

ACHIEVING MULTI-AGENCY EMERGENCY MANAGEMENT COORDINATION

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Introduction

- An important challenge in disasters is how stakeholders in multi-agency emergency management incidents mitigate the risks to the community.
- Personnel from agencies perform boundary spanning roles are primarily concerned with the sharing and exchange of information and making decisions concerning the information gathered. This role is often performed by a liaison officer.
- Investigating multi-agency incident emergency management from the perspective of perspective of boundary spanners (or liaison officers) is an important element in enhancing emergency management team effectiveness. This perspective is under researched and will add value to the emergency management domain.
- This PhD study will analyse how best to achieve state level multi-agency coordination.

Methodology

This research will utilise some key approaches from two methodologies:

- Core Task Analysis is a functional modelling approach that examines the aims, intrinsic constraints and user practices in dynamic, uncertain and complex working environments.
- Soft Systems Methodology is an approach to modelling human activity systems as a means of learning about, and improving such systems.

The proposed methodology will comprise of the following stages:

- Preparatory Phase
- Expert interviews
- Observations
- Focus groups

Expected Outcomes

Develop a conceptual framework that will address the following:

- Identify the core requirements of liaison officers working at state level control centres
- Analyse the problematic areas and constraints in state level coordination and identify strategies that are needed to overcome these challenges in order to achieve successful multi-agency coordination



Research Questions

- How do stakeholders responsible for state emergency management arrangements coordinate their activities in complex incidents?
- What demands are placed on personnel with this role involved in supporting multi-agency incidents?
- What improvements are needed to support perspective of boundary spanners (or liaison officers) to enable more effective multi-agency coordination?

