

**DIRECTIVE 10/14***Supersedes:09/12***Commission Chief Executive Directive: Critical Incident Response and Recovery****1. Purpose:**

To support a flexible workforce ready to assist with critical incident response and recovery.

**2. Effective date:**

29 August 2014

**3. Legislative provisions:**

Sections 25, 46, 53 and 98 of the *Public Service Act 2008* (PSA)

**4. Application:**

This directive applies to public service employees and departments as defined under the PSA.

This directive does not apply to public service offices as defined under the PSA or their employees.

**5. Related information:**

Directive relating to critical incident entitlements and conditions

**DIRECTIVE****6. Principles**

- 6.1 Critical incident reserve pools (reserve pools) support the government's commitment to response and recovery by redirecting the collective energies of the Queensland public service workforce from less critical priorities to the critical priorities of the protection of life and property and longer-term human and social recovery.
- 6.2 An employee's work health and safety (including management of fatigue) will be the primary responsibility of the agency engaging the employee, the employee's managers and rostering staff.
- 6.3 Employees have a responsibility to take reasonable care for his or her own health and safety.

**7. Reserve pool**

- 7.1 Critical incident reserve pools will be established to provide an inter-departmental pool of public service employees to undertake response and/or recovery activities.
- 7.2 The coordination and management of critical incident recovery and response reserve pools is the responsibility of the lead departments for response and recovery efforts respectively.
- 7.3 Reserve pool members are pre-approved to attend training and pre-season exercises and to be deployed to undertake response or recovery tasks.

**8. Role of lead departments**

- 8.1 In preparation for a critical incident, the lead departments will:
  - a) determine the desirable size and appropriate location(s), attributes and skill requirements of the

reserve pool

- b) negotiate with each chief executive the numbers of reserve pool members which can feasibly be made available
- c) provide induction and training.

8.2 In the event or aftermath of a critical incident, the lead departments will:

- a) determine the location and type of tasks to be performed
- b) negotiate additional emergency resourcing if required
- c) have sole discretion to determine the deployment of reserve pool members to tasks and locations
- d) ensure the management of work health and safety, including fatigue, for deployed employees.

## 9. Role of departments

9.1 Chief executives will:

- a) prioritise critical incident response and recovery
- b) determine their department's critical service priorities as a basis for negotiating the department's contribution to the reserve pools
- c) identify the relevant areas of the department that will be permitted to contribute staff for the reserve pool
- d) encourage and provide the opportunity to employees to nominate as reserve pool members and provide information about departmental support mechanisms
- e) be responsible for ensuring their agency's readiness to meet their contribution of trained reserve pool members
- f) give priority to additional requests for assistance
- g) have sole discretion to determine which nominating employees will participate in a reserve pool
- h) ensure reserve pool members are released to undertake response and recovery preparation and deployment as required
- i) be responsible for the payment of costs, other than recoverable costs, associated with deployment of their own employees when undertaking response and recovery tasks
- j) ensure their department implements protocols for:
  - employees to formally notify that they no longer wish to serve on a reserve pool
  - notifying the relevant lead agency of employees who are no longer available
  - replacing employees who are no longer available
  - establishing a nominated contact officer to maintain an accurate contact list and who will resolve all issues relating to the reserve pool
  - ensuring the management of fatigue for employees returning from deployments.

9.2 Where there is disagreement on the level of a department's contribution to the reserve pool(s), or a department is unable to meet its quota, the department's contribution will be negotiated with the Commission Chief Executive (CCE) of the Public Service Commission (PSC).

## 10. Role of employees

- 10.1 Employees who volunteer to participate in a reserve pool will, except in extenuating circumstances, make themselves available to undertake training and induction and to be deployed as determined by the relevant lead department.
- 10.2 Public service employees will work under the direction of the relevant lead department. An employee who is unable to meet a direction given to them as a reserve pool member is to discuss their circumstances with the nominated contact officer within the relevant lead department.
- 10.3 Employees must take reasonable care for their health and safety, including fatigue management, during and after deployment.

## 11. Evaluation and reporting

- 11.1 The CCE of the PSC will determine how the effectiveness of the arrangements under this directive are to be evaluated.
- 11.2 The chief executives of the departments responsible for leading response and recovery efforts must report on evaluation criteria as determined by the CCE of the PSC.

## 12. Definitions

Unless otherwise provided, the terms in this directive have the meaning prescribed in the PSA.

**Critical incident** means any event requiring swift, decisive action by the Queensland Government in response to and recovery from such event and occurring outside of the normal course of routine business activities.

**Deployment** means the allocation of reserve pool members to response or recovery tasks by the relevant lead agency.

**Lead Departments** means the departments responsible for leading response and recovery efforts.

**Quota** means the proportion of an agency's full-time equivalent employees, as determined by the Department of Communities, Child Safety and Disability Services, that an agency is required to contribute to the reserve pool.

**Recovery** is a program of work led by the Department of Communities, Child Safety and Disability Services to assist in the physical, financial, social and emotional recovery of individuals and communities from the effects of a critical incident. Recovery activities may commence at the same time as the emergency response activities and can continue for some months beyond the initial response, depending on the needs of the affected community.

**Response** is a program of work led by the Queensland Fire and Emergency Services to prevent the loss of life and property in the event of a critical incident.