

Maximising (inter)agency team effectiveness

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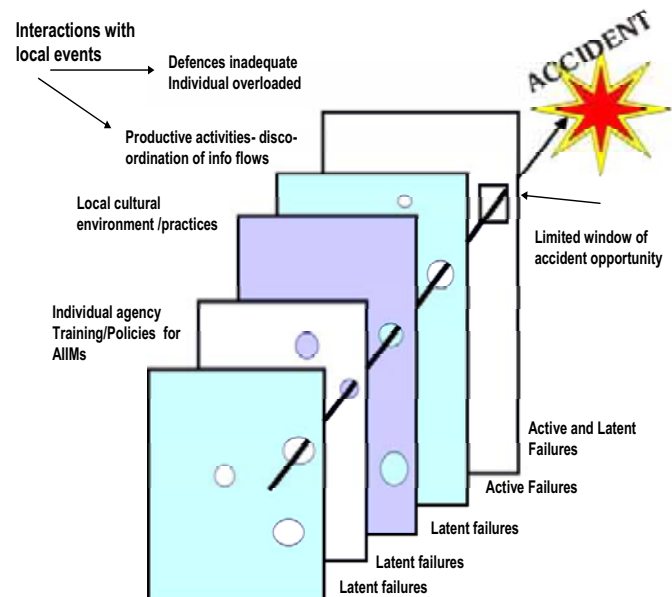
Project Aims

- To work with stakeholders to improve teamwork effectiveness and subsequent organisational (and cross-organisational) learning.
- What (individual and collective) practices can be identified that enhance effective communication, collaboration and shared understanding between operators involved in ICS/IMT performance?
- What structures and cultures can be identified within emergency management agencies and how do these enhance and inhibit effective ICS/IMT work performance?
- How might ICS/IMT work performance be optimised through development of new practices (e.g., protocols, training) developed for localised and specific needs?



What have we learned from James Reason's Organisational Accident Model?

- 60-80% accidents and near misses due to human error;
- Majority of cases information known and available somewhere in the system but either not transferred or transferred incorrectly;
- Key problem area: the interface within and between groups;
- In complex systems "problem" rarely resolved, just moved into another part of the system.
- Majority of time people do well and recover, even though near misses occur
- How do we support and enhance resilience and overcome vulnerability?
 - i. Develop appropriate tools to support collective work
 - ii. Crew resource management (team/cross-team training)
 - iii. Develop a culture of conscious inquiry



Project Phases

1. Literature review and bushfire reports and inquiries;
2. Interviews with key personnel;
3. Observations of IMT/ICS;
4. Stakeholder workshops to evaluate the data;
5. Collaboration with agencies to address specific agency needs;
6. Evaluation of strategies developed with stakeholders.

Want to know more?

If you would like to access outputs or find out more about this project, visit the website:

<http://www.bushfirecrc.com/research/program/imt.html>

or contact the researcher:

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This project would not be possible without the following collaborators:

