STATE RECOVERY EVENT MANAGEMENT TEAM

Version 1.0
December 2022 (FINAL)

COLOUR CODE LEGEND

- CHDE Staff
- CHDE/Other Govt Agency (OGA)
- Temporary Agency Staff

Organisation Chart

- MP Liaison Officer
- State Human & Social Recovery Coordinator[2]
- Executive Support Officer[2]
- Manager Business Services[2,4]
- SDCC Liaison
- Event Coordinator[2,4]

Under Manager Business Services[2,4]:
- Team Leader Finance Operations
- Partner Relationship Manager[4]
- Team Leader DRFA Recoupment
- Team Leader Partnership Relations
- Team Leader NGO Finance Admin

Coordinator Communication & Engagement[2,4]
- Manager Planning, Intelligence & Reporting
  - Team Leader Planning
  - Team Leader Intelligence
  - Team Leader Reporting
- Manager Communications[4]
  - Team Leader Engagement
  - Team Leader Internal/External Communication

Snr Team Leader Customer Service (Call Centre Ops)

Coordinator Service Delivery[2,4]
- Snr Team Leader Complaints/Complex Enquiries
- Manager Logistics[2,4]
  - Team Leader Logistics[2]
  - Team Leader Transport
  - Team Leader ICT
- Manager Income Tested Grants[2,4]
  - Snr.Team Leader SAG/ESSRS
  - Snr.Team Leader EHCG
  - Snr.Team Leader Virtual Home Visit
- Manager Hardship Grants[2,4]
  - Snr. Team Leader EHA
  - Snr.Team Leader ESHA
- Manager Operations[4]
  - Team Leader Grants Reporting
  - Snr.Team Leader Payment Services

Coordinator Workforce[4]

→ Strategic Change Manager[4]

- Manager RR Workforce Management[4]
  - Team Leader AKC/ADC Partnership Liaison
  - Snr Team Leader RR Mobilising
    - Team Leader Mobilisation
    - Team Leader Data Maintenance
    - Team Leader RRMS Reporting
  - Snr Team Leader Deployment[2]
    - Team Leader Travel
    - Team Leader Accomodation
    - Team Leader Timesheet
    - Team Leader Allowances
    - SAP Payment Officer (QSS)
- Manager[4] Workforce
  - Team Leader Workforce planning
  - Team Leader Well-being & Safety (WHS)
  - Team Leader Workforce Engagement & Business Support
- Manager[4] Training
  - Team Leader Onboarding Induction &Training
  - Ready Reserve Trainers

(Bottom left row)
- Internal Coordination Group (ICG)
  - Facilities
  - HR
  - Finance
- Recovery Partner Agencies
- CITEC SSQ(QOL)
- Procurement & Contract Services[2]
- Other Specialist Support Staff as Required

Key:
1. Additional administrative support is dependent on the scale and type of event
2. Corporate Card required
3. Corporate Card is highly desirable
4. Admin Support as required

Notes:
❖ The number of functional area Managers & Team Leaders is dependent on size, scale and type of event. This structure is representative of a medium sized disaster event.
❖ Whilst it is preferred to use local trained RR to assume functional area team role; where this is not possible RR from other locations will be deployed to the event location.
❖ Functional Manager/ Team Leaders may be required to be pre-deployed for the purpose of event establishment.
❖ Dashed lines indicate an indirect report to a position.
❖ If a virtual service delivery model is implemented (i.e. no Hubs) this structure will be further scaled back to reflect minimal deployment of personnel into the district.
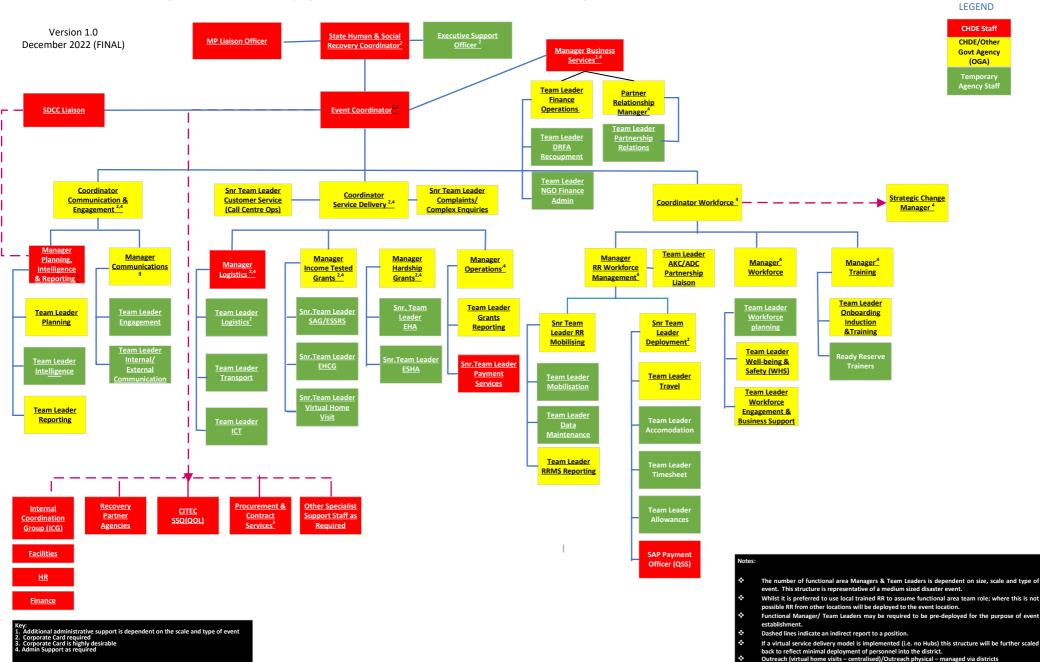❖ Outreach (virtual home visits – centralised)/Outreach physical – managed via districts
❖ Recovery Hub Management via districts/Grant technical advice & support to CR Hubs/Partners via central office