



Defence, Security and Justice

Advancing Current Practices and Implementing New Methods for More Effective Incident Management

TRAINING

Transformation and Collaboration to
Keep the Public Safe



Facilitated by
MARK POTTER
Risk and Emergency Planning Lead
Fire Risk Consultants Pty Ltd

Online → 10 & 17 March 2022 | 10am - 2pm AEDT



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Corporation

Transformation and Collaboration to Keep the Public Safe

Australia's emergency services have endured rapid changes over the last two years in the wake of the global pandemic. In these uncertain times, remaining at the forefront of emerging methods to deal with incidents can provide first responders with the tools necessary to ensure they and the public are kept safe. Improving on current protocols and implementing new methods to ensure the most effective response can be a challenging process.

To overcome these challenges, inter-agency collaboration and preparedness have become vital. Providing each emergency service with the knowledge of the latest advancements in equipment and communication technology can result in a more unified and effective approach to dealing with an incident.

Through an innovative mix of lecture-style presentations, interactive group exercises and expert feedback, participants in the Advancing Current Practices and Implementing New Methods for More Effective Incident Management training session learn the fundamentals of adopting new methods of approach and improving response management.

This session provides you with all the tools and techniques to apply to investigation, safety, incident management and collaboration between agencies. Participants leave with theoretical and practical knowledge, as well as an understanding of the latest methods to apply to their own incident response.

Not Just a Training Session

- Work on emergency response plans that incorporate the latest advances in methods of practice

- Leave with a better understanding of the latest tools and technologies available to improve

- Walk away with a course content pack including slide decks, session recordings and templates

Who Attends

The Advancing Current Practices and Implementing New Methods for More Effective Incident Management training session has been specifically designed for anyone in the public sector space that works in emergency services. It is for those looking to improve on their current methods of practices and to learn new techniques for incident response and configuration.

The course is suitable for any public sector professional dealing with emergency incidents in their day- to-day and will be highly valuable for those with basic knowledge of incident response methods of practice and those looking to refresh their skills and explore new approaches.

Meet Your **Facilitator**



MARK POTTER

Risk and Emergency Planning Lead
Fire Risk Consultants Pty Ltd

Mark Potter is a proven executive with experience in providing leadership across complex and diverse roles. He has a strong background in developing internal and external relationships, operating in complex and technical environments, leading teams through significant change and steering strategy into action.

Mark's career has seen him undertake executive level roles within the emergency management, vocational training and not for profit sectors. Whilst Mark was the CFA Regional Director in the Gippsland Region, he led a team of approximately 6,000 volunteers and 120 staff through major bushfires, floods and industrial fires, including the 2014 Hazelwood Mine Fire. During his 30 year career within the emergency management sector, he has performed various roles, including community education, road accident rescue, firefighting, incident management including planning and public information units and strategic response planning.

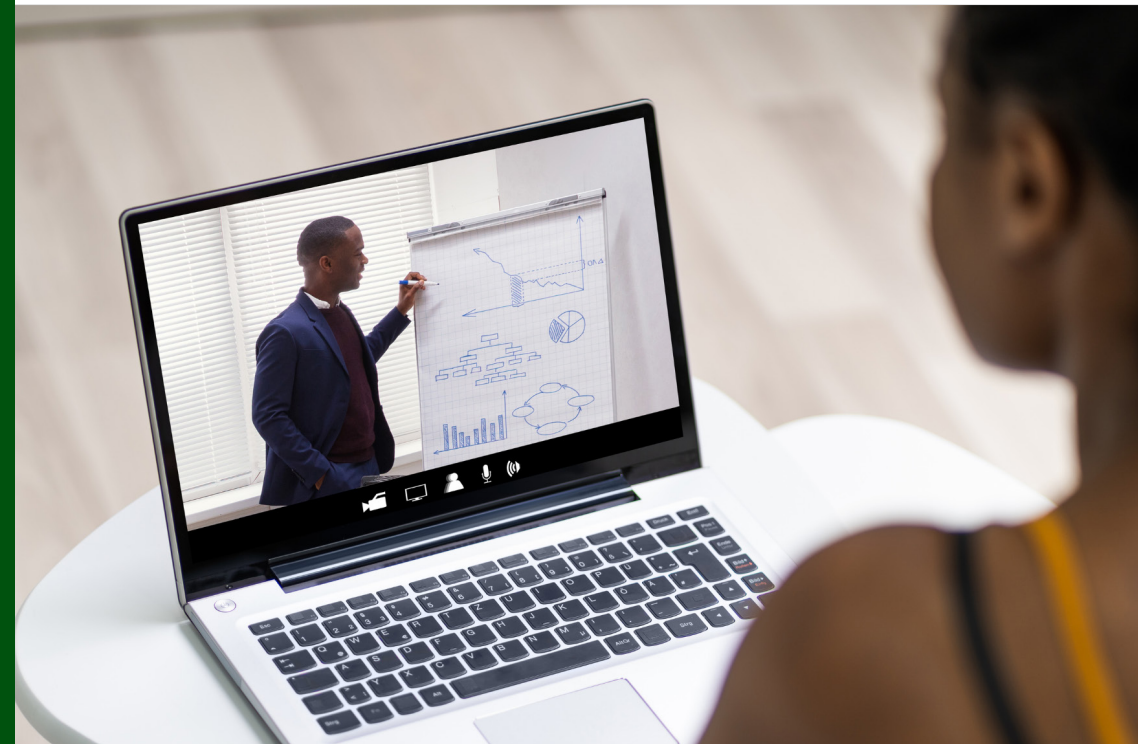
Mark has extensive experience assessing emergency risk from the landscape level to individual properties and turning this into effective management plans. In his current role he works with small to large organisations in developing current and future emergency managers and undertaking risk assessments within an emergency management context.

Preparation

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.

- To participate you'll need:
- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current challenges you are facing

CLICK HERE TO REGISTER



Explore the Agenda

Day 1 - 10th March

Module One – Fundamentals

10:00am PSN Welcome and Introductions

10:05am Training Overview, Objectives and Outcomes and Icebreaker

10:20am **An Introduction to Effective Incident Response Planning**

- What determines an effective response?
 - The importance of clear and concise communication
 - Operational leadership in an emergency situation
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11:00am **How to Simplify the Involvement of Multiple Agencies**

- The latest methods of inter-agency communication and cooperation
 - Harnessing techniques to ensure cohesiveness and best outcomes
 - The role of the different agencies in incident response
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11:40am **Breakout Activity:**
Investigation of the latest technologies that would benefit your incident response

Module Two – Personnel Safety and Protecting the Broader Community

12:00pm Lunch Break

12:30pm **Ensuring Public Safety while Dealing with an Incident**

- The latest methods of communicating with the community
 - Navigating public interest and safety while dealing with an incident
 - Employing technology to improve the outcome
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1:10pm **Enhancing Safety Procedures for Front Line Staff**

- Improving current safety protocols for emergency responders
 - The latest advances in protective equipment and communications technology
 - The role of training and preparedness in ensuring a safer response
-

1:40pm **Breakout Activity:**

Create an incident communication plan that advances on your organisation's current methods

2:00pm Workshop Close

Day 2 - 17 March

Module Three - Application & Evaluation

10:00am **Group Project: Project Brief**

- Breakout into groups for a hands-on learning experience
 - Harness the theoretical and practical knowledge gained and apply it to response and incident management plans
 - Work on employing the latest techniques and improving current methods of practice to arrive at the best possible outcome in emergency response
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11:00am **Group Project: Design an Emergency Response Plan**

- Discover how to incorporate the latest advances in safety and communication in your response plan
 - Communicate how advancing current practices and implementing new techniques could result in an improved response outcome
 - Develop a compelling report to share with organisational leaders to improving your incident management
-

12:15pm **Lunch Break**

12:45pm **Group Project: Project Presentation - Pitch and Share**

- Present your mini-project with the group
 - Discover how to communicate why your plan would be effective and how it improves upon current methods of practice
 - Benchmark against your peers
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1:15pm **Group Project: Project Review - Evaluation and Feedback**

- Peer-review fellow participants projects
 - Receive professional feedback and constructive criticism from workshop facilitator
 - Discuss improving current methods of response, building best practices and top tips
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1:50pm **Summary and Closing Notes from Facilitator**

2:00pm **Workshop Close**

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