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EMERGENCY MANAGEMENT LIAISON OFFICERS (EMLO): HOW DO THEY DO IT?

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Research question
How do stakeholders, who are responsible for state emergency management arrangements, fulfil the role of an EMLO?

Data collected
Participants were recruited from the emergency services, critical infrastructure, and other agencies requested to work in this environment such as land-management agencies, the military and non government organisations.
39 semi-structured interviews were conducted with EMLO's from Victoria and Tasmania who would be expected to perform this role at a state emergency operations centre.

Findings
Working in dynamic, complex and uncertain environments creates demands on the EMLO's actions requiring collaboration, skill and knowledge.
Analysis of the data produced a typology of 9 boundary spanning activities that EMLO's carry out (see Figure 1).

End user statement
"We have recently included this typology for our *EMLO Role Statement* in our operations manual and in the future we will use this research to form the basis of our EMLO training at the State Control Centre".
Cain Trist – Manager State Control Centre Victoria

Figure 1: A typology of EMLO's boundary spanning activities at the state emergency management level

