

Lessons Management Forum 2018

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Tuesday 14 and
Wednesday 15 August 2018



THE WINDSOR HOTEL
111 Spring Street Melbourne VIC 3000

Day one – Lessons identified

Time	Presentation	
8.15 am	Registration opens	
9.00 am	Dr Christine Owen (Forum Moderator), University of Tasmania Opening and housekeeping	
9.10 am	Dr Noreen Krusel, AFAC/AIDR – Welcome	
9.20 am	Rob Cameron, Emergency Management Australia National lessons management	
9.40 am	Tony Murphy, Emergency Management Victoria We learn as one – lessons from Victoria	
10.00 am	Q&A with speakers	
10.30 am	Morning tea	
11.00 am	Presentation to be advised.	
11.20 am	Rowena Richardson, Inspector-General Emergency Management What's right in disaster management? Learning, trust and accountability.	
11.40 am	Q&A with speakers	
12.00 pm	2018 Lessons Management Award winner announced by sponsor of the award, ISW Development Pty Ltd, followed by presentation by award winner	
12.30 pm	Lunch	
	Workshops	Presentations
1.30 pm	Communications for lessons management	Lieutenant Colonel Scott Fletcher, Australian Defence Force Lessons from Defence's domestic operations
1.50 pm	David Bruce, Bushfire & Natural Hazards CRC	Jason Males, Department of Agriculture Lessons from agriculture biosecurity operations and exercises
2.10 pm		Leanne Adams, South Australia State Emergency Service Knowledge is power – learning from when the lights go out
2.30 pm		Q&A with speakers
3:00 pm	Afternoon tea	
3.30 pm	Having a 'no blame' approach ... equals more gain – preliminary results from the CFA	Sarah U'Brien, Dungog Shire Community Centre; Kris Newton, Mountains Community Resource Network; Louise Mitchell, Department of Health and Human Services Lessons learnt from the community perspective
4.10 pm	Roger Strickland and Tammy Garrett, CFA	Q&A with speakers
4.20 pm		Brian Welsh, Joint Emergency Services Interoperability Principles (JESIP), UK Turning lessons identified into lessons learnt (via Skype)
4.50 pm	Wrap up – identifying and discussing emerging themes	
5.00-7.00 pm	Networking event – Windsor Hotel ballroom	

Day two – Implementing lessons

Time	Presentation	
8.30 am	Recap of Day 1 – Dr Christine Owen (Forum Moderator)	
8.40 am	Adair Forbes Shepherd, Emergency Management Victoria and Katerina Sirianos, Country Fire Authority Learning in real time – operationalising lessons management	
9.00 am	Karla Hartnett, Inspector-General Emergency Management; Paul Algie, Queensland Police; Meg Lowe, Queensland Fire and Emergency Services The challenges of developing a system-wide lessons management program	
9.20 am	Lisa Marie Jackson, Emergency Management Victoria EM-Share: how technology is supporting the way we learn	
9.40 am	Jim Henry, NSW Office of Emergency Management (NSW-OEM) Improving lessons management in the NSW emergency management sector: the journey so far	
10.00 am	Q&A with speakers	
10.30 am	Morning tea (including launch of NSW-OEM online lessons management course)	
11.00 am	Major Russell Underwood, Centre for Army Lessons Army's lessons management approach	
11.20 am	David Imhoff, Australian Maritime Safety Authority (AMSA) AMSA's approach to lessons management	
11.40 am	Associate Professor Chris Bearman, Central Queensland University and Bushfire & Natural Hazards CRC Learning lessons about teamwork	
12.00 pm	Q&A with speakers	
12.30 pm	Lunch (including launch of incident management tools by Bushfire and Natural Hazards CRC)	
	Workshop	Presentations
1.30 pm	Observations, Insights, Lessons (OIL) model	Carla Bailey, Logan City Council, Queensland Managing lessons from the frontline
1.50 pm	Mark Cuthbert, Department of Home Affairs	Eric Claussen, National Parks NSW Learning from After Action Reviews
2.10 pm		Grace Legge, Bureau of Meteorology Weather: from impact forecast to post-event review
2.30 pm	Q&A with speakers	
3.00 pm	Afternoon tea	
3.20 pm	<i>(continued from above)</i> Observations, Insights, Lessons (OIL) model	Jo Dyson, Queensland Health Operationalising the emergency management assurance framework – Queensland Health's approach to building a disaster resilient health system
3.40 pm	Mark Cuthbert, Department of Home Affairs	Wendy Graham, NSW Office of Emergency Management Community resilience networks – strengthening relationships between communities and emergency management
4.00 pm		Q&A with speakers
4.20 pm	Nick Milton, Knoco, UK – Evaluating lessons (via Skype) (followed by Q&A with speaker)	
4.50 pm	Closing remarks	

Welcome to the Lessons Management Forum 2018.

AFAC is delighted to once again host this forum, following the outstanding success of this event over the past two years. We are pleased to present the 2018 forum in partnership with the Australian Institute for Disaster Resilience.

This year there will be a broad range of presentations from across Australia (and the UK) and across jurisdictions, bringing perspectives and insights from sectors such as agriculture, humanitarian agencies, health services, emergency services and local government.

The two days of the forum is all about exploring what works and what doesn't in lessons management, as shared by leaders, practitioners and researchers in this field.

Through the presentations you will gain first-hand insights on the people and processes involved in building effective lessons capability, covering areas such as community perspectives and relationships, technology, teamwork, biosecurity and events .

You can also explore some of these themes further in the workshops featured on both days.

Importantly, I also encourage you to take advantage of the great networking

opportunities at this forum, especially those offered by the established lessons management Community of Practice (CoP). This virtual CoP, with more than 200 members and growing, came out of the great networking that was created through peer-to-peer interaction at the events in 2016 and 2017. See web link below under 'Slido'. Let's keep that energy and momentum going. Enjoy.

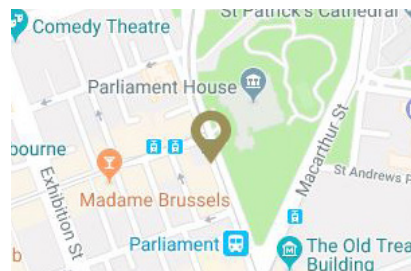
Stuart Ellis AM
CEO AFAC

NETWORKING EVENT

A networking event will be held on the evening of Day One of the forum from 5.00 pm to 7.00 pm in the ballroom at the Windsor Hotel with drinks and canapes being served.

This provides an opportunity to reacquaint with colleagues, meet new people working in a similar field, build relationships and share and gain knowledge.

FORUM LOCATION MAP



PHOTOGRAPHY

Please note: A photographer will be onsite at the two-day forum and networking event. These photos may be used for future promotional purposes. If you wish to opt out you will need to advise the photographer.

slido

Slido (www.slido.com) is a web based platform that will allow you to use your phones or tablets to submit and upvote questions before and during any of the sessions at the forum, as

well as participate in polls across the two days. A selection of questions will be addressed to the presenters during the Q&A sessions. For those questions not answered during the Q&A session we encourage you to approach the presenter during one of the breaks to ask directly (where possible).

All questions and answers will be included on the Community of Practice LinkedIn group you can join the group here at:

<https://www.linkedin.com/groups/13523669>*

Standard text messaging rates apply.

SPONSORS

AFAC LESSONS MANAGEMENT AWARD 2018

Award proudly sponsored by ISW Development Pty Ltd – a multi-award winning Australian IBM Business Partner.



LAUNCH OF INCIDENT MANAGEMENT TOOLS

Launch proudly sponsored by Bushfire and Natural Hazards CRC.



* Program of speakers is subject to change.