

Incident Management Systems - Enhancing and benchmarking your response to crises

For government and private sector organisations

Date: Tuesday, 8th September 2009
Time: 9:00 – 4:30pm
Location: Graduate School of Management,
Macquarie University, Pitt St, Sydney

Overview

Formal incident management arrangements have become a standard component of both government and private sector organisations. This value is recognised as a way to reduce the impact of incidents by timely resolution, protect the reputation of the organisation, and ensure smooth interaction with response organisations and key stakeholders.

This course provides participants with the knowledge to be able to identify the key success factors for an effective incident management, benchmark their arrangements against their peers, and develop a plan on how to introduce enhancements back in their organisation.

The course has the following four 1.5 hour modules.

Module 1: The key elements of an effective incident management system

This module's objective is to provide participants with the foundation knowledge to understand incident management. Key content includes:

- Overview of incident management in Australia
- Key principles of incident management
- The four functions of incident management:
- Understanding control, coordination, command and communications

Module 2: Key success factors of effective incident management

This module's objective is to provide participants with the key elements of effective incident management and how to implement them within their workplace. Key content includes:

- The Incident Management Team
- The Incident Coordination Centre
- The Incident Management Plan
- Integrating incident management into the culture

Module 3: Benchmarking your Incident Management Framework and Plan

This module's objective is to provide participants with the opportunity to develop an Incident Management Plan framework suitable for their organisation and benchmark it against best practice. Key content includes:

- Understanding your environment, the vulnerabilities and risks
- Integration into the broader strategies, plans and policies
- Elements of an Incident Management Plan
- Designing an Incident Management Framework and Plan for your organisation

Module 4: Developing an Action-Plan for the future

This module's objective is to guide participants through the steps required to enhance their organisations Incident Management Frameworks or Plans. Key content includes:

- Aligning with best-practice incident management
- Engaging senior management
- Reviews and audits
- Exercising and testing
- Engaging consultants

Who Should Attend

Anyone that has a responsibility for the development, management, or review of the organisations Incident Management Framework or Plans, or is key to implementing the plans during an incident/crisis including:

- Crisis and Emergency Management Team Members
- Business Continuity Managers
- Risk Managers
- Operations Managers

Structure of the course

| Morning | Afternoon |
|---|--|
| Module 1: The Key Elements of an effective Incident Management System | Module 3: Benchmarking your Incident Management Framework and Plan |
| Module 2: Key Success Factors of effective Incident Management | Module 4: Developing an Action-Plan for the future |

Course Facilitator

Stephen Young FAIM FICPEM, MEmergMgt GAICD

Stephen has been facilitating Incident Management Training for almost 20 years and is recognised as one of Australia's leading professionals in the field. Over this time, he has effectively implemented Incident Management into emergency services, government agencies and into the corporate sector. Additionally he has used the incident management system to manage small and large incidents right through the response to one of Australia's worst natural disasters, Cyclone Larry in 2006. For this work, Stephen received a Prime Minister and Premiers Commendation.

Your investment

Registration fee is \$640. Price includes GST, morning/afternoon tea and lunch.

Course numbers

The course will only proceed if there is a minimum of 10 people. This number is required to enable course exercises and activities to be dynamic. People registered to attend the course will be notified 2 weeks ahead of the course date to confirm the course will proceed.

Bookings & information

Online bookings: www.homelandsecurity.org.au/events

Fax bookings: Download the booking form from www.homelandsecurity.org.au/events and fax to 02 6161 5144

Information: Australian Homeland Security Research Centre, 02 6161 5143.

Email: admin@homelandsecurity.org.au.

Registration Form & Tax Invoice

Register on line at
www.homelandsecurity.org.au/events

Instructions

Please register me for the event ticked below on:

Tuesday, 8th September 2009

- Incident Management: Benchmarking your Incident Management Systems**

Your details

Mr/Ms/Mrs/Dr _____

First name _____

Surname _____

Position _____

Organisation _____

Address _____

State _____ Postcode _____

Tel _____ Fax _____

Email _____

Billing Email _____

Price

\$640. Price is inclusive of GST

Method of payment

1 Please invoice me \$ _____ and I will pay by cheque or EFT.

2 Please debit my: (Please tick)

Mastercard Visa Diners Amex

For the amount of \$ _____

Card No. _____

Expiry date ____/____

Cardholder Name _____

Signature _____

Dietary Requirements _____

Upon receipt of registration form

1. A tax invoice will be emailed to you.
2. Attendance details will be emailed to you containing parking.

Conditions of registration, and substitution and cancellation policy

By signing this form, you are agreeing to the conditions listed at

<http://www.homelandsecurity.org.au/event-conditions.htm>.

On completion, this form becomes a Tax Invoice. ABN 37 098 930 119

Fax to: 02 6161 5144

Post to: AHSRC
PO Box 295
Curtin ACT 2605

Call: 02 6161 5143

Summary of the substitution and cancellation policy

If you are no longer able to attend this event, a substitute delegate may take your place. However, if you wish to cancel your registration a full refund, minus a \$100 service fee, will be given provided you have notified us in writing, by letter or fax at least 10 days before the start of the event. No refund is available for cancellations under 10 days.

Conditions of acceptance

It may be necessary for reasons beyond the control of the organisers to alter the content of the program.

Complete and

Fax to: 02 6161 5144