

SECTOR OUTCOMES FRAMEWORK

EMERGENCY MANAGEMENT



Measuring our impact

The Victorian emergency management Sector Outcomes Framework (the Framework) translates our shared vision for *Safer and More Resilient Communities* into outcomes. It describes what we, as a sector, are collectively seeking to achieve and deliver for all Victorians. With communities at the centre, the Framework will guide reforms over the coming years. It sets out the change we want to see.

As partner documents, the Strategic Roadmap and Framework map a clear path – prioritising the areas of greatest demand and opportunity. As we move towards our next stage of outcome measurement and reporting, we will build a clearer understanding of how well our sector's investment and actions are moving us in the right direction and making a difference.

The Framework is broad because it reflects the diversity and contribution of every player in Victorian emergency management. It includes all individuals and households, community groups and businesses, industry and levels of government. For example, when we talk about the 'community' or 'Victorians' we are using these terms in the broadest sense. When we refer to the 'workforce' it means personnel across all emergency phases, including both career and volunteer roles. The Framework applies to:

- ▶ all types, classes and phases of an emergency
- ▶ considers all events – from floods and fires to health emergencies and cybersecurity incidents
- ▶ reflects all stages – from planning and mitigation, through to response, relief and recovery.

This Framework is an important step towards measuring our combined impact, contribution and value. It's **our** statement, **our** commitment – from the emergency management sector to Victorians – about how we will keep working towards *Safer and More Resilient Communities*.

The emergency management sector brings together many organisations. The work we do together, outweighs the work we do separately.



Our vision and impact statement

SAFER AND MORE RESILIENT COMMUNITIES

Victoria's risk profile is changing. Climate change, shifting demographics, technological advances and just in time supply chains are only some of the factors that will influence the frequency, duration and impact of emergencies.

As 2028 approaches, individuals, communities, businesses, all levels of government and the not-for-profit sector need to work together to better prepare for, respond to and recover from emergencies. Everyone has a role.

The emergency management sector will work alongside experts, community, industry and all levels of government to reduce risk and minimise the impacts of emergencies on our economy, our environment, our infrastructure and our people.

We will empower you with the information and tools you need to prepare and look after yourself, your family and your community before, during and after an emergency.

We will support First Nations self-determination in the emergency management sector and in practice.

We will streamline the way you interact with different departments and layers of government, working with you to design programs that meet community needs.

We will help you and your community stay safe by investing in our emergency services, including our volunteers – we'll make sure they have the resources, systems and technology they need to get the job done.

We will listen and learn – providing meaningful opportunities for you to share your experiences and inform decision making and continuous improvements.

We will work with you to plan for the future so you are ready for the next emergency.



1. Reducing risks and impacts

| OUTCOME | INDICATOR |
|--|--|
| 1. Victoria's emergency management system reduces the risk and impact of emergencies on business, industry and our environment | <ol style="list-style-type: none"> 1. Reduce risk exposure by identifying and delivering mitigation measures 2. Reduce the impact of disruptions to essential services and businesses 3. Increase the accessibility, variety and uptake of insurance 4. Increase the protection of our economy, environment and ecosystems from the impacts of emergencies 5. Reduce the impact and consequences of emergencies on communities and businesses |
| 2. Victorians are empowered to proactively manage their own emergency risks | <ol style="list-style-type: none"> 1. Improve disclosure, sharing and quality of risk information/intelligence with individuals, communities and business 2. Increase incentives and reduce barriers to addressing disaster risk 3. Increase community and business capability to undertake mitigation actions to manage their emergency risk 4. Increase community led and owned place-based risk reduction efforts |
| 3. Victorians are actively involved in decisions that affect them | <ol style="list-style-type: none"> 1. Increase community and business participation in emergency management 2. Increase community and business leadership capability in emergency management 3. Increase the accessibility of emergency management forums for community participation 4. Increase the use of local and industry knowledge to inform planning and decision making |
| 4. Victoria invests in the resilience of our infrastructure | <ol style="list-style-type: none"> 1. Reduce the damage and disruption to infrastructure 2. Increase collaborative investment to enhance infrastructure resilience 3. Increase access to, and adoption of, programs to 'build back better' 4. Increase the ability of infrastructure networks to withstand emergency impacts |

NB: It is important to note that the sector domains, outcomes and indicators are numbered so it is easy for people to refer to, and discuss, them. The numbers do not imply a ranking or suggest that one is more or less important than another. We have a lot to achieve at the same time.

2. People-centred programs and services

| OUTCOME | INDICATOR |
|--|--|
| 5. Self-determination of Traditional Owners and First Nations Peoples is recognised and supported | <ol style="list-style-type: none"> 1. Reduce barriers for Traditional Owners and First Nations Peoples to lead emergency management initiatives and practices 2. Increase the capability of the emergency management sector to effectively respond to Traditional Owners and First Nations Peoples connection to culture and Country 3. Reduce barriers for Traditional Owners and First Nations Peoples to participate in emergency management decision making |
| 6. Victorians can access emergency management programs and services that are person-centred, equitable and inclusive | <ol style="list-style-type: none"> 1. Increase community and business engagement in the timing, design and delivery of services and programs 2. Increase the responsiveness of services and programs to peoples' needs, preferences and timeframes 3. Increase the availability and effectiveness of programs and services for people most at-risk during an emergency 4. Reduce barriers for people applying for and accessing services |
| 7. Victoria's emergency management system is timely and responsive | <ol style="list-style-type: none"> 1. Reduce delays to emergency services and supports 2. Increase the accessibility and usability of real time data and intelligence to support decision making 3. Increase timely and appropriate public information, warnings and alerts |
| 8. Victorians' lived experiences with emergencies and best practice inform continuous improvement | <ol style="list-style-type: none"> 1. Increase the identification and sharing of lessons to inform continuous improvement across the sector 2. Increase the use of research and evidence |

3. Sustainable, effective sector

| OUTCOME | INDICATOR |
|---|---|
| 9. Victorians are supported by a sustainable and agile workforce that represents the people it serves | <ol style="list-style-type: none">1. Increase workforce diversity and inclusion2. Increase surge workforce capacity to deal with complex and concurrent emergencies3. Increase understanding and appropriate recognition of the value that volunteers, volunteering and volunteerism provide |
| 10. Victorians are supported by a workforce that is safe | <ol style="list-style-type: none">1. Decrease workplace injuries, hazards and compensation claims2. Increase staff and volunteer satisfaction3. Increase the capability of the sector to recognise trauma and provide mental health and wellbeing supports |
| 11. Victoria's arrangements are integrated, responsive and provide clear accountability | <ol style="list-style-type: none">1. Increase understanding of roles, responsibilities and emergency arrangements2. Increase integration across state, regional and local levels3. Increase the sector's capacity to make decisions and effectively respond to an emergency |
| 12. Victorians are supported by a well-resourced and innovative emergency management sector | <ol style="list-style-type: none">1. Increase the effectiveness of workforce and asset planning to meet future operational demand2. Increase the adoption of evidence-based decision making to improve efficiency and service delivery3. Increase monitoring and evaluation to identify improvements and inform learnings across the sector |



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Acknowledgement to Country

The Victorian Government acknowledges Aboriginal and
Torres Strait Islander people as the Traditional Custodians
of the land. The Victorian Government also acknowledges
and pays respect to the Elders, past and present.