



Hazard Briefings

Statement of Intent

To instruct members on the development and delivery of NT Emergency Service Hazard Briefings.

Approval	
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Date:	4 July 2023
Position:	Director, NT Emergency Service

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Document Control

Governance

Owner	Director NTES
Authority	Issued pursuant to: <ul style="list-style-type: none"> • s 49(a) of the <i>Emergency Management Act 2013</i> • s 24 of the <i>Public Sector Employment and Management Act 1993</i>
Scope	Applies to all NTES employees and volunteers responsible for delivering hazard briefings to the community.
Review date	Every 3 years
Suitable for public disclosure	Yes
Parent policy	Customer Service Charter

Version History

Date	Version	Author	Summary of changes	Notification
30/05/2023	1.0	Marie Cunnington	First Version	

Definitions and Acronyms

The following definitions and acronyms are relevant to this standard operating procedure:

External site	Location of place (business, organisation, government department, community group or school) where hazard briefing is to be presented.
Presenter	the member delivering the content of the hazard briefing to an audience

ACRONYM	ACRONYM DEFINITION
AIDR	Australian Institute for Disaster Resilience
ALO	Aboriginal Liaison Officer
CEU	Community Engagement Unit
CREC	Community Resilience Engagement Command
NT	Northern Territory
NTES	Northern Territory Emergency Service
NTG VBS	Northern Territory Government Vehicle Booking Service
NTPFES	Northern Territory Police, Fire and Emergency Services
PPC	Planning and Preparedness Command
SOP	Standard Operating Procedure
The Bureau	Bureau of Meteorology
TRIPS	NTG - Travel Request Information Processing System
TRM	Territory Records Management System

Background Information

The Northern Territory Emergency Service (NTES) is the hazard management authority for severe storm, flood, cyclone, earthquake, and tsunami. The Community Engagement Unit (CEU) focuses on educating communities of the Northern Territory (NT) on the impact of risks to community safety through the development and delivery of community engagement, education and awareness programs, displays and publications.

There are two Community Engagement Officers working in the CEU, each located in the Northern and Southern regions respectively. NTES offers free hazard briefings to businesses, government agencies, community groups and high schools to help Territorians to prepare, respond and recover for the impact of natural hazards in the NT. The public are able to book these sessions online through the NTES website.

The CEU maintain overall responsibility for the design, development, evaluation and delivery of NT hazard specific public education programs, and report to the Manager, Planning and Preparedness Command (PPC).

Hazard Briefings

Design

Hazard briefings for severe storm, flood, cyclone, earthquake, and tsunami use the same design and format (with the hazard content being the only variation), to ensure identifiable and consistent NTES branding to the community. When designing a hazard briefing, the Community Engagement Officer is to follow corporate design requirements and information concepts, that include the:

- Use of NTES PowerPoint Presentation template, which can be located on the NT Police, Fire and Emergency Services (NTPFES) Intranet under 'Logos and Templates'.
- Talking points must be provided in the notes section for each slide, ensuring that the messaging to the community is consistent and accurate.
- Each slide footer must contain Northern Territory Emergency Service – briefing type. For example: - "Northern Territory Emergency Service – Cyclone Briefing."

The information flow of a hazard briefing follows a standardised style reflected in all hazard briefings. This includes:

- Title Slide/Slide one: NTES (Insert topic) hazard briefing, and the date the briefing was developed/ approved. For example (Updated January 2023) or (Created January 2023).
- Slide two: About NT Emergency Service
- Slide three: Presentation outline:
 - Understanding (insert hazard)
 - Preparing for a (insert hazard);
 - What to do during and after a (insert hazard);
 - How to stay informed.
- Slide four and onwards – Information on the hazard, NTES messaging, emergency kit and household plan, and who to contact in an emergency.
- Final Three Slides: Must contain on a Slide to each:
 - Further contact information (NTES, SecureNT, Bureau of Meteorology (the Bureau), Police non-emergency assistance)

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- Conclusion & questions?
- Get ready, get through!

Approval

When the Community Engagement Officer has completed the initial draft hazard briefing, the following five steps are taken to commence, and complete the approval process:

- Step one: Community Engagement Officer forwards initial draft to Planning and Preparedness Command (PPC) Manager for review and feedback.
- Step two: Community Engagement Officer actions any required updates, and returns to PPC Manager for final review.
- Step three: The approved documents are filed in the following location:
 - Hazard briefing: N:\NTES\Planning and Preparedness Command (PPC)\5. Community Engagement\5) BRIEFS - EDUCATION PROGRAMS

Promotion

The annual “High Risk Weather Season” Communication Strategy developed by the CEU includes promotion of NTES education programs and hazard briefings. This includes both paid and organic posts on various social media platforms promoting briefings for the period from October to April.

Book a Hazard Briefing

The online booking portal on the NTPFES webpage is to be promoted in all relevant social media posts as the preferred first point of contact for the community to book. The online booking form is located on the NTPFES website under the NTES section in the Community Engagement tab and select ‘Book Now’. Community Engagement Officers may be required to contact businesses, government departments, community groups and schools to inform them of education and awareness programs NTES can offer.

Online Bookings

All requests for hazard briefings received through the NTPFES are actioned by:

- The system sends an automatic email to ntes@pfes.nt.gov.au with the booking request information.
- The email request is then forwarded by the Command Support Officer to the suitable Northern or Southern Community Engagement Officer to action.
- Upon receiving the email request, the Community Engagement Officer must contact the requester by either email or telephone, within two business days.

Suggested response email:

Hello (person/organisation),

I am happy to help you with this, I am free on (insert date and time recommending)

Please send through a meeting invitation,(should take about 35 minutes), and include the following:

- *The approximate number of people participating. This is to ensure that I bring enough brochures for everyone.*
- *The address and best phone contact details for the coordinator on the day (name/phone).*

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- The presentation is on a USB with multiple embedded videos, I just wanted to check that your set up facilitates a laptop/computer/projector with sound to play the PowerPoint videos. The presentation is too large to be emailed through, so please advise what other options could be if USB does not suit.
- If your organisation is using TEAMS, please be aware that we have experienced significant issues with multiple organisations that has resulted in long delay starting times of approximately 45 minutes. Our preference is that TEAMS is not utilized, but if you do decide to employ TEAMS please be aware that we cannot offer any IT assistance.

Please do not hesitate to contact me if you have any further questions.

Kind Regards

Direct Booking Requests

New enquiries received via a third party referral are to be directed to the online booking system in the first instance by providing the link (<https://pfes.nt.gov.au/form/ntes-engagement-request-form>).

Preparing for a Hazard Briefing

Hazard briefings can be delivered onsite or streamed at schools, businesses, community organisations, in regional and remote localities. IT access and facilities may vary based on location (urban/remote). The presenter will liaise with the booking request contact, and confirm number of expected attendees, schedule a time, and confirm with an email using a calendar invite to the person requesting a briefing.

Calendar invites are to be sent via Outlook Calendar and the Community Engagement Officer records the event in the NTES Planning and Engagement Calendar. Community Engagement Officers will then establish what onsite facilities are available to access, such as if there is there a TV screen, and sound system available. Once confirmed, the presenter will organise what to bring, i.e. laptop, USB stick, HDMI cable, and hard copy of presentation (as a back-up in case of IT issue). Community Engagement Officers can also take along further information publications (i.e. TIO Weather Guide) and any suitable merchandise.

Delivering a Hazard briefing

Joint NTES/Bureau of Meteorology Briefings

The Bureau of Meteorology (the Bureau) is a partner who collaborates with NTES to deliver community information across the NT on an annual basis.

Community Engagement Officer(s) are to liaise with the Bureau's Community Engagement Officer Josie Matthiesson - Josie.Matthiesson@bom.gov.au, and Decision Support Services Officer Alice Nagy - Alice.Nagy@bom.gov.au to arrange the delivery of joint presentations, if requested.

Briefings in Remote Communities

NTES members attending remote communities to undertake community engagement activities are to refer to, and comply with the Remote Community Engagement SOP. NTES members are able to deliver hazard briefings to any remote communities located across the NT. There is a broad range of cultural and language diversity that exists within these communities. Community Engagement Officers are to review hazard briefings, and check the videos are embedded within the presentation, prior to being presented, to ensure they are culturally and the language is appropriate for the audience.

When attending remote communities to deliver briefings, the presenter(s) can invite/request a member of the NTPFES Community Resilience and Engagement Command (CREC) to attend briefings to provide information in language to maximise the educational outcomes for the audience. NTES member can request an Aboriginal Liaison Officer (ALO) by emailing the CREC general office email at CREC.pfes@pfes.nt.gov.au.

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If travelling to remote communities, please refer Remote Community Engagement Standard Operating Procedure (SOP) for remote preparation.

Community Engagement Unit Statistics

The CEU is responsible for recording completed hazard briefing(s) by updating the Community Education and Awareness spreadsheet located on TRM (i.e. 2022/23 TRM - 04:D22:78914). Completed hazard briefings are to be recorded within two business days of the event occurring.

The information recorded includes:

- Hazard Briefing type;
- Date of event;
- Department/Organisation attended;
- Contact Details (name, email, and phone details);
- Jointly delivered – e.g. the Bureau and NTES;
- Location (school, business, organisation or department)Region (Northern or Southern); and
- Number of attendees.

Any observations and feedback obtained by the presenter relating to impacts on the quality of the professional delivery of a briefing are to be collated by the Community Engagement Officer, and recorded in the feedback tab in the Community Education and Awareness spreadsheet located on TRM.

Review

Community Engagement Officers are to review hazard briefings annually, prior to the High Risk Weather Season. The review will include identifying the following quality control points:

- Does the PowerPoint use current corporate branding?
- Is the information in the presentation current?
- Are the photographic images from the most recent weather season (when applicable) included?

Training

Useful training options that have been identified as being beneficial to the presenter(s) to undertake are:

- To observe a Hazard Briefing being conducted by an experienced presenter;
- To obtain a Certificate IV Training and Assessment;
- To complete the AIDR Meteorology for Disaster Managers Masterclass.

Forms

The following form/s apply to this Standard Operation Procedure (SOP):

- Online Booking Form: <https://pfes.nt.gov.au/form/ntes-engagement-request-form>
- Community Education and Awareness Spreadsheet.

Related References

The following references apply to this SOP:

- 49(a) of the Emergency Management Act 2013
- Work Health and Safety (National Uniform Legislation) Act 2011
- Remote Community Engagement Standard Operating Procedure (SOP).