

# 2ND-EMERGENCY

## MANAGEMENT LEADERS FORUM

26-27 March 2019 • Pullman Melbourne Albert Park



New models for extreme futures: Resilience, preparedness and response

Attend this forum and learn how to:



Understand the impact of climate change on disasters



Use data for mitigation and preparedness



Explore diversity and professionalisation



Establish resilience and response in an extreme future

This forum is co-located with the Venue Security and Safety Summit

Hear from leading emergency thought leaders including:



**Ken Pimlott**  
State of California  
Department of Forestry  
and Fire Protection,  
CAL FIRE  
Director



**Dr. Kathy McInnes**  
CSIRO  
Senior Researcher



**Simon Thomson**  
Ambulance Victoria  
Regional Director



**Miriam Lumb**  
South Australian Fire  
and Emergency Services  
Commission  
Manager, Disaster  
Resilience



**Andrew Coghlan**  
Australian Red Cross  
National Manager,  
Emergency Services



**Mark Crosweiler**  
Department of Home  
Affairs, Australian  
Federal Government  
First Assistant  
Secretary, Head of the  
National Resilience  
Taskforce

### Supporters:



The Global Fire Monitoring Center (GFMC)



### Media Partner:

**GovernmentNews**





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Regional Director



**Miriam Lumb**  
SES Volunteers  
Association  
Secretary



**James Maskey**  
Beyondblue  
National Engagement  
Manager, Police and  
Emergency Services  
Program (PES)



**Miriam Lumb**  
South Australian Fire  
and Emergency Services  
Commission  
Manager, Disaster  
Resilience



**Nicole Matejic**  
University of Southern  
Queensland  
Doctoral Candidate,  
Decision Scientist



**Dr. Michael Eburn**  
The Australian National  
University  
Bushfire and Natural  
Hazards Cooperative  
Research Center



**Mark Croswell**  
Department of Home  
Affairs, Australian  
Federal Government  
First Assistant  
Secretary, Head of the  
National Resilience  
Taskforce



**Andrew Gissing**  
Bushfire and National  
Hazards CRC & Risk  
Frontiers  
General Manager –  
Resilience



**Gerard Ryan**  
Police Veterans Support  
Victoria, Australian  
Football League  
Chairperson, Senior  
Investigator



**Helen Riseborough**  
Gender and Disaster  
Pod  
CEO, Women's Health in  
the North



**Stephen O'Malley**  
Metropolitan Fire  
Brigade  
Leading Firefighter &  
Fairness and Inclusion  
Officer; Culture and  
Transformation



**Erika Lind**  
Department of  
Environment, Land,  
Water and Planning  
(DELWP)  
Board Member



**Andrew Williams**  
The Royal Children's  
Hospital  
Manager Emergency  
Management and  
Planning



**Karen Smith**  
Ambulance Victoria  
Director Centre for  
Research and Evaluation



**Andrew Coghlan**  
Australian Red Cross  
National Manager,  
Emergency Services



**Dudley McArdle**  
Monash University  
Disaster Resilience  
Initiative  
Senior Policy Advisor



**Gerry McCusker**  
The Drill Crisis  
Simulator  
Crisis Communications  
Expert



# 2ND-EMERGENCY

## MANAGEMENT LEADERS FORUM

26-27 March 2019 • Pullman Melbourne Albert Park



## Welcome to the 2nd Emergency Management Leaders Forum

Akolade's **Emergency Management Leaders Forum** works with leaders to explore how to diversify and professionalise, whilst facing emergencies of the 21st century. Learn practical tips from senior leaders, from fire and flood, to multi-impact catastrophic events which currently overwhelm existing emergency management capabilities – In a world where they are increasingly watched and scrutinised.

### Key themes for 2019:

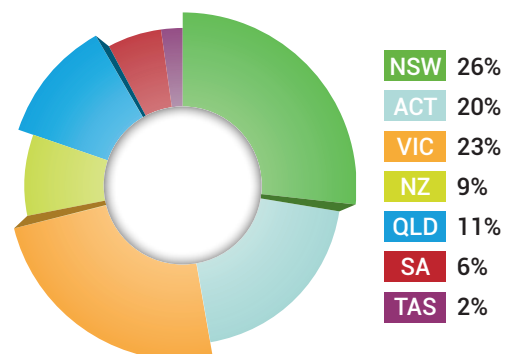
- Understanding the impact of climate change on disasters
- Using data for mitigation and preparedness
- Exploring diversity and professionalisation
- Establishing resilience and response in an extreme future

## Who you will meet:

This program has been designed for professionals involved in:

- Emergency and disasters
- Resilience, relief or recovery
- Community strategy
- Preparedness, risk or change

### Delegate breakdown by state:



### What previous attendees had to say

"I found the whole event and the presentations excellent. The topics and presenters were professional, informative, engaging, inspiring and had some great "take homes" for me with what other agencies and countries are doing in the disaster management space. Well done to all involved, very happy that I attended."

– **Townsville City Council**

"Great conference - gave me some really interesting ideas to take back to the team."

– **Brisbane City Council**

"Excellent conference with a good representation of speakers covering current best practice and topics relevant to Emergency Management."

– **New Zealand Police**

# Agenda

## Conference Day One Tuesday 26th March 2019

**8:00** Registration opens

**8:50** Opening remarks from the Chair



**Faye Bendrups**  
National SES Volunteers Association  
Director

Preparedness, resilience and responsiveness in the face of new natural extremes

**9:00** International Keynote

**Leading emergency management on a global stage: Responding to the California fires**

- Resilience, responsiveness and preparedness in the face the deadliest fire California has ever seen
- Why these fires presented unforeseen challenges and how they were overcome
- Proactive not reactive: Why it's even more important in the face of challenges to take a proactive approach to planning for the future
- Providing an example to not only your team, but the media, the public and partners



**Ken Pimlott**   
State of California Department of Forestry and Fire Protection, CAL FIRE  
Director

**9:30** Transitioning to a new normality: Understanding the effects of climate change

- Understanding the effects of the 'new normality' presented by climate change
- How climate change has increased the frequency and severity of natural disasters and an insight into what we should be prepared for
- Delving into leadership in these extreme models – Exploring new demands on senior leaders
- How preparedness has changed, and looking into the future
- Delving into the practical implications of climate change on disaster response in Australia



**Dr. Kathy McInnes**  
CSIRO  
Senior Researcher

**10:00** The understated killer: Combatting heat emergencies

- Understanding the challenges internally and for your community when faced with a state wide emergency such as heat
- Building preparedness and response plans for compound emergencies caused by heat (including violence, exhaustion, behavioural and infrastructure emergencies)
- Exploring triggers and indicators, and developing better plans for managing heat emergencies



**Simon Thomson**  
Ambulance Victoria  
Regional Director

**10:30** Morning refreshments

**11:00** Building resilience within: Managing your people's mental health

- An overview of the Beyond Blue Police and Emergency Services Program
- Beyond Blue's National Mental Health and Wellbeing Study of Police and Emergency Services: Answering the call
- Key findings of: Answering the call
- Where to from here – Knowledge translation



**James Maskey**  
Beyond Blue  
National Engagement Manager, Police and Emergency Services Program (PES)

**11:30** Community emergency management: Moving self-organised groups from recovery to preparedness

- Shared responsibility: How can professional emergency management support self-organised groups?
- Using user centred design and the process of approaching the strategy
- Diversity and inclusion – What you can learn from your community groups?



**Miriam Lumb**  
South Australian Fire and Emergency Services Commission  
Manager, Disaster Resilience

**12:00** Driving Emergency Management Relationships: Working with critical infrastructure

- MiniCase Study: The largest evacuation of a tunnel in Sydney to date
- Lessons developed for professionals as our roads become busier
- Practical tips for emergency managers working with critical infrastructure



**Rod Young**  
Transurban  
Emergency Management Manager

**12:40** Networking luncheon

**1:40** Understanding behaviour: Decision making under pressure

- Why understanding your own and your team's behaviour under pressure can lead to enhanced performance
- Building in reactionary responses to enhance decision making under pressure
- Enhancing your team's responsiveness and resilience and mitigating knee-jerk behaviour



**Nicole Matejic**  
University of Southern Queensland  
Doctoral Candidate, Decision Scientist

**2:10** Round Tables

In this interactive session, delegates will be asked to move to the roundtable they have pre-selected prior to the conference. Enabling attendees the opportunity to delve into issues which concern them, the roundtable session will provide you with personalised takeaways for your own organisation.

**Round Table 1**

Building on your volunteer and community base



**Faye Bendrups**  
National SES Volunteers Association  
Director

**Round Table 2**

Exploring internal culture and the importance of efficient workplaces



**Stephen O'Malley**  
Metropolitan Fire Brigade  
Leading Firefighter & Fairness and Inclusion Officer;  
Cultural Transformation

**Round Table 3**

Practical exploration of mental health in emergency management and services



**James Maskey**  
Beyond Blue  
National Engagement Manager, Police and Emergency Services Program (PES)

**Round Table 4**

Exploring what we can learn from international disasters



**Ken Pimlott**   
State of California Department of Forestry and Fire Protection, CAL FIRE  
Director

**2:50** Taking control of lessons learned

- Discover how emergency management leaders can take the lead to change the way post event lessons are identified
- Finding ways to challenge learning – Are inquiries the best way for emergency management professionals to learn?
- Explore new ways of learning from the emergency management sector's point of view
- How the learning process can help restore affected communities and contribute to recovery



**Dr Michael Eburn**  
The Australian National University  
Bushfire and Natural Hazards Cooperative Research Center

**3:20** Afternoon refreshments

**3:50** Working in a watched world: The flipside of the media

- Gaining an understanding of the media's point of view – Straight from the horse's mouth
- Helping or hurting? Dealing with the public fascination of emergency management and services
- Working with the media to humanise and create awareness



**Paul Bentley**  
Ambulance Victoria  
Project Manager – TV Series ("Paramedic" Channel 9)

**4:20** Public and private partnership: Bridging the gap between your community and your people

- The importance of understanding the community in an emergency situation
- Building trust and ongoing relationships with community groups
- Entrusting your front facing staff with your partnerships
- Social media and the role it plays in emergency management professional branding



**Mark Cattell**  
Victorian State Emergency Services (SES)  
Assistant Chief Officer

# Agenda

## 5:00 Generating agile approaches to the effects of national hazards

- Building and expanding the national approach to disaster resilience
- Why a prepared society must involve investing more in mitigation
- Key challenges in establishing a national disaster risk information capability to aid public and private sector planners and decision makers



**Mark Crossweller**

Department of Home Affairs, Australian Federal Government  
First Assistant Secretary,  
Head of the National Resilience Taskforce

## 5:30 Closing remarks from the Chair and end of day one



Cocktail networking reception

## Conference Day Two Wednesday 27th March 2019

## 8:00 Registration opens

## 8:50 Opening remarks from the Chair



**Andrew Gissing**

Bushfire and National Hazards CRC & Risk Frontiers  
General Manager – Resilience

### New threats in an extreme future

## 9:00 Being prepared for the unthinkable: Responding to acts of extreme violence

- Case study: Essendon Airport Plane Crash
- How you can build your team's culture for an extreme future of the unknown?
- Building public understanding and awareness for the risks and mitigation of acts of extreme violence
- Leadership planning for the unexpected: Understanding the behaviour of our first responders
- Learning from extreme, unpredictable events for future preparedness



**Brett Murphy**

State Emergencies and Support Command, Victoria Police  
North West Metro Region Emergency Management Inspector

## 9:30 Ensuring you're ready: Enhancing national preparedness to catastrophic events

- Understanding catastrophic events and Australia's emergency service's current level of resilience and preparedness for response
- Insights into planning models for emergency services
- Practical application tips for both communities and emergency services



**Andrew Gissing**

Bushfire and National Hazards CRC & Risk Frontiers  
General Manager – Resilience

## 10:00 Public safety and hysteria: Leading by example in the first 24 hours of a terrorist event

- Building your team's preparedness and response in an on demand world
- Managing crisis situations when the media gets there first
- Leading your team in the face of extreme circumstances on a live stage
- Leading through your recovery period



**Gerard Ryan**

Police Veterans Support Victoria, Australian Football League  
Chairperson, Senior Investigator

## 10:30 Morning refreshments

## 11:00 Leading diversity and professionalism in the emergency management sector

- Enhancing resilience and raising awareness for the needs and strengths of all in the community
- Understanding the National Gender and Emergency Guidelines
- Developing participatory tools for disaster risk reduction
- The importance of including diversity in disaster related activities



**Helen Riseborough**

Gender and Disaster Pod  
CEO, Women's Health in the North

## 11:30 Interactive armchair chat

### The human case for diversity: Expanding on inclusion, gender equality and women's health

- How Women and Firefighting Australia has become an influencer for AFAC and why more leaders should be doing this
- Building on a whole of community inclusion
- Supporting and educating your staff



**Stephen O'Malley**

Metropolitan Fire Brigade (Hon Life Member and WAFA Board Member)  
Leading Firefighter & Fairness and Inclusion Officer;  
Cultural Transformation



**Erika Lind**

Department of Environment, Land, Water and Planning (DELWP)  
(WAFA Board Member)  
Board Member



**Donna Wheatley**

Metropolitan Fire Brigade (Former WAFA President)  
Senior Station Officer

## 12:00 The disaster is not the end! Using your resources to reduce violence in the aftermath of a disaster

- Why it's important for leaders to understand and educate their teams to the violence in the aftermath of a crisis
- The prevalence of family violence and violence against women and how we can combat this through emergency management resources
- The importance of addressing concerns fast – Using your platforms to communicate, educate and raise awareness
- The impact on staff and volunteers, supporting your team through this process



**Andrew Williams**

The Royal Children's Hospital  
Manager Emergency Management and Planning

## 12:40 Networking luncheon

## 1:40 The rise of non-natural disasters: A look at the future through evaluation, research and data

- Using effective evaluation, research and data to look at the future trends of disasters
- Mini case-study: Moving forward from the asthma storms
- The importance of using data and research in an extreme future



**Karen Smith**

Ambulance Victoria  
Director Centre for Research and Evaluation

## 2:10 Professional volunteers? Managing and educating volunteers in a crisis

- The power of the 'professional volunteers' and how Australia's Emergency Services have come to rely on them
- Learn from The Red Cross' example: How much can you expect from your volunteers versus your paid employees?
- Building the responsiveness of a team that relies on a professional team of volunteer assistance
- Education and awareness through the public eye



**Andrew Coghlan**

Australian Red Cross  
National Manager, Emergency Services

## 2:40 Afternoon refreshments

## 3:10 The next steps of professionalisation of the emergency management industry

- The hard questions: Is emergency management treated like a profession in Australia?
- How do we achieve minimum standards of training accreditation and education for Australia's emergency managers?
- What steps can we as leaders and organisations take to build on this momentum in 2019?



**Dudley McArdle**

Monash University Disaster Resilience Initiative  
Senior Policy Advisor

## 3:40 Culture-shop:

### Practical tips for rebuilding internal culture in the aftermath of a crisis

**Explore:** Effective crisis communication for leaders: Inquiries, commissions, media and public reaction

**Design:** Tomorrow's crisis today: Where should you be allocating your resources?

**Rebuild:** Effective and powerful strategies for building your internal culture and external reputation



**Gerry McCusker**

The Drill Crisis Simulator  
Crisis Communications Expert

## 5:00 Closing remarks from the Chair and end of day two



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