

RESPONSIBILITIES INCLUDE

- Execution of the Action Plan
- Implementation of operational aspects of the Action Plan, including the coordination of day-to-day response activities
- Ensure the Controller and wider IMT are informed of the operational aspects of the response
- Support the Response Manager and Controller in the delivery of actions to achieve success
- Monitor and evaluate regional operational activities in support of the national Action Plan
- Collection of information from the field, agencies, and organisations to inform Intelligence and Planning Cycles
- Provision and coordination of support to any function or organisations to deliver services in support of the national Action Plan
- Provision of coordination, direction, support, and/or mentoring to regional level Operations leads
- Provision of expert Operations advice to the Controller and other functions
- Stakeholder engagement and partnerships
- Ensure compliance with the Health and Safety at Work Act 2015

KEY RELATIONSHIPS

- Controller (and deputy), Response Manager
- The IMT and other functions, particularly Planning, Logistics, and Welfare
- Operations functions at other NCCs and at regional and all-of-government level (if applicable)
- Internal and external stakeholders, partners, and support agencies/organisations
- International Assistance and Policy

KEY OUTPUTS

- Logical and succinct tasking of actions to appropriate functions, organisations, or other response elements
- Proactive identification of resources needed to deliver against the Action Plan
- Feasibility assessments of resource requests
- Contingency Plans for Operations to manage anticipated problems
- Tracking of delivery of tasks across all functions
- Operations Status Reports
- Input into the Action Plan

CONSIDERATIONS

- Ensuring reporting processes are consistent and that everyone is working from the same information base
- Alignment of planning and tasking across all response levels
- Ensuring record keeping process are detailed enough to provide operational accountability for decisions and actions undertaken
- Ensuring all procedures are followed in relation to documenting decisions, actions, financial delegations etc.
- Being the Operations interface between regional and all-of-government levels (if applicable), ensuring alignment of points of view, sharing of information, coordination of activities, and that escalation takes place when required
- Understanding the political standpoint for the situation and intended political issues and how they impact the operational response
- Sustainability of resources
- Application of logical reasoning and impact analysis to agree operational outputs
- Establishing a clear understanding of any operational impacts that will affect the community and working with Welfare to minimise impact
- Partnering with other regions and agencies/organisations for support with resources and capabilities

OPERATIONS SUB-FUNCTIONS

- Action Plan Execution
- Field Staff Management
- Volunteer Coordination
- Investigations
- Lifeline Utilities Coordination
- Support Agency Representatives Coordination
- International Assistance

INITIAL TASKS

- Obtain briefing from the Controller to gain situational awareness / obtain Controller's intent
- Establish Operations function; appoint, brief, and task staff; ensure staff have had an induction (including a Health and Safety induction)
- Set up logs (as required) to record decisions and actions
- Participate in setting response objectives that are feasible and actionable for operational delivery
- Contribute to development of the national Action Plan
- Determine critical resource requirements for the response to achieve response objectives and support the regional Action Plan
- Begin detailed task planning to execute Action Plan
- Identify agency and partner organisation's tasks, actions, and liaison staff roles within the context of the situation; determine what the supporting relationship is
- Establish network with support agency and/or organisation leads to ensure clear lines of communication are established early
- Integrate stakeholders into the response

DEMOBILISATION

Refer to *Appendix F Demobilisation* in page 96 of the 3rd edition of the CIMS Manual for more information.

ONGOING TASKS

- Provide operational advice to the planning process, ensuring Plans are feasible and achievable
- Implement and oversee the Action Plan; develop, allocate, and monitor progress of tasks, adjusting as required
- Communicate tasks to IMT and share relevant progress information across the response; advise support agencies (as required)
- Guide and mentor the IMT, regional Operations, and/or support agency leads to achieve operational success
- Ensure activities of tasked groups, agencies/organisations are coordinated effectively
- Continually review and forecast resource needs in support of the Action Plan, report to Logistics, and work with Logistics on timelines and delivery
- Monitor a continuous improvement cycle to ensure shortfalls are captured and can be actioned effectively
- Coordinate and optimise resource requests, conducting regular feasibility assessments against response objectives
- Prioritise the release of resources
- Monitor Contingency Plans for Operations to manage anticipated problems and mitigate risk
- Provide reports, briefings (including handovers for incoming shifts) and situation updates (as required)
- Record decisions, actions, and other activities
- Coordinate with Recovery to ensure operations are assisting to support their future work
- Manage demobilisation for Operations