Information Sharing for Emergency Response & Recovery

Increasing operational capacity & data interoperability to enable intelligent decision-making

27th & 28th July 2011, Mercure, Brisbane

Hear from:

- Bruce Grady, Assistant Director General, Emergency Management Queensland
- Hon Robert McClelland MP, Attorney-General for Australia Commonwealth Government
- Craig Lapsley, Fire Services Commissioner, Department of Justice, VIC
- Ian Stewart, Deputy Commissioner, Queensland Police
- Tim Costello, Chief Executive Officer, World Vision Australia
- Dennis Henry, Commander, Victoria Police
- Commissioner Lee Johnson, Queensland Fire and Rescue Service
- Sue O’Rourke, Head of Disaster Mitigation and Severe Weather Warnings, Bureau of Meteorology
- Hank Jongen, Portfolio General Manager Communication Centrelink
- Glenn Walker, Executive Director, IC Systems/Chief Information Officer, Corporate Support Division, Department of Community Safety, QLD
- Steven Jacoby, General Manager, Spatial Information, Dept of Environment & Resource Management, QLD
- Carmel Flynn, Director, Emergency Management, Health and Human Services, Department of Human Services, VIC
- Mathew Healey, Manager, Office of Security and Emergency Management, Department of Premier and Cabinet, TAS
- Lew Short, Group Manager, Community Resilience, Rural Fire Service, NSW
- Lance King, Coordinator, Emergency Management, Latrobe City Council, VIC
- Greg Goebel, Executive Director Queensland Australian Red Cross
- Maurit van der Vlugt, Vice Chair, Emergency and Disaster Management Working Group, Open Geospatial Consortium
- Andrew Terhorst, Senior Research Scientist, CSIRO ICT Centre
- Hugh Saalmans, GIS Development Manager, Direct Insurance, IAG
- Professor Bernard Pailthorpe, Chair of Computational Science & Dr Nicole Bordes, Senior Lecturer, University of Queensland
- Mike Wright, Executive Director, Telstra Wireless
- Malcolm Keys, Chief Executive Officer, Airwave Solutions Australia
- Neil Makepeace, Principal Consultant, Glentworth

Gain insights into:

- Information management and communication for rapid response and recovery
- Modifying operational processes to make better use of information
- Transferring and disseminating information and real-time data across agencies
- Integrating and utilising social media during an emergency

Pre & Post-Conference Workshops

Workshop A
How to integrate state-wide interoperability into the incident management process

Workshop B
Empowering users to make decisions through context-based alerting

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During the devastating time of a natural disaster or an emergency situation, gathering and communicating information quickly and accurately is crucial to the safety and wellbeing of the community.

Recent natural disasters worldwide have driven many emergency management groups to assess information management processes with a view to improve procedures and standards, in order to respond and recover quickly.

Reflecting on recent lessons learnt, this conference will discuss the various information sources and communication platforms available. Discussion will include ways to fully integrate these into a business process that enables consistent and accurate decision-making.

What you will take away:

- How to integrate interoperability into the incident management process
- How to adapt your existing systems and processes to improve decision-making
- How to integrate social media as a vital communication tool
- How to use predictive modelling to mitigate and better prepare for emergencies
- How to improve spatial information capability for the end-user
- How to understand expectations and empower the community

To register fax back the registration form to 1300 918 334 or call our customer service department on 1300 316 882

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SAVE up to $450 when you register by 27 May 2011
8:00 Registration, coffee & networking

8:30 Welcome remarks from the Chair

Interoperability & collaboration

8:40 Prevention & preparedness to enable resilient emergency response & recovery

Hon Robert McClelland MP, Attorney-General for Australia
Commonwealth Government

9:10 Progressing towards information management interoperability for emergency response & recovery

• Developing information systems that provide situational awareness and intelligent decision-making
• Considerations for improving information management standards across the state
• Co-ordinating multi-agency responses for Queensland

Glenn Walker
Executive Director, IC Systems/Chief Information Officer,
Corporate Support Division
Department of Community Safety, QLD

9:45 Applying intelligence & information management into the incident management decision-making process

• Lifting baseline operational capacity and interoperability
• Gathering information to input into predictive modelling for timely, relevant and targeted community information
• Working with the private sector to integrate emergency management practice with existing solutions

Craig Lapsley, Fire Services Commissioner
Department of Justice, VIC

10:20 Morning tea & networking

10:50 Utilising social media to collate & disseminate information quickly

• Examining how the world of social media has finally reached emergency management and law enforcement
• Providing real-time information through a medium leveraged by organisations that provide public services
• Traditional media + new media = opportunities

Ian Stewart, Deputy Commissioner, Queensland Police

11:25 How do we progress an all hazard information management approach to emergencies?

Panel Discussion

Bruce Grady, Assistant Director General
Emergency Management Queensland
Commissioner Lee Johnson
Queensland Fire and Rescue Service
Dennis Henry, Commander
Victoria Police
Mike Wright, Executive Director
Telstra Wireless
Neil Makepeace, Principal Consultant
Glentworth

12:05 Utilising data across agencies to better coordinate emergency management services

• Examining a comprehensive database tool to support case management services
• Enabling shared access and transparency across agencies
• Using the tool to promote resilience and better preparation

Carmel Flynn, Director, Emergency Management, Health and Human Services
Department of Human Services, VIC

12:40 Networking lunch

1:40 Lessons learnt from the introduction of state-wide information-sharing platforms

• Victoria Police’s experiences of Black Saturday
• The need for an effective Incident Command and Control System (ICCS)
• Establishment of Police Emergency and Event Command (PEEC)

Dennis Henry, Commander
Victoria Police

2:15 Improving information sharing capability across agencies & communities

• Methods to maintain interagency communications
• Defining innovation in enabling information sharing
• Program planning and collaborating across the state

Lance King, Coordinator, Emergency Management
Latrobe City Council, VIC

2:50 Working together collaboratively to ensure information is consistent & accurate

• Identifying the fundamental framing systems required for improved interoperability across agencies
• Expanding on examples of information sharing across various capacities, such as community warning and emergency response

Andrew Gissing, Director Emergency Management and Communication
Victoria State Emergency Service

3:25 Afternoon tea & networking

Communication & community

4:00 Communicating in a crisis: Supporting Australians in times of emergency

• Building community resilience through effective communication and support
• Examining the agency’s emergency management structure and integrated data formats required to deliver services

Hank Jongen, Portfolio General Manager Communication
Centrelink

4:35 Understanding community expectations during the Queensland floods

• How expectations are becoming more complex
• Is there a culture of learnt helplessness in disasters?
• Greater media and public focus on action and messages

Greg Goebel, Executive Director Queensland Australian Red Cross

5:10 Chair’s closing remarks & close of day one

Website: www.emergencydatacomms.com
Day Two
Thursday 28th July, 2011

8:00 Welcome, coffee & networking

8:30 Welcome remarks from the Chair

8:40 Understanding & responding to community expectations in emergency situations
• What are the community’s expectations during an emergency?
• How do we prepare communities for emergencies and empower people to act for themselves?
• Building resilience in disaster-affected communities?
• What are some options for improving community understanding and support for disaster responses?
Tim Costello, Chief Executive Officer
World Vision Australia

Using spatial information

9:20 Weather & ocean warnings now & into the future
• National weather and ocean warning service
• Communication of warnings and community awareness
• Exploring the future of predictive modelling systems and spatial information
Sue O’Rourke
Head of Disaster Mitigation and Severe Weather Services
Bureau of Meteorology

10:00 Examining the importance of sharing spatial information in the context of the 2011 Queensland natural disasters
• Lessons learnt in the recent Queensland natural disasters
• Measuring the effectiveness of sharing data and communication during an emergency situation
Steven Jacoby, General Manager, Spatial Information
Dept of Environment and Resource Management, QLD

10:40 Morning tea & networking

11:10 How to build & fund a multi-agency government network
• Analyse the business case underpinning the UK Government decision to build a single shared national network
• How interoperability is achieved across 250,000 users
• Minimising the genuine risks and maximising the operational and financial benefits
Malcolm Keys, Chief Executive Officer
Airwave Solutions Australia

11:50 Insights into the NSW approach of building resilience through legislative planning
• Examining the complex area of planning and building in relation to the building code of Australia
• How does this add value in building resilience?
• Reducing reliance and building passive protection
Lew Short, Group Manager, Community Resilience
Rural Fire Service, NSW

12:30 Networking lunch

1:30 The challenges & benefits of accessing data to speed up the claims process
• Using data to identify the risk of natural perils, such as bushfires and cyclones
• Raising community awareness and disaster preparedness
Hugh Saalmans, GIS Development Manager
Direct Insurance, IAG

2:05 Establishing the case for a common spatial operating environment
• Looking beyond technology to create common operating cultures
• Importance of a common commitment compared to a common platform
• Delivering targeted outcomes by sharing the benefits beyond emergency services
Mathew Healey
Manager, Office of Security and Emergency Management
Department of Premier and Cabinet, TAS

2:40 Examining strategies for geospatial interoperability across agencies
• Exploring the landscape of spatial information interoperability for decision-making
• What are the data standards relevant to emergency management and why are they important for interoperability
• Identifying the value of investing in standard-based solutions
Maurits van der Vlugt
Vice Chair, Emergency and Disaster Management Working Group
Open Geospatial Consortium

3:15 Roundtable discussions

3:55 Afternoon tea & networking

Predictive modelling

4:25 Re-tasking existing assets using a sensor web
• Enabling situational awareness by integrating heterogeneity to a sensor web
• Applying provenance management to enable data tracking
• Creating context-based alerts that link to policy and legislative frameworks and asset value
Andrew Terhorst, Senior Research Scientist
CSIRO ICT Centre

5:00 Utilising predictive modelling systems to enable better decision-making
• Computational modelling: In science and in engineering design
• Applications for urban infrastructure, such as traffic and water
• Global collaborations with high performance ICT
• Challenges: Storm paths, flooding and inundation
Professor Bernard Pailthorpe
Chair of Computational Science &
Dr Nicole Bordes
Senior Lecturer
University of Queensland

5:35 Chair’s closing remark & close of conference
How to integrate state-wide interoperability into the incident management process

Pre-Conference Workshop A
Tuesday 26th July, 2011
5:50pm – 8:50pm

This workshop is designed for incident management end-users engaged in emergency management, incident control, planning and logistics.

During this workshop, you will explore the identification, procurement process and program planning of implementing a single state-wide system to enable information sharing in the incident management process. The system provides a platform for all municipals and state agencies to link into for access to comprehensive incident management information. This includes GIS mapping and modelling, auditable trail functions, defined search parameters and a communication platform to alert the community.

By attending you will explore the following key stages of implementation:

- Identification process of systems and how they can assist across municipals and state agencies looking at:
  - Overall system functionality
  - Technical requirements
  - Functional requirements
  - Access requirements
  - Interoperability
  - Communication capabilities
  - Data capabilities
  - Information tracking capabilities
  - User groups
- Process of program planning and collaborating across the state
- Exploring the challenges and benefits of program implementation state-wide
- Measuring the effectiveness of sharing data and communications across municipals and state agencies
- Profiling of end-user systems currently available across other jurisdictions.

About your workshop leader

Lance King
Coordinator, Emergency Management
Latrobe City Council

Lance is the current Coordinator Emergency Management for Latrobe City Council in Victoria.

Lance has been involved in a large number of emergency events from the Great Victorian Alpine Fire campaigns to the Delburn and Black Saturday fires in 2009, as well as flood events in Gippsland and North Western Victoria. He also assisted Emergency Management Queensland by being deployed to Townsville in response to Cyclone Yasi.

Empowering users to make decisions through context-based alerting

Post-Conference Workshop B
Friday 29th July, 2011
9:00am – 4:00pm

This workshop will explore a concept that offers a paradigm shift from the traditional top-down approach to emergency management. It uses emerging web technologies, such as sensor web context-based alerting to empower the public to make informed decisions during an emergency.

There is merit in empowering individuals to take ownership of their actions and responses to disaster alerts. Alerts are currently delivered by radio broadcasts and mobile text messages. Such alerts are top-down and general in nature. Another way is to provide tools that allow individuals to configure their own custom alerts that take into account their unique contexts.

These tools allow individuals to integrate dynamic and static information from diverse sources and define rules for issuing alerts (e.g. when river levels exceed a certain threshold, or when rainfall is greater than so many millimetres per hour). Individuals can choose one or more communication channels for receiving alerts (e.g. email, twitter and/or mobile text messages).

Likewise, emergency management authorities can use this information in their emergency response and disaster mitigation planning.

By attending, you will learn:

- Key factors in building resilient communities
- Providing web access to real-time observations and spatial information
- User requirements for context-based alerting
- Risks of empowering individuals to take ownership of their actions and responses to disaster alerts
- Role of social networking/media in identifying threats and delivery of alerts.

About your workshop leader

Andrew Terhorst
Senior Research Scientist
CSIRO ICT Centre

Andrew is a Senior Research Scientist at the CSIRO. His primary research areas include near real-time situation awareness, interoperable sensor systems and model-sensor fusion.

He is currently leading research into real-time monitoring of river catchments. His research goal is to develop an open and adaptive sensing platform for real-time situation awareness.
Registration Page
Conference: 27th & 28th July, 2011
Workshops: 26th & 29th July, 2011

Information Sharing for
Emergency Response & Recovery

Event Prices

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<tr>
<th>Tick relevent box</th>
<th>Register &amp; pay by 27 May 2011</th>
<th>Register &amp; pay by 1 July 2011</th>
<th>Standard price after 1 July 2011</th>
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<tr>
<td>2 Day Conference</td>
<td>$2899 + GST = $3188.90</td>
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Venue

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