Report   08.227
Date   8 April 2008
File   Z/01/04/20

Committee   CDEM Group
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Controller and Recovery Manager Training and Development

1.   Purpose

To propose a framework for training the region's CDEM Controllers and Recovery Managers.

2.   Background

Legislation requires a CDEM Group to appoint, either by name or reference to the holder of an office, *a suitably qualified and experienced* person to be the Group Controller for its area (S.26 (1) CDEM Act 2002).

S.27 (1) of the CDEM Act 2002 states that a CDEM Group may appoint one or more persons to be a Local Controller, and direct that person or persons to carry out any of the functions and duties of, or delegated to, that Group's Group Controller and to exercise the powers of Controllers in the area for which the Group Controller is appointed, including, but not limited to, the powers in section 86 to 94.

Given the powers of Controllers and the requirements for suitably qualified and experienced personnel, the Wellington Region CDEM Emergency Management Officers conducted a Controller and Recovery Manager course in August 2007.

Following the success of this course, the Emergency Management Officers formed a group to develop a training programme for Controllers and Recovery Managers across the region. The group comprises of Chris Killeen (GWRC), Craig Hamilton (GWRC), Tom Finnimore (KCDC), Angie Rodger (HVEMO), Dave Jack (HVEMO), Desley Monks (KCDC) and Keith Evans (MCDEM).

3.   Training required

The Ministry of Civil Defence Emergency Management already runs courses for Controllers and Recovery Managers. These are very practical in nature. Therefore,

the group considered that these personnel would benefit from some theory training prior to attending the Ministry's courses.

This training should take consider and be consistent with the following:

- The CDEM Act 2002;

- The training needs identified from the August 2007 course (*Appendix 1*);

- The competencies and performance criteria for Controllers (MCDEM) (*Appendix 2*);

- The draft "Guide for Controllers" (MCDEM).

The group considered that such a training programme should have the following components.

CDEM Structure	Functions
Declarations	Roles & Responsibilities
Powers	Six Critical Needs
Plans (Group, National, Local)	4R's (Reduction, Readiness, Response, Recovery)
Politicians (Local & Central)	Legislation / CDEM Act
Emergency Operations Centre	Public Information
CIMS	Emergency Management Team
Health & Safety	Linkages to other agencies (MCDEM etc)
Stress Management	Information analysis
Multi – Agencies (Who and What)	Transition to recovery
Crisis management & decision making	Lifelines
Short & long term planning	

4. Proposal

The group has made the following proposals about Controller and Recovery Manager training for the Wellington Region.

- The Wellington Region CDEM Group Controller and Recovery Manager Course that was delivered in August 2007 should be modified to provide an initiating course for new Controllers and Recovery Managers and be delivered as required.

- Controllers and Recovery Managers should attend the courses run by MCDEM in addition to any training provided by the Wellington CDEM Group.

- The following courses should be run by the Wellington CDEM Group at a central location and all Controllers and Recovery Managers should attend:

  - *May 2008 - Course 1:*
    CDEM structure, 4R's, six critical needs, legislation / CDEM Act, plans (group, national, local), Emergency Operations Centre, CIMS.

  - *August 2008 – Course 2*
    Declarations, powers, incident management team, functions, roles and responsibilities.

  - *May 2009 – Course 3:*
    Role of elected members (local & central government), health and safety, Lifelines, public information, linkages to other agencies (MCDEM etc), Multi – agencies (Who and What).

  - *August 2009- Course 4:*
    Crisis management & decision making (Information analysis, short and long term planning, transition to recovery, stress management).

  - *May 2010 – Course 5:*
    Exercise.

- Controllers and Recovery Managers should be actively involved in the training delivered at their own authorities, for example, structure and function of their own Emergency Operations Centres.

5.   Recommendations

That the CDEM GROUP:

1.   **receives** *the report;*

2.   **notes** *the content; and*

3.   **approves** *the training programme proposal as set out in this report.*

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Appendix 1: Summary of comments from Wellington Region CDEM Group Controllers & Recovery Managers Course (August 2007)
Appendix 2: Controller Competencies and Performance Criteria

Appendix 1 – Summary of comments from Wellington Region CDEM Group Controllers & Recovery Managers Course (August 2007)

Ref	Comment summary	Applies to /objective/competency
1	Need an understanding of the importance of CDEM: • Structure and (local) organisation • The 4 R's • Six critical needs • Group Plan • Guide to National CDEM Plan • The EOC • Providing public information	• Course design • Preparing to operate as a Controller
2	Need an understanding of: • legislation (CDEM Act, declarations, etc) • powers and functions	• Course design • Complying with the CDEM Act
3	Need an understanding of: • Roles and responsibilities Controller, Recovery Manager • the Controller's team (office of), and office of the Recovery Manager	• Course design • Directing the Response (Controller) • Phases of Recovery operations
4	Need an understanding of multi agencies, advisors	• Course design • Relationships with stakeholders
5	Need an understanding of hazards	• Focus on the principal regional hazards e.g. flood, earthquake, tsunami, hazardous substance • Course design • Preparing to operate as a Controller
6	Practical	• Course design • Employing either table top or small group exercises • Based on a series of scenarios or one developing scenario with set questions designed to bring out the appropriate lesson (facilitators providing an answer based on a prime reference including: The Act, Group Plan, Guide for Controllers, etc) • Limit the number of exercises
7	Tailored to suit Wellington CDEM needs	Course design
8	Combine theory and practical; work in syndicates	Course design
9	Need regular training; annual courses, 1 or ½ day duration; include recovery managers	• Course duration – confirms maximum duration of one day for each • Location or locations – to be determined

Appendix 2 – Controller Competencies and Performance Criteria

Competency 1
Prepare to operate as a Controller in CDEM emergencies.

Performance criteria
- Capacity and capability of the Emergency Operations Centre (EOC) and the EOC team is assessed and developed.
- Political leaders are engaged and consulted.
- Key agencies and stakeholders are engaged and motivated.
- Health and safety capability is developed.
- Preparation to operate is monitored and reviewed and any remedial action identified and taken.

Competency 2
Comply with the Civil Defence Emergency Management Act 2002(CDEM Act 2002) in CDEM emergencies.

Performance criteria
- Interpretation of the CDEM Act 2002 is consistent with industry texts.
- Explanation of the powers and functions of the Controller and the CDEM Group and when they are used is consistent with the CDEM Act 2002 and industry texts.
- Explanation of the declaration process is in accordance with industry texts.

Competency 3
Support political leaders as Controller in CDEM emergencies.

Performance criteria
- Local body officials, elected officials and the chairperson of the Coordinating Executive Group are identified and informed.
- Available communications channels are identified, utilised and evaluated.
- Communication through available channels is initiated, maintained and evaluated.
- Information is organised, presented logically and critically and is timely, accurate and complete.
- Support provided to political leaders is monitored and reviewed and any remedial action identified and taken.

Competency 4
Make contact and develop relationships with key agencies and stakeholders in CDEM emergencies.

Performance criteria
- Key agencies and stakeholders are identified and expectations are established. Communication is initiated and maintained.
- Internal and external communication channels are maintained.
- The communication process is monitored and reviewed and any remedial action identified and taken.

Competency 5
Direct the provision of information to the public as Controller in CDEM emergencies.

Performance criteria
- Development of a communications plan is directed in accordance with the CDEM Group Plan and the CDEM situation.
- Key messages in the communications plan are determined.
- Communications plan implementation is monitored and any remedial action identified and taken.

Competency 6
Analyse information and determine response in CDEM emergencies.

Performance criteria
- Impacts and consequences of an event over the short, medium and long term are identified and described.
- Priorities are established in accordance with the CDEM Group Plan and are relevant for the CDEM situation.
- Incident action plan is developed and decided.
- Incident action plan is monitored and reviewed and any remedial action identified and taken.

Competency 7
Demonstrate knowledge of the phases of a recovery operation.

Performance criteria
- The transition from response to recovery is described.
- The management of the recovery operation is described in accordance with standard industry texts.
- The relationship between Controller and Recovery Manager is explained.
- The exit and stand down process is described in accordance with standard industry texts.

Competency 8
Direct and coordinate the establishment, delivery and disestablishment of the response in CDEM emergencies.

Performance criteria
- Resources are assembled and are proportionate to the scale and complexity of the response required.
- Processes for managing responders are implemented.
- CDEM response activities are communicated over the short, medium and long term.
- Tasks are allocated and teams are managed and supervised in accordance with the Group EOC standard operating procedures.
- Response is monitored in accordance with Group EOC standard operating procedures and the CDEM Group Plan.
- Implementation of CDEM Group EOC procedures is supervised.
- Tasks allocated to EOC staff are signed off when completed.

- Performance of individual staff members and resources in the EOC are monitored, reviewed and any remedial action is taken.
- The transition from response to recovery is managed in accordance with the CDEM Group Plan and industry texts.

Competency 9

Manage health and safety, team readiness and wellbeing in CDEM emergencies.

Performance criteria
- Attention to health and safety legislation and personal readiness relates to CDEM situations and is consistent with industry texts.
- Personal readiness for CDEM emergencies is maintained.
- Individual wellbeing during CDEM emergencies is maintained.
- Staff readiness and wellbeing during CDEM events is monitored and maintained.
- Compliance with health and safety legislation is monitored, reviewed and any remedial action identified and taken.
- Strategies for identifying risk to the public are applied.
- Psychological impacts on self, team and community are recognised.