



### Conference Day One – Tuesday 26<sup>th</sup> March 2019

8:00 Registration opens

8:50 Opening remarks from the Chairperson  
Dr. Faye Bendrups, *Director, National SES Volunteers Association*

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

9:00 INTERNATIONAL KEYNOTE  
Leading emergency management on a global stage: The International Emergency Management Society (TIEMS)

- Finding the next steps to resilience, responsiveness and preparedness in a connected, international world
- Proactive not reactive: global study of emergency management from the World Bank
- Why we need to professionalise and standardise EM globally: the need for international emergency management certification

Neil Dufty, *Regional Director - Australia, New Zealand & Oceania, The International Emergency Management Society (TIEMS)*

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, *Senior Researcher, CSIRO – Oceans and Atmosphere*

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, *Regional Director, Ambulance Victoria*

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10:30 - Morning refreshments

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

11:30 Building community resilience

- User centred design: Developing South Australia's first disaster resilience strategy
- Key findings: How can we have the most impact?
- The way forward: The challenge of implementation

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

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

- Mini Case 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**, *Emergency Management Manager, Transurban*

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12:40 – Networking lunch

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**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 teams responsiveness and resilience and mitigating knee-jerk behaviour

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

**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*

**Dr. Faye Bendrups**, Director, **National SES Volunteer Association**

**ROUND TABLE 2**

*Exploring internal culture and the importance of efficient workplaces*

**Stephen O'Malley**, Fairness and Inclusion Officer; Culture and Transformation, **Metropolitan Fire Brigade**

**Dr. Corinne Manning**, Director Culture and Transformation, **People and Culture Metropolitan Fire and Emergency Services Board**

**ROUND TABLE 3**

*Practical exploration of mental health in emergency management and services*

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

**ROUND TABLE 4**

*Exploring what we can learn from international disasters*

**Neil Dufty**, Regional Director, **The International Emergency management Society (TIEMS)**

**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 EM professionals to learn?
- Explore new ways of learning from the EM sector's point of view
- How the learning process can help restore affected communities and contribute to recovery

**Dr. Michael Eburn**, Bushfire and Natural Hazards Cooperative Researcher, **The Australian National University**

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3:20 – Afternoon refreshments

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### 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**, *Project Manager – TV Series* (“Paramedic” Channel 9), **Ambulance Victoria**

### 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**, *Assistant Chief Officer*, **Victorian State Emergency Services (SES)**

### 5:00 Closing Keynote: 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 Croweller**, *First Assistant Secretary, Head of the National Resilience Taskforce*, **Department of Home Affairs, Australian Federal Government**

### 5:30 Closing remarks from the Chair and end of Day One

### 5:35 Networking drinks



8:00 Registration opens

8:50 Opening remarks from the Chairperson  
**Andrew Gissing**, *General Manager – Resilience, Bushfire and National Hazards CRC & Risk Frontiers*

## 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 teams culture for an extreme future of 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**, *North West Metro Region Emergency Management Inspector, Victoria Police*

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

10:00 PANEL DISCUSSION

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

- Building your teams preparedness and response in an on demand world
- Why it's important for emergency management to work with enterprises
- Managing crisis situations in the face of immediate media attention
- Leading your team in the face of extreme circumstances on a live stage
- Leading through your recovery period

1. **Dr. Faye Bendrups**, *Director, National SES Volunteers Association*

2. **James P. O'Neill**, *Commissioner, New York Police Department*

3. **Cassandra Heredia**, *Chief of Operations Emergency Manager, Los Angeles Airport*



10:30- Morning refreshments

11:00 The importance of including diversity in disaster related activities

- 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
- Leading our EM professionals to diversify

**Dr. Debra Parkinson**, *Researcher and Manager, Gender and Disaster Pod (WHIN, WHGNE, Monash University)*

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

1. **Stephen O'Malley**, *Fairness and Inclusion Officer; Cultural Transformation, Metropolitan Fire Brigade (Hon. Life Member and WAFA Board Member)*

2. **Erika Lind**, *Fuel Management Planner; Forest, Fire and Regions, Department of Environment, Land, Water and Planning (DELWP) (WAFA Board Member)*

3. **Donna Wheatley**, *Commander Operations Assurance; Operational Response, Metropolitan Fire Brigade (Former WAFA President)*

*This interactive discussion will expand and delve into the issues raised by the Gender and Disaster POD, led by the Metropolitan Fire Brigade and members of WAFA, with audience participation welcomed to share knowledge.*

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 EM 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**, *Manager Emergency Management and Planning, The Royal Children's Hospital*

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12:40 – Networking lunch

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**1:40 Case Study: Indigenous thinking for disaster response**

- Explore a case study on disaster and crisis response from Fiji currently, and from the pre-European era
- What can we learn about recovery, and disaster response from the past?
- Building food packs used for the Salvation Army Crisis Centre and the Peace Keeping Forces of Fiji using this case study and knowledge

**Glenda Hamilton, Founder, Rescue Food**

**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 [X] – 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, National Manager, Emergency Services, Australian Red Cross**

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2:40 – Afternoon refreshments

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**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, Senior Policy Advisor, Monash University Disaster Resilience Initiative**

**3:40 CULTURE-SHOP: Practical tips for rebuilding internal culture in the aftermath of a crisis**

Crisis Culture – Discover Simulation Technology that Tests People and Plans

**Explore:** How effective communication can inform and influence the crisis narrative

**Design:** Invest resources to optimise stakeholder knowledge

**Repute:** Why crisis communications must become a culture embed

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

**5:00 Closing remarks from the Chair and end of Conference.**