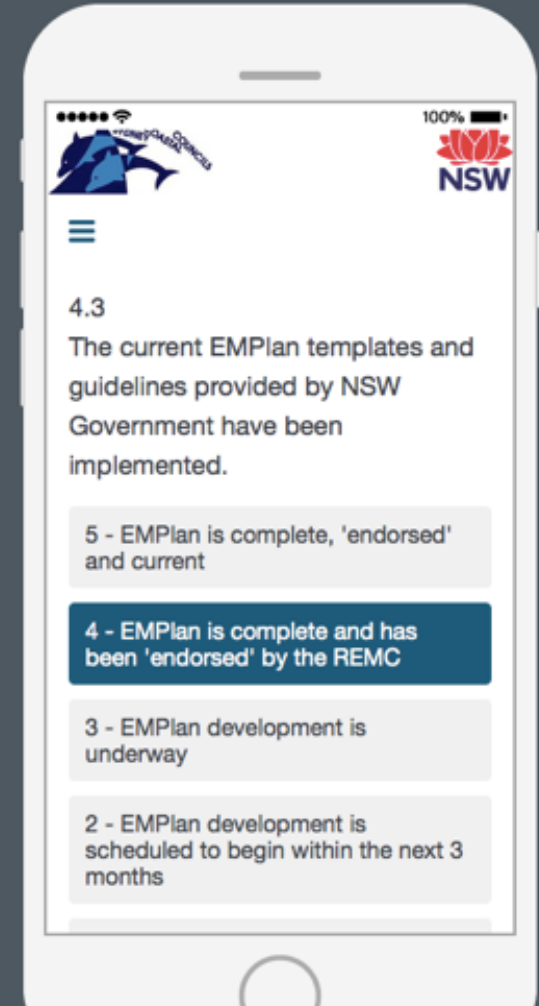
3 - EMPlan development is underway

2 - EMPlan development is scheduled to begin within the next 3 months

1 - There is no EMPlan development scheduled



Save & continue >>



More specific metrics for responses  
where relevant and applicable



## Individual response report

### QUESTION 2 – COLLABORATING WITH STAKEHOLDERS TO REDUCE RISK

2.1 There is collaboration between Council, The Local Emergency Management Committee, emergency services and community stakeholders in identifying, evaluating, prioritising and managing hazards and risks.

**Score: 4**

2.2 There is regular collaboration between neighbouring Councils to share knowledge or resources in order to mitigate and/or respond to regional hazards and risks

**Score: 2**

2.3 Incentive programs are in place to encourage community actions that reduce risks in the built environment.

**Score: 2**

Please provide information on any successful incentive programs you have used to encourage community risk mitigation:

#### ACTIONS TO IMPROVE YOUR READINESS:

- Council to provide support to agencies in the engagement of community stakeholders for identifying, evaluating, prioritising and managing hazards and risks - ie. Provision of meeting venue, posting on information on Council website, providing communication channels to residents and businesses.
- Leverage REMC meetings as a vehicle for collaboration and knowledge sharing across neighbouring councils. For example, each meeting provides an agenda item to share learning/experience including discuss best practice in hazard and risk mitigation. Each meeting may also include a desktop review of one Consequence Management Guide (CMG) with a different CMG to be reviewed each meeting.
- Introduce incentive programs such as 'fire safe' gardens, 'storm safe' preparedness (plus other examples).

# Access to the Health Check Toolkit

- Health Check Toolkit will be hosted on Sydney Coastal Council Group's website
- A new micro-site within this is being developed to provide access to the Toolkit resources and the Health Check Tool
- These include guidelines, templates and resource links to assist in completing the Health Check and preparing reports and action plans for executives

Following are a selection of screen shots from the micro-site currently under development...

# HELPING LOCAL GOVERNMENT BETTER PREPARE FOR EMERGENCIES AND DISASTERS

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### HEALTH CHECK TOOLKIT

Learn how to use the tool, interpret your results and create action plans to improve your readiness.



### PROJECT BACKGROUND

Get the backstory on the inspiration, drivers and stakeholders involved in this state-wide initiative.



### STAKEHOLDER WORKSHOPS

Use our step by step approach to running your own Stakeholder Workshops to facilitate completion of the Health Check.



### TECHNICAL SUPPORT

Answers to your Frequently Asked Questions and support for your admin and technical enquiries.



### BENEFITS FOR COUNCIL

Learn more about the value the tool is delivering to Councils and Regions around NSW.



### CASE STUDIES

Read testimonials from Council users of the tool and case studies on better practice local emergency management.



### HELPFUL LINKS

All the resource links you will need for emergency preparedness and grant funding applications.



### EXPERTS

Access to consultants to assist your with training, exercising or facilitating stakeholder workshops within your Council or Region.



A workshop process for engaging your key stakeholders



## 4 STEPS TO SUCCESS

Using the Health Check to improve your Emergency Management Readiness



### PREPARATION

- Review background and reference material on the project
- Review the [Health Check Guide](#) for information on how to respond and what better practice looks like
- Review the [Sample Reports](#) to understand the output you will receive on completion of the Tool
- Review the [Project Briefing Template](#) to assist you in creating a document you can present to stakeholders about the Health Check initiative
- Review the recommended [Stakeholder Engagement Process](#) for completion of the Tool



### ENGAGEMENT

- Develop your [Project Briefing](#) document
- Develop your [Stakeholder Engagement Plan](#)
- Facilitate meetings or workshops with key stakeholders
- Collate feedback and agree responses to the Health Check questions via the [Offline Health Check Questionnaire](#)



### COMPLETION

- Complete the [Online Health Check Tool](#) using your Council ID Authenticator
- Submit responses and indicate email address to receive reports
- Receive reports via secure link in email



### ACTION

- Review the best practice guidelines and suggested actions contained in the [Detailed Report](#) and the [Health Check Guide](#)
- Use the [Improvement Plan Template](#) to create your own project / action plans based on the outcomes of the tool
- Develop an [Executive Report](#) to present to the General Manager and Senior Staff for review and decision-making



## GUIDELINES

Detailed guidelines and advice for stakeholder engagement, completing the Tool and creating action plans

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HEALTH CHECK GUIDE



STAKEHOLDER ENGAGEMENT PROCESS

## TEMPLATES

Pre-developed documents for you to customise for your Council's Health Check initiative

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PROJECT BRIEFING TEMPLATE



OFFLINE HEALTH CHECK QUESTIONNAIRE



IMPROVEMENT PLAN TEMPLATE



EXECUTIVE REPORT TEMPLATE



# RESOURCE LINKS AND REFERENCES

To assist you in improving readiness within Council and your local area



## RISK MANAGEMENT

- National Emergency Risk Assessment Guidelines (NERAG)
- Local Government and Emergency Managers – Implementing Emergency Risk Management through the IP&R Framework
- Emergency Risk Management Quick Checklist for Local Government
- ISO 31000:2009 Risk Management – Principles and guidelines



## PLANNING

- Local Emergency Management Planning Guideline
- Example of a Local Government Emergency Management Strategy
- National Strategy for Disaster Resilience
- Organisational Resilience Framework



## STAKEHOLDER ROLES AND RESPONSIBILITIES

- OLG 2016 Councillor Handbook



## COMMUNITY ENGAGEMENT

- National Strategy for Disaster Resilience Community Engagement Framework
- Community Engagement Stakeholder Library
- Manual 45 – Guidelines for the development of communication, education and engagement programs



## COMMUNITY AWARENESS AND EDUCATION

- Get Ready For Summer
- Get Ready NSW
- Bushfires
- Bushfire Survival Plan
- Prepare your property
- Plan and Prepare
- Learn about Total Fire Bans
- Learn about Fire Danger Ratings
- Static Water Supply Program
- RFS Bushfire FactSheets for the Community
- Floods
- SES Flood safe emergency kit
- SES Simple things you can do before a flood
- Storms
- SES StormSafe – before, during and after a storm
- Tsunami
- SES TsunamiSafe



## PODCASTS

- Emergency Management Australia Podcasts

# INFORMATION ON GRANT FUNDING

To help your Council identify opportunities for funding to build resilience

Grant funding applications for some of these programs link to the outcomes of risk assessments and management plans which identify treatment options and works programs. Examples of these include bushfire, floodplain or coastal zone risk management plans as well as an Emergency Risk Management Study.

Funding aims to address priorities identified in risk assessments and management plans as well as in documents prepared under the IP&R legislation. Linking these aspects demonstrates to the funding source, Council's commitment in planning for, resourcing and delivering against its priorities.

For more information on NSW Natural Disaster Resilience Programs (NDRP) please contact the Office of Emergency Management Grants Unit on (02) 9212 9252 or email [ndrp@mpes.nsw.gov.au](mailto:ndrp@mpes.nsw.gov.au).



## BUSH FIRE RISK MANAGEMENT GRANTS SCHEME (BFRMGS)

Funding from the NDRP to address bush fire risks is allocated through existing programs managed by the NSW Rural Fire Service. These programs are for local governments and eligible public land managers to maintain and improve fire trail networks and undertake hazard reduction and other bush fire community resilience projects.

For more information on the Bush Fire Risk Management Grants Scheme (BFRMGS) please email [bushfiregrantprogrammes@rfs.nsw.gov.au](mailto:bushfiregrantprogrammes@rfs.nsw.gov.au)



## FLOODPLAIN RISK MANAGEMENT GRANTS SCHEME (FRMGS)

Funding to address flood activities is allocated through the existing Floodplain Management Program managed by the Office of Environment and Heritage. This program provides financial support to councils and eligible public land managers to:

- make informed decisions on managing flood risk by preparing floodplain risk management plans (and associated background studies) under the floodplain risk management process
- implement floodplain risk management plans to reduce flood risk to both existing and future development, and reduce losses through a range of property, flood and response modification measures as outlined in the manual
- provide essential information to the State Emergency Service to enable the effective preparation and implementation of local flood plans to deal with flood emergency response.

Further information can be found on the [Office for Environment and Heritage](#) website.



## COMMUNITY RESILIENCE INNOVATION PROGRAM (CRIP)

The Community Resilience Innovation Program (CRIP) is designed to build disaster resilience within communities through projects that identify community

# AN EMERGENCY READINESS TOOL TO DRIVE COLLABORATION WITHIN COUCILS AND REGIONS

This project is funded under the joint State / Commonwealth Natural  
Disaster Resilience Program.



ARE  
YOU  
READY?

[LOGIN TO THE HEALTH CHECK NOW ↻](#)

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# Future ownership of the Tool – positioning from SCCG / OEM

- SCCG is the current custodian of the TOOL as the recipient of the SEMP grant funding.
- The intent of the TOOL in this first stage is to assist Councils in self-assessing their emergency readiness. The data collected by the TOOL is for the information and use by Councils only and will not be aggregated or shared by SCCG to any other party.
- Councils may opt to share their reports with other Councils or relevant stakeholders if they wish to do so.
- Longer-term application or development of the TOOL will be evaluated based on user feedback and outcomes prior to September 2017. This may include review by OEM of the responses for evaluation of the program only and for seeking feedback from users who have undertaken the Health Check.
- We encourage participation by Councils or Regions in the pilot program being launched in 2017.

## Next Steps

- Final question review / feedback by Fri 16 Dec
- Tool and Resources on SCCG website by end 2016
- SCCG Communications to Councils in early 2017
- Health Check to be completed by Councils ideally by end June 2017
- Evaluation of Tool and Outcomes by Sept 2017.